

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> Standard Operating Procedures		
<b>Functional Area:</b> Support Services Telecommunications	<b>Reference Number:</b> IVF02-0004	<b>Revises Previous Effective Date:</b>  4/15/04
<b>Subject:</b> Statewide Paging System		
<b>Authority:</b> Donald/Bell	<b>Effective Date:</b> 11/01/04	Page 1 of  3

**I. POLICY:**

A. All pagers will be obtained from GTA or a vendor approved by the GDC Telecommunications Section (metro-Atlanta area and Central Office only). Facilities and offices located outside of the metro-Atlanta area may order their pagers directly from the GTA Regional Office serving their location. The affected division's director must approve exceptions to this policy.

B. The Georgia Department of Corrections reserves the right investigate, retrieve and read any communication or data composed, transmitted or received through voice services, online connections and/or stored on their respective servers.

**II. APPLICABILITY:**

Users of GTA Statewide Paging System.

**III. RELATED DIRECTIVES:**

OPB Revised Policy on the Acquisition and Use of Telecommunications Services and Equipment dated July 23, 2004

**IV. DEFINITIONS:**

None

**V. ATTACHMENTS:**

Found in IVF02-0006 Wireless Devices "JUSTIFICATION FOR WIRELESS/MOBILE DEVICE"

**VI. PROCEDURE:**

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- A. Requests for pagers in facilities or offices outside of the metro-Atlanta area and Central Office will be submitted in writing on the form "Justification For Wireless/Mobile Devices" to the respective facility or office's business manager. Once approvals are obtained the business manager may submit the order to the GTA Regional Office serving that particular facility/office. The request will contain the number of pagers required, type of pager requested (if known), and the account number to which the monthly charges are to be billed.
- B. Requests for pagers within the metro-Atlanta area and Central Office will be submitted on the form found in SOP IVF02-0006, "Justification for Wireless/Mobile Device to the Telecommunications Business Office.
- C. Pagers issued to GDC employees remain the property of the Georgia Technology Authority and are to be used for business purposes only. Pagers are to be cared for properly and not abused. If damage occurs to a pager due to negligence of the user, replacement costs will be assessed to the individual.
- D. The user should test the pager periodically to ensure that it is in working order. All staff who are assigned pagers, and staff who must contact those individuals should receive proper instruction in accessing the paging system and maintaining the equipment.
- E. If outside of the metro-Atlanta area or Central Office, a pager that is not functioning properly should be returned to the local GTA District Office for repair or replacement. Business office staff should contact the GTA District Office directly to accomplish this. Inside the metro-Atlanta area and Central Office, staff should contact the GDC Telecommunications Business Office for repair and replacement units.
- F. Damaged pagers must be reported to the user's supervisor, who will determine if the equipment has been damaged due to negligence and will take appropriate action, if negligence is determined.
- G. Two types of pagers are available; NUMERIC and ALPHANUMERIC. Each pager can be accessed from any touch-

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tone telephone. Both pager types can be paged by utilizing the GTA paging website [Pageme.gagta.com](http://Pageme.gagta.com). If paging a numeric only pager only a numeric message can be entered at this website. If paging an alphanumeric pager both alphabetic and numeric pagers can be sent.

- H. Pagers are assigned a 10-digit number. When providing the pager number to potential callers, the complete 10-digit pager number should be given. This enables the caller to identify whether to dial the local 10 digit pager number or the toll free 800 number.
- I. To page a user with a numeric pager please use only a touch tone telephone. Next, determine the pager's area code. If the pager's area code is local to the caller, only the 10 digit pager number has to be dialed via a touch tone phone. If pager's area code is not local to calling party, dial the toll free number; 1/800/829-2255, and when prompted to do so, enter the 10 digit pager number followed by the # key. If you normally dial 9 for an outside line, please remember to do so when calling either the local pager number or the toll free number. To page a user with an alphanumeric pager using a touch-tone phone, follow the directions in section H above.
- J. All facilities and offices shall maintain a current inventory of pagers assigned to their location. A quarterly update of pager assignments must be provided to the Telecommunications Business Office.