



JOINT CIRCULAR

STATE OF NEW JERSEY

DEPARTMENT OF THE TREASURY

NO.: 15-05-OMB/OIT	ORIGINATING AGENCY: OFFICE OF MANAGEMENT AND BUDGET OFFICE OF INFORMATION TECHNOLOGY	PAGE 1 OF 3
EFFECTIVE DATE: 10/17/2014	EXPIRATION DATE: INDEFINITE	SUPERSEDES: 13-04-OMB/OIT
SUBJECT: TELEPHONE BILLING		
ATTENTION: DEPARTMENT HEADS, CHIEF INFORMATION OFFICERS, DIRECTORS OF ADMINISTRATION AND DEPARTMENT TECHNICAL OFFICERS		
FOR INFORMATION CONTACT: JENNIFER PETERVARY, PHONE: (609) 633-0162 TELECOMMUNICATIONS & VOICE SERVICES MANAGER, OIT ROBERT PEDEN, DEPUTY DIRECTOR, PHONE: (609) 984-5230 OMB		

I. PURPOSE

- A. To clearly define the State of New Jersey's policy and procedure for generating individual Toll Statements and/or Usage and Roaming Statements.
- B. The New Jersey Office of Information Technology (NJOIT) will oversee this policy on behalf of other Departments, Commissions, Authorities, State entities and other affiliated organizations.

II. AUTHORITY

This policy is established under the authority of the State of New Jersey. N.J.S.A. 52:18a-230 b. This policy defines New Jersey Office of Information Technology's (NJOIT) role with regard to technology within the Executive Branch community of State Government. The New Jersey Office of Information Technology (NJOIT) and the Office of Management and Budget reserve the right to change or amend this circular.

III. SCOPE

This policy in its entirety applies to all Departments, Commissions, Authorities, State entities and affiliated organizations under the Executive Branch of State Government.

IV. DEFINITIONS

- A. **Local Usage** – This is associated with Phone Numbers that are on the Plain Old Telephone Service (POTS) and will incur a usage charge. (These are not CENTREX numbers.)
- B. **Long Distance** – This is associated to Land lines and are costs that the State incurs when placing calls outside the sending area. This could be from POTS or CENTREX lines.
- C. **Roaming Charges** - A wireless device travels outside the geographical area that the device plan is on and costs are incurred when this happens.
- D. **Texting** – This is a feature on wireless devices to communicate without making an actual call. Texting plans must be requested to eliminate costs.
- E. **International Calls & Travel** – International telephone calls are those made between different countries. International calls must not be made without an international plan assigned to the device. Use of the device during international travel, without proper notification to the Cellphones group, results in higher cost for the State, therefore an international travel plan must be added for the duration of the travel.

V. POLICY

- A. OIT manages the State's Telephone billing system and has established a \$5.00 monthly threshold for personal Wireless Usage and Landline Usage which includes; Local Usage, Long Distance usage, International Calls, 411 charges, Free Service signups, Calling Feature usage and Collect Calls charges.
- B. Each agency has access to the telephone billing system and can adjust the threshold in accordance with their agency policy.
- C. Agencies are responsible for monitoring billing statements on a regular basis, and seeking reimbursement for personal toll calls in accordance with their agency policy.

Note: Employees shall not be required to pay toll charges if the monthly total of personal calls amounts to \$5.00 or less. If personal calls exceed the threshold of \$5.00 per month, the affected employee is responsible for paying for the full amount of those personal calls. The Treasury Circular entitled 'Deposits by State Agencies' provides direction on how to process employee reimbursements.

- D. **411 Directory Assistance** – 4-1-1 is the telephone number for local and national directory assistance in the United States and Canada. There is a cost incurred for dialing 411 to obtain Information, therefore this number should not be used. **Directory assistance calls should be made to the lesser charged State number 1-865-982-3782.** As with personal calls, employees will be expected to reimburse the Department of Treasury for the difference between the actual

cost of the higher priced unauthorized Directory Assistance call minus the new \$.70 rate, plus any usage of the auto-connect feature.

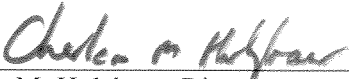
- E. **Texting** charges occur when a user goes beyond the extent of a chosen plan. A request to a Telephone coordinator should be made to extend a plan to eliminate texting overages.
- F. **International Travel**, without proper notification to the Cellphones group, incurs a cost so an international travel plan must be added to any wireless device before traveling and for the duration of the travel. **International Calls** made without an international plan being requested in advance will incur charges. A \$5.00 threshold will be applied for reimbursement for any cost incurred if an international plan was not requested through the Telecom Coordinator.
- G. **Data Usage** charges by Blackberries/ Smart phones/Androids above or beyond what the data plan for that particular device is set up for incurs charges and the employee is responsible for **assuring the correct plan is on their phone.**
- H. **Free Services** – Additional services that may be labeled “FREE” but incur a monthly charge are not permitted.
- I. **Special Calling Features** – Additional calling features that incur a charge are not permitted.
- J. **Collect Calls** –Employees are not permitted to accept collect calls (reverse charges), except in very rare cases of extreme emergency, such as a worker’s injury.

The OIT CELLPHONES GROUP - Cellphones@oit.state.nj.us can be contacted for clarification of the plan a device is on.

The ultimate responsibility for enforcement of this policy lies within each Department, Division, and Agency. Supervisory review of employee Toll Statements is expected to be performed.

VI. DEPARTMENTAL POLICIES

Each Executive Branch Department/Agency is responsible for establishing an internal policy and guidelines for the use of landlines and wireless devices by employees within their Department. The policy needs to address the appropriateness of recouping costs for employee personal use. The Department’s policy, which must align with this statewide policy, may be more restrictive, but not less restrictive. All staff should be made aware of the policy.



Charlene M. Holzbaur, Director
Office of Management and Budget



E. Steven Emanuel, Chief Technology Officer
Office of Information Technology
State Chief Information Officer