

754.3 SUBJECT: LONG DISTANCE TELEPHONE SERVICES

:1 OBJECTIVE:

To describe the policy and procedures necessary to request, obtain and use long distance telephone services.

:2 AUTHORITY:

This procedure amended by City Council September 15, 2003.

:3 DIRECTION:

Network Support Manager receives direction through the Systems & Networks Senior Manager.

:4 METHOD OF OPERATION:

A. General

1. The Sunshine Communications (SUNCOM) Network operated by the State of Florida shall be used to the greatest extent possible for all long distance voice, facsimile and data communications when contacting parties in the United States, Canada, Puerto Rico and the U.S. Virgin Islands. SUN-COM circuits will be used for City business purposes only. Every effort will be made to contain calls to 10 minutes or less. Over limit calls should be reviewed by the supervisor for evidence of misuse.
2. AT&T or other long distance services should not be used for placing long distance calls, as the rates charged by these companies are significantly higher than SUNCOM. These companies are to be used only in emergency situations when SUNCOM is not available or for placing calls outside the SUNCOM coverage area. When SUNCOM is not available due to "blocking" or "out of service," notify the Call Center at Ext. 2600 immediately.
3. Collect calls, including collect calls from local pay phones, are strongly discouraged. Such calls, even if for legitimate business purposes, are much more expensive than direct dialing. Employees traveling on City business and using long distance services should use a credit card or direct dial and file for reimbursement on an expense report.
4. Departments/Offices/Divisions are encouraged to obtain and use any toll free numbers available from vendors, suppliers, and other contacts.

B. Use of SUNCOM Network

1. SUNCOM will *NOT* be used for the following:
 - a. Toll-free numbers (800 area codes)
 - b. Local numbers
 - c. Personal calls
2. SUNCOM usage follows a very definite pattern with peak demand occurring around 10 a.m.-12 noon and 2 - 3 p.m. Adjusting your calling to off-peak periods will permit a more even distribution of use and accessibility to the SUNCOM Network.
3. The operation, administration, and handling of all matters pertaining to the

SUNCOM should be directed to the Network Support Manager at 246-2740.

4. The SUNCOM Network may be accessed by utilizing the following procedure:
 - a. Dial Eight (8)
 - b. Dial "1" and the Area Code (e.g., 1-407).
 - c. Dial seven digit number
 - d. If you know the SUNCOM number of the person you are calling, you may simply dial eight (8) and that number (with no area code)
 - e. The City's SUNCOM number is **940** - plus your extension

C. Abuse and Auditing of Long Distance Services

1. Personal long distance calls on City telephones are strongly discouraged. Such calls constitute illegal avoidance of State and Federal taxes, and "improper use of City equipment, supplies or communication systems" as defined in Human Resources Division policies. Occasionally, personal calls may be necessary, but frequent and/or repeated use of the long distance services for such calls will be considered abuse and may result in disciplinary action. Department Directors/Office Heads may institute more stringent policy if appropriate.
2. All personal calls are subject to City reimbursement by an employee, payable to the City of Orlando Revenue Collection. Long Distance SUNCOM calls will be reimbursed at the cost shown on the SUNCOM usage report. AT&T, credit card calls, and cellular telephone calls will be reimbursed at actual cost.
3. Reports will be generated for long distance usage and provided to each Director and Office Head for their use in detecting abuse. Periodically, Internal Audit will audit telephone reports.

:5 FORMS:
None.

:6 COMMITTEE RESPONSIBILITIES:
None.

:7 REFERENCE:
Procedure adopted by City Council February 6, 1989, Item 7A-17; revised December 18, 1989, Item 16A-47; amended June 4, 1990, Item 2A-22; amended November 9, 1992, Item 6J; amended April 19, 1993, Item VV; amended March 20, 1995, Item SS; amended August 31, 1998, Item 3K; amended April 3, 2000, Item 2PPP; amended September 15, 2003.

:8 EFFECTIVE DATE:
This procedure effective September 15, 2003.