



PERSONAL TELEPHONE CALLS POLICY

Effective Date: June 1, 1991

Owner	Human Resources
Reviewer(s)	Human Resources
Approver(s)	County Manager
Applicable Policies	N/A
Applicable Documents	North Carolina General Statutes, 154A-82, Durham County Personnel Ordinance, Section 4
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Last Review Date	07/01/2025
Next Review Date	07/01/2028
Review Cycle	Three Years

1. PURPOSE

To restrict the use of the Durham County telephone system to official County business. To ensure long-distance telephone calls charged to Durham County are retained to a minimum.

2. POLICY

All Telephone Calls – transacted on the Durham County telephone system must pertain to official County business.

3. APPLICABILITY

All County employees covered under the Personnel Ordinance, as well as those included under a Memorandum of Understanding, are subject to this policy.

4. DEFINITIONS

GTE Triwide Service– refers to the long distance service GTE provides for Telephone Calls rendered from Durham to Raleigh, Chapel Hill, Hillsborough, and Cary.

Long Distance Telephone Call – refers to any telephone call, fax machine transmit, and / or computer modem converse rendered outside the local Durham area including GTE Triwide Service transacted on the Durham to Raleigh, Chapel Hill, Hillsborough and Cary.

Long Distance Telephone List – refers to the list each department maintains detailing all Long Distance Telephone Calls charged to Durham County between the hours of 6:00 p.m. to 7:00 am during weekdays and at all times during weekends.

Claudia Hager, County Manager	Effective Date:
Signature:	



PERSONAL TELEPHONE CALLS POLICY

Personal Telephone Call – refers to any telephone call, fax machine transmit, and/or computer modem converse not involving official County business transacted on the Durham County telephone system.

Telephone Call– refers to any telephone call, fax machine, transmit, and/or computer modem converse transacted on the Durham County telephone system.

1. GENERAL GUIDELINES

A. Enforcement

- The policy follows standard procedures for all work rules outlined in the Progressive Discipline Process mandated by N.C. General Statutes 126-35.

B. Collect Telephone Calls

- Durham County employees cannot accept collect Telephone calls without verbal or written authorization from the appropriate reporting authority.

C. Reimbursement

- The policy does not recognize reimbursement to Durham County for Personal Long Distance Telephone Calls as a means of expiration.
- All personal Long Distance Telephone Calls must be charged to a personal credit card, or to a non-County telephone number.

D. Catalog of Long Distance Telephone Calls

- Durham County employees are responsible for recording all Long Distance Telephone Calls between the hours of 6:00 pm to 7:00 am during weekdays and at all times during weekends on the Long Distance Telephone List.

5. RESPONSIBILITY

- It is the responsibility of supervisors and managers to uniformly administer, communicate, and ensure compliance.
- It is the responsibility of the Human Resources Department to interpret, monitor, and update the policy content.
- It is all employees' responsibility to comply with policy guidelines.
- Any violation or policy misuse will result in disciplinary action up to and including dismissal.

REVISION HISTORY

Version ID	Revision Date	Author	Reason for Revision
v.1.0-1991	06-01-1991	Human Resources	Adopted
v.2.0-2025	07-01-2025	Human Resources	Reformat