Fixed and Mobile Telecommunications Appropriate Usage

Head of Power

Local Government Act 2009

Objective

The primary purpose of the Council's telecommunications infrastructure is to facilitate and ensure cost effective, efficient and reliable communication and information services to all authorised customers/officers to support the operational requirements of Council.

Definitions/Application

Definitions

“Mobile Devices” - are all mobile devices including but not limited to smartphones, mobile phones and Air cards managed by Council.

“Fixed telephony system” - includes all fixed lines managed by Council.

“Council's telecommunications devices and systems” - refers to Councils fixed telephony systems and mobile services, including but not limited to modems, in bound diallers, two way radio and GPS systems.

“Personnel” - refers to all Moreton Bay Council officers, contractors and volunteers.

“Data Usage” - refers to the transmission/reception of all data products including but not limited to dial up accounts and 3G.

“In car kits” - are kits used in cars to hold, possibly charge and possibly provide hands free operation of smartphones, mobile phones or laptops.

“SMS” - (Short Message Service) is a text based messaging service offered on mobile phones. It uses the standard mobile telephone carrier mechanism available on mobile devices. It is not considered as a data service.

“MMS” - (Multimedia Messaging Service) is a telephony messaging system that allows sending messages that include multimedia objects (images, audio, video, rich text) and not just text messages as in Short Message Service (SMS).

“ICT Service Desk” - refers to a work team within the Information & Communication Technology Department dedicated to the support and management of council's telecommunications systems.

Application

The Council undertakes to utilise appropriate technology to optimise services, to meet its legal and contractual obligations and to minimise costs.

Policy Statement

This policy covers the management and use of telephony services provided by Council to all Officers, contractors and volunteers.

Telephone communication, whether by fixed line or mobile device is an integral part of daily operations.
REQUIREMENTS

Fixed Lines
Officers may be provided with workplace access to a standard telephone service for conducting Council’s business. All such telephones will have access to call internal extensions and local district telephone numbers, including 24-hour emergency numbers.

All telephones which have a named user associated with them will have STD access; this recognises that council employs professional officers who are responsible in employing this facility. STD access is not enabled on ‘general use’ phones such as those found in meeting rooms and spare desks. STD access can be removed via a request from the relevant Manager to the ICT Service Desk. International access is barred by default but can be made available through the ICT Service Desk with Director approval.

An appropriate handset will be provided in accordance to the business requirements and needs of the individual and be selected from the approved equipment managed by the ICT Service Desk.

Mobile Devices
Allocation of a mobile device will be granted, where the relevant Director sees evidence of adequate need, supported by sufficient benefit to the Council. Circumstances in which the allocation of a mobile device may be appropriate include:

- Officer is constantly performing out of office duties
- Officer is on call
- Officer has minimal access to fixed telephone services
- Officer will be able to improve productivity, enhance client service or greater efficiency through mobile solutions.

All equipment will be consistent with the business needs of the individual and be selected from the approved equipment managed by the ICT Service Desk so that optimal support and assistance can be provided. The ICT Service Desk will maintain a register of mobile devices. Only devices purchased or supplied in this manner are to be connected to other Council equipment such as laptop computers, desktop personal computers or the Council telecommunications network via direct or wireless connection.

In the event that an officer has an existing device and a new device is supplied that can perform the functions of the existing device, Officers are to surrender the existing device for disposal or redeployment.

If employment is terminated the mobile device must be returned to the ICT Service Desk before the Officer leaves. If the mobile device is not returned the Officer may be invoiced for the cost of the replacement handset, the SIM card will be locked and all appropriate administration costs and overheads may be charged. Any outstanding personal calls must be paid for. The ICT Service Desk will liaise with relevant units for the redistribution of the mobile device.

Transferring Phone Numbers
As officers join and leave the organisation, Council will consider allowing mobile phone numbers to be transferred in and out of Council’s fleet if it is mutually beneficial to both parties. In most cases such transfers will be allowed. However if, for example, a number is associated with a position that is widely advertised to the public it would not be allowed to be transferred away from Council when an Officer leaves.

All services transferred into Council’s fleet will be subject to Council’s policies and feature restrictions. Any services that are approved to be transferred away from Council into a private name will be transferred to a Telstra account and it will be the user’s responsibility to transfer it to their preferred carrier.
Features and Options
An appropriate protective case will be issued with each handset and fixed or Bluetooth car kits will be available. All car kit installations or removals will be arranged by the ICT Service Desk and be completed by Council’s authorised installers.

All Council personnel provided with a mobile service will have access to basic network features (when available) including:

- SMS
- Voice Mail
- Caller ID

Managers will have the option to have other media services on their device, which is to be deducted from existing monthly allowances. Officers may apply to have access to these services through their Director, provided evidence of adequate need, supported by sufficient benefit to the Council is proven. Council personnel may be required to sign and agree to the telecommunications carrier’s fair usage policy.

Loss, theft or damage
Loss or theft of these devices must be reported to the ICT Service Desk immediately upon discovery. All replacement handsets due to loss, theft or damage will require Manager’s approval before being replaced. Council may seek reimbursement by the Officer for recurring instances where the officer has not taken reasonable care to prevent accidental damage.

Appropriate and Reasonable Usage Guidelines
Reasonable usage is defined as business usage plus a level of incidental personal usage which must be both infrequent and based on genuine need.

Officers must ensure that the use of a mobile or fixed telephony device is as cost effective as possible. All call costs are allocated against an operational budget, and exception reports are regularly produced and scrutinised. It is mandatory that all officers operate under the following guidelines:

- The number of calls made should be limited to only those necessary to fulfil the work obligations of individuals.
- Consideration must be made in realising the cost effectiveness of the type of call made.
- General private use of Council’s telecommunication devices and systems is not permitted unless authorised in remuneration packages.
- Reimbursement for the cost of unauthorised private calls may be sought at the discretion of the Manager. Usage reports will be provided and it is the Manager’s responsibility to monitor the usage of these devices.
- Reasonable care must be taken to prevent accidental damage, loss or theft Council’s telecommunication devices and systems

The ICT Service Desk will be responsible for reconciling any telecommunications bills for the Council. The ICT Service Desk will be responsible for providing any call accounting or system management reports to managers on a regular basis.

Council’s telecommunications devices and systems are to be used for Council business purposes only and must not be used for transmission/reception of any subject matter that may contain obscene, offensive, pornographic or otherwise objectionable material. Without limitation this includes any transmissions constituting or encouraging conduct that could be deemed a criminal offence, give rise to civil liability, or otherwise violate any law.
Any action on Council’s telecommunications devices and systems that restricts or inhibits the use of Council’s telecommunications devices and systems or generates excessive telephony traffic through the use of automated or manual programs or routines is strictly prohibited. Any data usage on Council’s telecommunications devices and systems without Information & Communication Technology Services approval is strictly prohibited.

Users shall not cause, or attempt to cause, security breaches or disruptions to Council’s telecommunications devices and systems. Examples of security breaches include, but are not limited to, accessing calls of which the customer is not an intended recipient or logging into a server or account using mobile telephony services that the user is not expressly authorised to access. Disruptions include, but are not limited to, WAP services, GSM information services and data services.

Harassment is not permitted, whether through language, images, or frequency of telephone, text or multimedia messaging calls. Users must not send unsolicited messages, including ‘junk mail’ or other advertising material. Users are not allowed to access Ring tone and Image services, including but not limited to SMSmate, mobiletones and smsmobile.

Council’s telecommunications devices and systems hold and provide access to a range of data sources. The following requirements must be met when storing or accessing data on a mobile device:

- A user must not examine, disclose, copy, rename, delete or modify data without the express or implied permission of its owner. This includes data on storage devices and data in transit through a network;
- A user must respect the privacy and confidentiality of data stored or transmitted on the Council’s telecommunications devices and systems. Any release of data to an unauthorised person is expressly forbidden; and
- Users storing data of a sensitive nature must ensure that the privacy of such information is unable to be compromised. In these cases access controls should be employed such as password locks or similar tools.

Security
It is recommended that personnel assigned mobile devices should apply PIN numbers, and that this facility is used at all times to minimise security risks. PIN numbers must not be shared with other officers. To secure the reliability of Council’s network, Council issued SIM’s must not be used in personal mobile devices unless approved by Department Manager and the Manager Information & Communication Technology.

Diversions or call forwarding from Council issued numbers to personal numbers is strictly prohibited unless approved by the appropriate manager.

Facsimile access
Council Officers may have reasonable access to facsimile facilities for the purpose of conducting Council business. These facilities are provided in all buildings. All facsimile machines may have the ability to dial national numbers. International access can be made available through the ICT Service Desk.

All Officers with email privileges have access to send faxes via computer based facsimile systems. Contact the ICT Service Desk for instructions/information.

Risk Management
Only mobile devices that meet Australian standards for exposure to radio waves will be issued to Council Officers. They are designed and manufactured not to exceed the limits for exposure to radio frequency (RF) energy set by the Australian Communications and Media Authority (ACMA).

These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organisations through periodic and thorough evaluation of scientific studies. The guidelines include a substantial safety margin designed to assure the safety of all person, regardless of age and health.
Directions as stipulated in manufacturers manual, including travelling tips, and correct handset operations should be followed at all times. If Officers have any concerns, they can return the mobile device at any time to the ICT Service Desk. Access to manuals can be provided if manuals are not currently in the possession of the user.

Under Queensland State legislation it is deemed illegal to use a mobile phone whilst operating a motor vehicle. Hands free use is only legal if it requires no manual intervention to make or receive calls. Council recommends officers to stop safely if they must make or receive a call whilst driving. Council accepts no responsibility for infringements; it is the Officer’s responsibility.

### Review Triggers

This Policy is reviewed internally for applicability, continuing effect and consistency with related documents and other legislative provisions when any of the following occurs:

1. The related documents are amended.
2. The related documents are replaced by new documents.
3. Amendments which affect the allowable scope and effect of a Policy of this nature are made to the head of power.
4. Other circumstances as determined from time to time by a resolution of Council.

Notwithstanding the above, this Policy is to be reviewed at least once every two years for relevance and to ensure that its effectiveness is maintained.

### Responsibility

This Policy is to be:

1. implemented by all Councillors and Officers; and
2. reviewed and amended in accordance with the "Review Triggers" by the Manager Information & Communication Technology.

### Version Control

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### Related Links: