



OVERSTRAND MUNICIPALITY

TELEPHONE POLICY

Approved by Council: 28 September 2022
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1. TABLE OF CONTENTS

1.	TABLE OF CONTENTS	2
2.	AMENDMENT FOUR TO TELEPHONE POLICY	3
3.	PURPOSE OF POLICY	4
4.	DEFINITIONS	5
5.	LEGISLATIVE FRAMEWORK	7
5.1.	NON- COMPLIANCE TO POLICY	7
6.	FIXED LINE TELEPHONE POLICY	7
6.1.	ACCESS TO TELEPHONE SYSTEM	7
6.2.	TELEPHONE ACCES BARRING	7
6.3.	PRIVATE CALLS	8
6.4.	MONTHLY TELEPHONE STATEMENTS	8
6.5.	RESIDENTIAL TELKOM FACILITIES	9
6.6.	FAX MACHINE FACILITIES	9
6.7.	FIXED LINE TELEPHONE PROCEDURES	9
6.8.	SHORT NUMBERS	10
7.	CELLULAR PHONE POLICY (MOBILE PHONES)	11
7.1.	PAYMENT OF ALLOWANCES	11
7.2.	MUNICIPAL CELL PHONE AND DATA CONTRACTS	12
7.3.	REIMBURSEMENTS	12
7.4.	VALUE ADDED CELLULAR SERVICES	13
7.5.	BUDGETARY REQUIREMENTS	13
7.6.	CELL PHONE/DATA USAGE	13
	ANNEXURE A: STANDBY PHONE CONTROL SHEET	14
	ANNEXURE B: REIMBURSEMENT FOR ADDITIONAL CELL PHONE EXPENSES	15
	ANNEXURE C: OVERSTRAND CELL PHONE REQUEST FORM	16
	ANNEXURE D: OVERSTRAND CELL PHONE REPAIR FORM	17
	ANNEXURE E: TELEPHONE MANAGEMENT SYSTEM	18

2. AMENDMENT FOUR TO TELEPHONE POLICY

The purpose of Amendment 4 to the Telephone Policy is to provide for omissions and insertions as it is important to revise the existing Telephone (and cell phone) policy of the Municipality.

3. PURPOSE OF POLICY

The purpose of this policy is to:

- (a) Regulate the use of telephone communication within the municipality;
- (b) Ensure the effective, efficient and accountable utilisation of telephone communication facilities belonging to the municipality;
- (c) Ensure the efficient and accountable allocation of cell phone allowances and cell phone expenditure within the municipality; and
- (d) Instill in the employees of the municipality a spirit of promoting cost effectiveness and accountability to the general public and other stakeholders of the municipality.

3.1. Policy Structure

This telephone policy consists of two separate Policy Statements, namely;

- Fixed Line Telephone Policy
- Cell Phone Policy (Mobile Phones)

4. DEFINITIONS

In this policy, words used in the masculine gender include the feminine, the singular includes the plural and vice versa and unless the context otherwise indicates –

"Batho Pele" means the "people first" principle of the White Paper published in terms of Government Gazette No 1459 of 1997;

"Code of Conduct" means Schedule 2 of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000);

"Cell Phone Allowance" means an additional taxable monthly re-imbusement paid to employees as may be applicable in terms of their respective positions or conditions of work, as part of their salary, to cover the costs of:

- Cell phone calls made from their private cell phones for official purposes as per the guidelines provided for in this Telephone Policy;

"Conditions of Service" means the terms and conditions of employment as concluded within the SALGBC;

"Constitution" means the Constitution of the Republic of South Africa, 1996 and any regulations promulgated in terms thereof;

"Council" means the Municipal Council referred to in terms of Section 157 of the Constitution;

"Councillor" means a full time councillor who has been elected or appointed to an office which has been designated as full-time in terms of Section 18 (4) of the Local Government : Municipal Structures Act, 1998 (Act No. 117 of 1998) and shall include a politically elected member of the municipal council for the municipality;

"Employee" means any person who:

- a. has been appointed by the municipality to a position of employment, either in a permanent or temporary capacity;
- b. receives or is entitled to receive remuneration therefore; and,
- c. in any manner assists in carrying out or conducting the functions and powers of the municipality, and "employed" and "employment" have corresponding meanings;

"Executive Mayor" means an executive mayor elected in terms of section 55 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998);

"Municipal Manager" means a person appointed by the municipality in terms of section 54A of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) and who is the head of administration and also the accounting officer for the municipality;

"Municipality" means the Overstrand Municipality, established in terms of Section 12 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998) and includes any political structure, political office bearer, councillor, duly authorized agent thereof or an employee thereof, acting in connection with this policy by virtue of a power vested in the municipality and delegated or sub-delegated to such political structure, political office bearer, councillor, agent or employee;

"PIN" means a Personal Identification Number or code, which is used to gain access to the municipality's telephone system;

"SALGBC" means the South African Local Government Bargaining Council;

"Section 56 employee" means a person appointed as a Director directly accountable to the Municipal Manager as contemplated in terms of Section 56 of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000);

"Structures Act" means the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998) and any regulations promulgated in terms thereof; and

"Systems Act" means the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) and any regulations promulgated in terms thereof.

5. LEGISLATIVE FRAMEWORK

1. The Code of Conduct for Staff Members regulates against the misuse of municipal property and assets by municipal employees.
2. In terms of the Code of Conduct, employees are required to perform their functions in good faith, honestly and in a transparent manner and in such a way that the credibility and integrity of the municipality are not compromised.
3. Section 4(2) (a) of the Systems Act places upon Council the duty to use the resources of the municipality in the best interests of the local community.
4. The Batho Pele White Paper places upon the municipality the responsibility and challenge of implementing policies which should have the desired effect of increasing efficiency, reducing wastage and increasing transparency and accountability within the municipality.

5.1. NON- COMPLIANCE TO POLICY

Any employee who does not comply with the provisions of this policy shall be guilty of a breach of the Code of Conduct for Municipal Staff.

6. FIXED LINE TELEPHONE POLICY

6.1. ACCESS TO TELEPHONE SYSTEM

- a) A PIN number is required in order to unlock the telephone and gain access to the use of the municipality's telephone facility. Due to telephone infrastructure capabilities there may be exceptions in some areas. This is mainly in the areas where an office is not directly linked to our PABX (telephone exchange) which offers the capability to put a PIN number on a telephone.
- b) Every employee will be allocated a dedicated (secret) PIN number as referred to in paragraph (a) above.
- c) Any telephone call made from any extension by means of an employee's dedicated PIN number will be deemed to have been made by that particular employee.
- d) It is the sole responsibility of the employee to ensure that his/her PIN number is not abused.
- e) Employees are not to disclose their PIN numbers to other employees or to avail their PIN numbers to other employees for use.

6.2. TELEPHONE ACCES BARRING

- a) Telephone access will be barred as per the following distinction:
 - (1) Unlimited access:
 - Executive Mayor and full-time Councillors; and
 - Municipal Manager and Directors
 - (2) National access:
 - All employees not covered under (a) (1) above.
- b) Every employee who is required to make an international business telephone call for which he/she does not have access must apply to the Manager of his/her Department in writing to make the said telephone call.
- c) A telephone call referred to in paragraph (b) above must be arranged through the ICT helpdesk.

6.3. PRIVATE CALLS

- a) Employees must use telephones with discretion and restrict private telephone calls to the minimum time.
- b) Employees are permitted to make private calls during office hours to a maximum of 1 hour per month and not longer than 5 minutes per call. Should an employee exceed the allowed call times for private calls it will be entirely at the discretion of the manager, in consultation with the employee to waive this. Disciplinary steps may be taken where necessary.
- c) The cost of all private telephone calls made shall be recoverable from the salary of the employee at the end of the following month during which the telephone call was made.

6.4. MONTHLY TELEPHONE STATEMENTS

- a) Every employee is required to account for any telephone call made by means of his/her PIN number, whether official or private.
- b) The Department: Information Communication Technology shall, notwithstanding paragraph (b), on a monthly basis, provide a statement of all telephone calls made under the relevant employee's name of telephone calls made by each employee by means of his/her PIN number for the previous month.
- c) The statement referred to in paragraph (c) above will be distributed by no later than the 4th day of each calendar month, or the first working day thereafter, to all Managers of Departments for each employee who will, thereafter, identify all telephone calls made.
- d) Every employee shall verify the statement of all calls, and indicate all private calls made by means of his/her PIN number.
- e) After completion the telephone statements must be returned to the Managers of Departments.
- f) The Managers of Departments shall by no later than the 12th day of every calendar month, or the first working day thereafter, forward the updated telephone statements of every employee to the Section: Salaries and Wages in the Department: Expenditure and Assets in the Directorate; Finance to deduct the costs of any private telephone calls, not already deducted from the salary of the employee concerned. Failure to submit the statements by the set due date will result in the full amount be deducted from the employee's salary.
- g) Subsequent queries and adjustments regarding private call deductions from salaries will only be addressed when requested in writing and authorised by the employee's relevant Manager or Director, as the case may be.

6.5. RESIDENTIAL TELKOM FACILITIES

- a) The Municipal Manager and Director: Protection Services will be entitled to TELKOM connections at their respective residential addresses for purposes of inter alia their obligations in terms of the Disaster Management Act, 2002 (Act 57 of 2002), as amended from time to time.
- b) Any other residential TELKOM facilities will only be provided with the prior approval of the Municipal Manager. Such requests for approval must be submitted to the Municipal Manager by the relevant Director from whose office the initial request has originated.
- c) The municipality will bear the costs for all such installations, rental charges and other costs, if any, as provided for in the relevant employee's Contract of Employment.
- d) The budget for such costs must be provided for in contracted services and paid through each department's own budget.

6.6. FAX MACHINE FACILITIES

- a) No telephone calls may be made from fax machines.
- b) No employee shall be entitled to make use of fax machines for private faxes, unless the fees as determined by Council from time to time are first paid at the Department: Income for faxes to be sent.
- c) An employee must provide a send receipt as proof of fax sent to the Department Income.

6.7. FIXED LINE TELEPHONE PROCEDURES**6.7.1. Switchboard Operations**

Switchboards will be operational from Monday to Friday, excluding public holidays, during normal office hours and switched to a night service after normal working hours. Calls on direct dial extension numbers will continue as is. Informal switchboards will not be allowed in any customer services or customer care departments.

6.7.2. Incoming Calls to Switchboards

- a) All calls must be answered within six times of ringing.
- b) Callers are entitled to a prompt, courteous response from switchboard operators who should answer the call by
 - identifying the municipality; and
 - greeting the caller in two of the three official languages of the Western Cape.
- c) Every effort should always be made to direct the caller to the correct extension: in any event an incoming call should not, where possible, be transferred internally more than once before speaking to someone who can be of direct assistance.

6.7.3. Incoming Calls to Direct Dial Extension Numbers

- a) Extensions must be answered within six times of ringing.
- b) Employees must answer all calls by clearly stating the name of his/her office/department/directorate and his/her personal name and surname.
- c) The “divert call” facility must be used when an employee’s desk is left unattended. The attendee to the diverted call must be informed where the employee has gone and when he/she is expected back.
- d) To ensure that messages are received, all messages where the employee is expected to return the call must be recorded on the Collaborator message facility.
- e) Technical problems must be reported to the ICT Helpdesk.

6.7.4. Incoming Calls on Emergency numbers

- a) All calls must be answered within three times of ringing.

6.8. SHORT NUMBERS

- a) Employees, who, in terms of their daily duties, are not office bound, may apply for a short number. If a short number is dialed from a fix line the call will go to the employee’s cell phone. This can be done by submitting such a request via his or her manager to his or her Director for consideration and approval. This must subsequently be logged with the ICT helpdesk who set up the short number.
- b) Short numbers may also be set up to use as a speed dial for emergency services i.e. hospitals, police etc. This must be done by submitting such a request via your manager to his or her Director for consideration and approval. This must subsequently be submitted to the ICT helpdesk who will log a call for the short number to be set up.

7. CELLULAR PHONE POLICY (MOBILE PHONES)

7.1. PAYMENT OF ALLOWANCES

The municipality shall pay a fixed monthly cell phone allowance as follows:

- a) Category 1 Cell Phone Users - Municipal Manager and Directors: All Section 54A and Section 56 appointments will receive a cell phone allowance of 60% of that of Councillors as determined from time to time in terms of the Remuneration of Public Office Bearers Act, 1998 (Act 20 of 1998).
- b) Category 2 Cell Phone Users – Deputy Directors, Senior Managers, Managers and Project Managers: Appointments before 1 October 2014: A cell phone allowance of 60% of that of Councillors as determined from time to time in terms of the Remuneration of Public Office Bearers Act, 1998 (Act 20 of 1998); Appointments from 1 October 2014: All Managers from Post Level 14 and up will receive an allowance equal to a maximum of 60% of the allowance payable to the Section 54A and Section 56 appointments, the allowance must be linked to the functions of the relevant post and must be motivated by the relevant Director to the Director: Management Services who will make a recommendation to the Municipal Manager for approval. Such allowances to be escalated annually at the same percentage increase of the allowances of Councillors.
- c) Category 3 Cell Phone Users - Employees, who, in terms of their daily duties, are not office bound, may also apply for a cell phone allowance by submitting such a request via his or her manager to his or her Director for consideration and approval. The cell phone allowance amounts below, serve as a guideline for cell phone allowances payable to Category 3 users. The amount of the allowance is entirely at the discretion of the manager, in consultation with the Director. The type of cell phone, the service provider and the type of contract an employee selects to procure, will be entirely at the discretion of the employee. The monthly allowance paid to the employee however, may vary depending on an employee's specific requirements for official cell phone usage:
 - Cell Phone Allowance Type 3.1 - A monthly cell phone allowance of 23% of the allowance approved in terms of paragraphs 7.1 a) and 7.1 b), or;
 - Cell Phone Allowance Type 3.2 - A monthly cell phone allowance of up to 10% of the allowance approved in terms of paragraphs 7.1 a) and 7.1 b), or;
 - Cell Phone Allowance Type 3.3 - If, for any reason, an employee requires a cell phone allowance more than the allowance types 3.1 and 3.2 above, then such requests must be submitted via the relevant Director to the Municipal Manager for his consideration and approval, plus;
- d) Category 4 Cell Phone Users - Personal Assistants of the Executive Mayor and Municipal Manager, Secretaries to the Directors and Councillors: A cell phone allowance of 8% of the allowance approved in terms of paragraphs 7.1 a) and 7.1 b) per month to be escalated annually at the same percentage increase of the allowances of Councillors.
- e) Initial setup costs for new cell phone contracts, or additional accessories such as hands free car kits, will be for the employee's own account.
- f) RICA processes to enable the legitimate use of a cell phone will at all time be the responsibility of the employee.
- g) Approved requests for cell phone allowances must be submitted by the Manager to the Human Resources Department for further processing.
- h) Employees qualifying for a cell phone allowance, may contract with any service provider of their own choice for his or her cell phone requirements.

- i) Employees qualifying for a cell phone allowance must register their cell phone numbers at the Human Resource Department and via the ICT Department on the Official Municipal telephone directory
- j) No official is allowed to loan the cellular telephone for which he or her receives an allowance, to any other official or private person.
- k) Employees qualifying and receiving a cell phone allowance shall at all times, within the scope of the hours of work as per individual employment contract, be available to respond to work related calls or any type of text message on their cell phone.

7.2. MUNICIPAL CELL PHONE AND DATA CONTRACTS

- a) The Municipality will only obtain cell phone/data contracts for its own account where cell phone facilities are required to perform a specific function. The cell phone number must be attached to the execution of a specific function or task – these are defined as for example:
 - 24/7 standby functions (standby cell phones may not be used during office hours);
 - Server room data cards;
 - Water meter reader phones;
 - Etc.
- b) All costs related to such Municipal cell phones contracts, will be for the account of the relevant department requiring such services.
- c) In departments where official standby phones are used, the official on standby must indicate acknowledgement of receipt of the phone in a register (Annexure A). This register must be kept for audit purposes.
- d) Employees will at all times remain liable for the maintenance and/or replacement of their cell phones and data.
- e) The managers of the relevant departments using such services is responsible to ensure that the calls made and 'internet browsing' fees on municipal phones are monitored.

7.3. REIMBURSEMENTS

- a) Where an employee does not receive a fixed monthly cell phone allowance, but has to make official telephone calls from his or her private cell phone on an ad hoc basis, the employee concerned must submit a claim for reimbursement. An example is an employee who is acting in a vacant position on a temporary basis.
- b) A claim for reimbursement will not be considered unless the relevant claim form, as per Annexure B hereto or any amendment thereof from time to time, is completed. Valid documentation (invoices, etcetera) to proof expenditure must be attached to the claim form.
- c) The claim form must be submitted to the relevant Manager of the Department for approval and must be paid from the department's own budget.

7.4. VALUE ADDED CELLULAR SERVICES

It is acknowledged that the changing nature of cell phone technologies may provide additional functionalities than might be of benefit to the Municipality or a specific Department in the Municipality. Should such opportunities be identified, the following process must be followed:

- a) A business motivation, accompanied by a cost benefit analysis, must be compiled by the manager of the relevant Department and submitted to its Director for approval;
- b) Where it is required that such additional cellular functionalities interface with any ICT Business Application or ICT Infrastructure Services, the business motivation and cost benefit analysis must be done in collaboration with a person from the ICT Department, nominated by the Chairperson of the ICT Steering Committee.
- c) Where such additional cellular services impact on the existing cell phone allowance/s paid to employees, this must then also be reflected in the cost benefit analysis.
- d) All such business motivations and cost benefit analysis must be submitted to the ICT Steering Committee for their consideration and final approval.

7.5. BUDGETARY REQUIREMENTS

Each Directorate/Department must make provision in its Operational Budget for the payment of cell phone allowances and costs.

7.6. CELL PHONE/DATA USAGE

- a) An employee may not abuse cell phone usage during official working hours, either by making private calls, by texting or using the Internet and other Social media. If the usage is abused and affects the employee's work performance disciplinary steps may be taken.
- b) An employee may not use a municipal cellphone or data contract for personal use.

POLICY SECTION	Information Communication Technology
CURRENT UPDATE	28 September 2022
PREVIOUS REVIEW	28 February 2018
PREVIOUS REVIEW	31 May 2017
PREVIOUS REVIEW	25 April 2012
APPROVAL BY COUNCIL	23 September 2009

ANNEXURE B: REIMBURSEMENT FOR ADDITIONAL CELL PHONE EXPENSES

APPLICATION FOR RE-IMBURSEMENT OF CELPHONE CALL COSTS BY EMPLOYEE NOT RECEIVING A CELL PHONE ALLOWANCE

1. Surname _____
2. First name _____
3. Department _____
4. Employee number _____
5. Please attach a copy of your detailed cell phone bill and highlight all official calls made in respect of which you are claiming. Complete the total amount to be reimbursed down here:

Total amount of reimbursement	R
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6. Please provide a motivation as to why a reimbursement is required:

7. Signature (claimant) _____
Date _____

8. Re-imbursement Approved / Not Approved (delete the inapplicable)

9. Signature (Manager of Department) _____
Date _____

ANNEXURE C: OVERSTRAND CELL PHONE REQUEST FORM

NOTES

- All approved cell phone request forms must be submitted to the ICT Department to update the employee cell phone details and to register the cell phone number on the official municipal telephone directory.
- ICT will submit a copy of the cell phone request form to the Human Resources Department to update the relevant details on the employee database.
- The Human Resources Department will submit a copy of the cell phone request form to the Payroll Section in the Directorate; Finance to capture the employee payment details of the cell phone allowance on the Payroll System.

EMPLOYEE DETAILS			
Surname		Employee number	
First name/s		Title	
Telephone extension		Cell phone number	

DEPARTMENT DETAILS			
Department		SCOA Description	
		SCOA Cost Account	
		SCOA Unique Key	

MOTIVATION BY EMPLOYEE	
I hereby accept the terms and conditions as stated in the Overstrand Cell Phone Policy	
Employee Signature	Date

APPROVAL				
Designated official	Approved	Not approved (& reason)	Signature	Date
Line Manager				
Director				
Contract type: Director to Tick <input type="checkbox"/> where applicable:				
Cell phone allowance				
R _____ <input type="checkbox"/> (Refer to guidelines under Section 7.)				

ANNEXURE D: OVERSTRAND CELL PHONE REPAIR FORM

CELL PHONE DETAILS			
Make		Model	
IMEi No.		Network used	
Cell phone number		Owner name	

Accessories accompanying cell phone (no liability accepted for SIM-cards)			
Battery	<input type="checkbox"/>	Charger	<input type="checkbox"/>
		Antenna	<input type="checkbox"/>
Other			

Accessories accompanying cell phone (no liability accepted for SIM-cards)			
Drops call	<input type="checkbox"/>	Power failure	<input type="checkbox"/>
		No reception	<input type="checkbox"/>
No transmission	<input type="checkbox"/>	Keypad faulty	<input type="checkbox"/>
		Display/screen failure	<input type="checkbox"/>
Speaker fault	<input type="checkbox"/>		
Other	<input type="checkbox"/>		

Employee Signature	Date
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ANNEXURE E: TELEPHONE MANAGEMENT SYSTEM

INFORMATION, COMMUNICATIONS AND TECHNOLOGY
APPLICATION FORM: PIN CODE (TELEPHONE MANAGEMENT SYSTEM)



A. EMPLOYEE DETAILS			
Surname		Employee Number	
First name/s		Telephone Extension	
Department			
PID Number	2 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	PID to be cancelled	2 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Employee Signature DD / MM / YYYY		

B. APPROVAL			
Approved by	Name	Signature	Date
Departmental Head <small>Manager, Senior Manager, Deputy Director, Director</small>	DD / MM / YYYY

PID SECRET NUMBER:

- The abovementioned PID number is your own personal secret number and it is your responsibility to deal with it accordingly.
- If you make your number known to anybody else, you will still be responsible for all calls made with your secret number.
- If it happens that you accidentally make your number known to anybody else or if you suspect somebody is using your number illegally, report to the ICT helpdesk immediately.

INTERNATIONAL CALLS:

- International calls are blocked on the system by default.
- If there is a need to call an international number, please log a call with the ICT helpdesk for assistance.

ICT HELPDESK:

- *Telephone Number:* 028 313 8161
- *Email:* helpdesk@overstrand

PID SECRET NUMBER

1. The abovementioned number is your own personal secret number, and it is your responsibility to deal with it accordingly.
2. If you make your number known to anybody else, you will still be responsible for all calls made with your secret number.
3. If it happens that you accidentally make your number known to anybody else or if you suspect somebody is using your number illegally, report to the ICT helpdesk immediately.

PID DIALLING

This system is simple, and functions as follows:

1. Internal calls are not affected.
2. External calls (including calls to short numbers):
 - a) before you dial an external number, determine if you have the applicable dialing facility.
 - b) if you do not have the dialing facility, you will have to follow the normal procedure through the switchboard by dialing "9".
 - c) if you do have the facility, you will have to enter the telephone number first and you will then be requested to enter your PID number.