



# ADMINISTRATIVE PROCEDURE

SAN DIEGO UNIFIED SCHOOL DISTRICT

NO: 5627

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CATEGORY: **Support Services, Communications**

EFFECTIVE: **7-30-92**

SUBJECT: **Telephone Toll Calls and Cellular Charges**

REVISED: **7-09-99**

## A. PURPOSE AND SCOPE

1. To outline administrative procedures governing toll and cellular calls and to clarify limitations on personal calls.
2. **Related Procedures:**  
Telephone Service ..... 5625

## B. LEGAL AND POLICY BASIS

1. **Reference:** Board policy: D-3800, G-7000.

## C. GENERAL

1. **Originating Office.** Suggestions or questions concerning this procedure should be directed to the Telecommunications Office; Administration Program; Maintenance, Operations, Warehousing, and Distribution Department; Business Services Division.
2. **Definitions**
  - a. **Toll call:** A telephone call placed to a number outside Pacific Bell's Zone 3 calling area. Toll calls are identified on the telephone bill as area 6 calls and long distance calls. Calls placed within Zones 1 through 3 are permitted by the district.
  - b. **Abusive use:** Multiple or extended calls to the same private number. These will be considered as toll and handled under this procedure.
  - c. **Cellular calls:** Telephone calls received or placed on a cellular phone.
3. **Central Office (Education Center) Limitations.** Only department heads or persons authorized by department heads are permitted to place long distance/toll calls from central office telephones. *Long distance/toll calls shall be placed for district business only.*
4. **Personal Telephone Toll Calls.** School district telephones are for official district business only and are *not* to be used for personal telephone toll calls. In an *emergency*, a caller may use a district telephone to place a personal toll call, *but should either reverse the charges (call collect), use a telephone calling card or charge the call to his/her home telephone number.* If this is not possible, employee must reimburse the district for the toll charges.
5. **Personal Cellular Charges.** School district cellular phones are provided for official district business use. Cellular phone calls are billed and identified individually by the

carrier. Administrators/department heads and cellular phone users are responsible for reimbursing the district for all charges associated with personal calls.

## **D. IMPLEMENTATION**

### **1. Sites Receiving Telephone Bill Toll Charge Statements. Secretary:**

- a. *Immediately upon completion of each toll call*, records call on "Report of Long Distance Calls" (in duplicate), indicating date, telephone number called, name of person placing call, and originating unit.
- b. Upon receipt, checks toll charge statement against site record; traces origin of calls listed on statement that do not appear on "Report of Long Distance Calls." (Contacts staff members; may request help from telephone company, if needed.)
- c. If a personal toll call is charged to district, collects amount of charges plus federal tax from caller. (Calls Telecommunications Office for current rate.) Submits "Report of Long Distance Calls" to Telecommunications Office with personal check, money order, or student body check, payable to San Diego Unified School District. (*Cash or currency must not be sent through school mail*; cash payments to schools should be deposited to Student Body Account, General Fund, and a check should be issued.)
- d. Completes check of toll calls within five days after receiving statement; obtains signature of principal or site administrator on "Report of Long Distance Calls." Sends original to Telecommunications Office; retains duplicate at site.

### **2. Education Center Offices. Secretary:**

- a. Maintains record of each toll call using "Report of Long Distance Calls" (in duplicate), indicating date, telephone number called, name of person placing call, and originating office.
- b. At end of each month, verifies all long distance calls listed on statement from Telecommunications Office and obtains department head's signature on completed form; forwards original of "Report of Long Distance Calls" to Telecommunications Office and files duplicate.

### **3. Cellular Telephone Charge Statement**

#### **a. Site Administrator/Department Head.**

- (1) Upon receipt of cellular charge statement, has user review all calls.

- (2) If all calls were business calls, sends original statement to Telecommunications Office; Maintenance and Operations Center, with user's signature, signature of administrator, and "All business calls" written on statement. Retains a copy of statement at the site.
- (3) If personal calls have been charged, has user mark/highlight personal calls on statement, has user prepare a personal check or money order payable to San Diego Unified School District (noting cellular phone number on check). Forwards check attached to original statement with user's signature and administrator's signature to Telecommunications Office. Retains a copy of statement at the site.

**b. Telecommunications Office.**

- (1) Sorts and distributes cellular phone charge statements.
- (2) Checks off receipt of signed statements from cellular phone users.
- (3) Provides follow-up notification to site administrators regarding cellular phone statements that have not been signed and returned to the Telecommunications Office by the due date.
- (4) Audits cellular phone usage records; reports audit results to internal audit department and appropriate administrative authority.

**E. FORMS AND AUXILIARY REFERENCES**

1. Report of Long Distance Calls, Stock No. 22-R-2120.
2. Toll charge statement by telephone company, from Telecommunications Office to all schools and sites including Education Center offices.

**F. REPORTS AND RECORDS** (See Section D.)

**G. APPROVED BY**



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Chief of Staff, Terrance L. Smith  
For the Superintendent of Public Education