

GEORGIA DEPARTMENT OF CORRECTIONS Standard Operating Procedures		
Functional Area: Support Services/ Telecommunications	Reference Number: IVF02-0007	Revises Previous Effective Date:
Subject: Long Distance Calling		4/15/04
Authority: Donald/ Bell	Effective Date: 11/01/04	Page 1 of 2

I. POLICY:

A. Telephone service for all departmental offices and facilities will be requested through the GDC Telecommunications Business Office who will coordinate the provision of services with the Georgia Technology Authority.

B. The Georgia Department of Corrections reserves the right to 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:

All GDC personnel.

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:

None

VI. PROCEDURE:

A. All requests for telephone service will be submitted in writing to the GDC Telecommunications Business Office.

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Telecommunications Services for construction trailers placed at facilities which are located outside of the perimeter fence may be coordinated by the Engineering Section directly with the local telephone service provider.

B. The monthly GTA telephone bill itemizes long distance telephone and credit card calls.

1. Call detail should be reviewed to check for any unusual patterns or abuse.
2. Calls to any directory assistance numbers should be prohibited unless the phone number cannot be obtained by utilizing other sources such as the internet web sites such as anywho.com, whitepages.com or switchboard.com.

C. If discrepancies occur, the section manager should take necessary action to reconcile the difference. If personal calls are identified, the agency will collect the cost of the personal call from the employee and may take appropriate disciplinary action. Only in an emergency situation may an employee be permitted to place a long distance call on a state line. The employee shall immediately report such a situation to their section manager. The caller will be required to reimburse the state for the cost of the call.