

CONTROLLING TELEPHONE COSTS

Department heads (or their designee) must review the monthly telephone reports that are sent to the department to be certain that all charges are accurate. Report any discrepancies or suspected fraud IMMEDIATELY to the Telecommunications Office at ext. 2433.

1. HOW DEPARTMENT HEADS (OR THEIR DESIGNEE) ARE EXPECTED TO CONTROL TELEPHONE COSTS:

- a) Reports are to be carefully reviewed by department heads **upon receipt of each report with each telephone user** in the department to identify possible fraud and ALL non-state business calls.
- b) Remove any instrument/line that is no longer necessary.
- c) Periodically review the department's class of restriction for each telephone and request the *lowest* possible class for each line.
- d) Investigate suspected telephone abuse. Consult the Office of Telecommunications (2433) or University Police (2626) as needed.
- e) **All Personal calls must be paid for** at the Bursar's Office (BSB Rm 1-128) noting the telephone number from which the calls were made. The dept's telephone recharge account will receive credit for all personal call payments processed in this manner.

2. HOW TELEPHONE USERS CAN HELP TO CONTROL TELEPHONE COSTS:

- a) Keep calls as short as possible.
- b) For long distance calls: Ask if there is an "800" number to call a party back at (many businesses have "800" numbers which are paid by that business) and tell receptionist that "this is a long distance call" so that you are not kept on hold for a long time.
- c) Dial long distance calls directly without assistance (rather than having a receptionist dial and then hold the call for you).
- d) Directory Assistance calls are restricted across the Downstate Medical Center campus. Please **use telephone company directories and Internet sites for yellow/ white pages**. DO NOT USE automated Directory Assistance connection feature, which is available in some calling areas.