

Policy

Policy Title:	DHS State Issued Phone Cards				
Policy Number:	DHS-030-008	Version:	2.0	Effective Date:	06/17/2002

DHS Chief Administrative Officer

06/17/2002

Approved By: *(Authorized Signer Name)*

Date Approved

Overview

Purpose/Rationale:

It is the intent of the Department of Human Services (DHS) to allow all methods, within reason, for communications while conducting state business. Use of state issued calling cards is one of those methods.

Policy

1. General

- a. DHS intends to make all reasonable methods of communication available for employees to conduct state business and believes State Phone Cards are a reasonable method.
- b. DHS may issue Phone Cards to individual employees.
- c. DHS issued State Phone Cards may only be used as authorized by this policy.
- d. Cardholders are responsible for phone card security. Lost or stolen cards should be reported immediately to 1-800-882-CARD (2273)
- e. Unauthorized use of phone cards is subject to disciplinary action.

2. Authorized uses of a State Phone Card:

- a. An employee, calling on official state business, who is away from his/her home office and does not have access to a DHS or other State Agency phone line, may use the state phone card to place the call.
- b. An employee, calling on official state business, may use a state phone card to place an international call, if the available state phone system will not allow international calling.
- c. An employee who is on official travel status can use their state issued phone card for a single 5-10 minute phone call to their home on the first day of travel and on every additional other day on the official travel status. See [OAM 40.10.00.105](#).

3. Unauthorized Phone Card use:

Phone card calls are NOT allowed for personal business.

4. Phone card cancellation:

- a. Phone cards must be collected and canceled when the employee:
 - A. Separates from DHS employment, or
 - B. Goes on Administrative leave, or
 - C. Goes on other extended DHS leave.
- b. Before leaving employment, the employee is required to turn the card into the Supervisor for destruction.
- c. Employee's supervisor should contact DHS Telecommunication's coordinator to cancel a phone card.
- d. Employee Transfer. Employees transferring to another position within DHS must notify the Telecommunication's Coordinator to transfer the budget cost center code for the card to the new center.

5. Obtaining and Canceling Phone cards.

Phone Cards must be ordered and canceled via a Telephone Service Order (TSO) by a member of the DHS Telecommunications staff. See Phone Card Ordering Procedures for details. Phone cards take up to 4 weeks to receive after the order has been placed.

Procedure(s) that apply:

[DHS-030-008-01, DHS State Issued Phone Cards](#)

Form(s) that apply:

DHS 0002, DHS Telecommunications Service Order form [PDF](#)

Definition(s):

Business Communication(s): Any communication that occurs during the normal accomplishment of Department duties or job functions.

Phone Card: State Issued Credit Card to an individual used for the purpose of making phone calls for state business.

Telephone Service Order (TSO): A request for telecommunications or data services that is submitted to the Department of Administrative Services

Reference(s):

[DHS-040-002, DHS Employee Assigned Property Policy](#)

DAS IRMD calling card information, http://telecom.das.state.or.us/voice/calling_cards.htm

DAS Oregon Accounting Manual [\(OAM\) General Travel Policy 40.10.00.105](#)

Contact(s):

Name: Statewide Telecom; **Email:** dhs.telecom-statewide@state.or.us

Policy History:

- **Version 2.0:**
 - 06/17/2002 Revised
- **Version 1.0:**
 - 02/15/2002 Initial Release

Keywords:

(List keywords here that might be used by someone to search for this policy on the internet)

