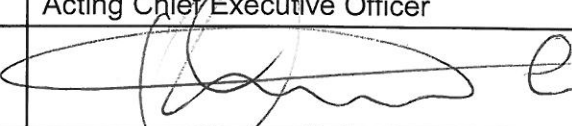




**MUNICIPAL INFRASTRUCTURE SUPPORT AGENT  
(MISA)**

**POLICY**

***TELEPHONE AND MOBILE POLICY***

<b>Policy Number:</b>	MISA
<b>Version Number:</b>	V1
<b>Effective Date:</b>	04/04/2014
<b>Review Date:</b>	31/03/2016
<b>Authorised By:</b>	<b>Ongama Mahlawe</b> Acting Chief Executive Officer
<b>Signature:</b>	

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## **1. PREAMBLE**

The Municipal Infrastructure Support Agent (MISA) is a government component established by the Minister of Cooperative Governance and Traditional Affairs (CoGTA) in terms of Chapter 6 of the Public Service Act. MISA's mandate is to accelerate municipal infrastructure provisioning by supporting municipalities with technical expertise in the planning, development, operations and maintenance of infrastructure provisioning throughout South Africa.

MISA occupies offices at Letaba House, Riverside Office Park, 1303 Heuwel Avenue, Centurion.

## **2. SCOPE**

- 2.1. This policy applies to all employees, contractors, and other authorised third party entities using telephony services at MISA offices.
- 2.2. All employees, contractors and authorised 3rd party entity should become familiar with this Policy's provisions and the importance of adhering to it when using MISA's computers, networks, other information resources as working tools or enabling tools to execute duties and responsibilities. Anyone is responsible for reporting any suspected breaches of this policy terms to the IT Director or the Senior Management of MISA.
- 2.3. All IT Related equipment either owned by MISA or authorized by MISA to be used within MISA and connecting to its networks are primarily for MISA business functions. As such, all information technology resource and equipment users within MISA are expected to:
  - 2.3.1. Respect the privacy of other users.
  - 2.3.2. Respect the rights of other users.
  - 2.3.3. Respect the intended use of resources, equipment and systems.
  - 2.3.4. Respect the integrity of the system or network.
  - 2.3.5. Adhere to all MISA policies and procedures mandated by the Chief Executive Officer or Delegate.

## **3. PURPOSE**

- 3.1. Communication is essential to the success of any organisation, hence the need for employees to be equipped with communications tools and devices. Telephones provided in the workplace are regarded as a necessary tool that facilitates communication for official business purposes.
- 3.2. Private calls should therefore be limited and monitored to a minimum to avoid exhausting the approved monthly call limits that are allocated to employees.
- 3.3. Mobile technology makes it possible for constant communication among employees, customers, stakeholders, and so on regardless of where they are physically located.
- 3.4. Certain employees, depending on the nature of their duties are required to travel outside their work stations on Employee purposes. The need for constant mobile communications is essential for performing one's Employee duties; therefore MISA has taken a position to issue reimburse officials for usage of mobile devices by qualifying employees.

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- 3.5. Remote access to e-mail, business specific applications and MISA's intranet is a necessity for senior management in the organisation. Information and communication technology makes it possible for employees to access the network from any location in the world.
- 3.6. This policy strives to provide a regulatory framework for the use of MISA's landline telephones, facsimile facilities and management of mobile devices in an effective, efficient and cost effective manner.
- 3.8. This policy seeks to ensure that employees comply with MISA's rules and with regard to the issuing and usage of Landlines, cellular telephones and facsimiles.
- 3.10. Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. It is in the employees best interest to familiarise themselves with this policy and strictly adhere to its stipulations.

#### 4. DEFINITIONS

<b>CEO</b>	Refers to the Chief Executive Officer of the Municipal Infrastructure Support Agent
<b>Cellular Device/s or phone</b>	An official Cellular phone or gadget acquired by MISA for official use
<b>CFO</b>	refers to the Chief Financial Officer of the Municipal Infrastructure Support Agent
<b>Employee/s</b>	<p>refers to a person appointed permanent in terms of the public service act, 1994 (act no 103 of 1994 as amended) or temporary employees under the employ of MISA</p> <p>A person who is appointed to an approved post on the MISA establishment on a permanent, temporary or fixed term contract of employment.</p>
<b>Head of Programme/ Executive Manager</b>	refers to the person responsible for managing a programme or directorate within the organisation structure of MISA
<b>Finance Department</b>	Refers to the Finance department or directorate reporting to the CFO.
<b>IT</b>	Refers to Information Technology which is concerned with the development, management, and use of computer-based information systems.
<b>IT Department</b>	refers to Information Technology Office/Directorate
<b>IT Staff</b>	Refers to the personnel working in the IT Department.
<b>MISA</b>	Municipal Infrastructure Support Agent

<b>Mobile devices</b>	refers to a data connection devices (such as 3G data card, lpad, tablets and etc) and/or cellular phone
<b>Mobile device contract</b>	Refers to an agreement concluded between an employee and a mobile service provider to provide mobile devices
<b>Senior Management Services Member (SMS)</b>	refers to person/s appointed in terms of the public service act, 1994 (act no 103 or 1994 as amended) as senior management within the government spheres.
<b>Telephone/Landline</b>	refers to Electronic equipment that converts sound into electrical signals that can be transmitted over distances and then converts received signals back into sounds via Telephone lines

## A: LANDLINE TELEPHONES

### 5. POLICY PRINCIPLES

- 5.1. The unified communications system provides for landline telephones have an integrated voice messaging system; electronic telephone list; user selected password; electronic faxing service and multi-functional record keeping capability. MISA will provide these services to employees within prescribed policy limits.
- 5.2. All employees are entitled to have access to a landline telephone and facsimile as a standard work tool / device.
- 5.3. Any deviation from the monthly limit due to the nature of the job, approval must be sourced from the Chief Executive Officer.
- 5.4. *Landline Telephone Monthly Limits*

<b>Designation</b>	<b>Limit per month</b>
Chief Executive Officer (CEO)	Unlimited
Salary Level 15	R 800.00
Salary Level 13-14	R 400.00
Salary Level 9-12	R 350, 00
Salary Level 6 to 8	R 350,00
Salary below 6	Internal

#### 5.5. *Facsimile Monthly Limits*

<b>Designation</b>	<b>Limit per month</b>
Facsimile per directorate	R 1500

#### 5.6. *Conditions of Use*

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- 5.6.1. Landline telephones will be configured with an extension that identifies the user and a pin code will be used to make all outgoing calls. The pin code enables security on a handset. An employee must take utmost care in ensuring that his/her pin code is kept confidential; it must not be shared with another employee.
- 5.6.2. Employees are responsible for maintaining their monthly call limits. The security of a pin code should not be compromised as this may lead to unauthorised use of an extension, thereby resulting in the abuse of an employee's call limit. Should an employee wish to change the pin code, should contact IT for assistance. A self-service web-link will be available for users to change pin code as and when required.
- 5.6.3. When an employee reaches his/her monthly call limit, the employee's telephone extension will be soft locked until the beginning of the following month. The soft lock feature will be automatically configured by the telephone management system (TMS) and cannot be disabled by the operators.
- 5.6.4. As a good practice, employees should first dial a landline before calling a mobile number when making outgoing calls, should a landline be available.
- 5.6.5. Employees may not use the facsimile device telephone to make or receive calls. MISA will make available shared fax machines.
- 5.6.6. International dialling access is limited to the Chief Executive Officer. Should an employee require such access, approval by the CEO is required.
- 5.6.7. Any evidence indicating abuse by employees on landline telephones will result in such employees reimbursing MISA for all private calls made.
- 5.6.8. No ADSL line or Telephone line will be installed in the residence of any employee, except in the residence of the Chief Executive Officer of MISA. All the costs associated with the line will be borne by MISA, while the employee concerned is still in the employ of MISA and at the level of the CEO. Should the employee be redeployed, resign or retires, the employee concerned will need to take over the line in their personal capacity or the line will be cancelled and withdrawn.

## **B: MOBILE DEVICES POLICY DETAILS**

### **6. POLICY PRINCIPLES**

- 6.1. Communication is vital to the success of any organization, hence the need for employees to be contactable in and our site the office. In order to enable and enhance productivity within MISA, it is critical that MISA reimburse officials on the usage of their private mobile devices for official purpose.
- 6.2. Private calls and private data usage should therefore be limited to the minimum to avoid exhausting the approved monthly limit.

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6.3. The following employees shall qualify to participate in this policy for mobile devices and must enter into a mobile contract with the service provider of their choice and MISA shall reimburse for the cost:

- Chief Executive Officer
- Deputy Director Generals
- All Senior Management Services (SMS) Member
- Deputy Director (MMS Level)
- Personal assistance to the CEO
- Any other employee depending on the nature of the duties

6.4. *The following employees shall be excepted from obtaining their own contract and MISA may contract mobile contract on their behalf:*

- Chief Executive Officer
- Deputy Director Generals

6.5. All other employees not listed above, may qualify to be reimbursed and participate in this policy for mobile device reimbursement due to nature of the duties and responsibilities carried out. This will be subjected to prior recommendation by the head of programme and approved by the Chief Executive Officer.

6.6. Mobile devices monthly limits for Qualifying Employees:

Designation	Cellular phone Limit	Data Packages limit
Chief Executive Officer	R 5000	R 350
Salary Level 15	R 3000	R 350
Salary Level 14	R 1400	R 350
Salary Level 13	R 1300	R 350
Salary Level below 13	R 1000	R 350

6.7. The monthly limits may be reviewed by issuing of a circular approved by the CEO as and when needed.

6.8. Payment of Mobile communication package allowance

6.8.1. MISA will reimburse employees for the business calls and data usage including contract subscription, itemized billings and insurance on monthly basis. The maximum amount an employee can claim is as per above monthly limits.

6.8.2. The employees will submit tax invoices of their contract package from the service provider and together with relevant claim form to Finance Department for reimbursement.

6.8.3. Should an employee claim less than the approved maximum limit only the amount reflexing on the tax invoice will be reimbursed and should the



amount be more than the approved limit, then the maximum monthly limit will be reimbursed.

6.8.4. All the claim should be submitted for payment monthly, should an employee not submit claim for more than 2 constitutive months, the allowance will be forfeited.

6.8.5. All Employees qualifying for cellular phone package will have to enter into a cellular phone contract package of their choice with their preferred service provider. All cost associated with the contract will be paid by the concerned employee. This policy does not make provision for prepaid mobile users.

#### 6.9. Termination of service by employees

6.9.1. Upon termination of service by an employee participating in the policy, the reimbursement will be stop immediately. Only the claim up to the last day of service will be processed.

6.9.2. Human Resource Management section will be responsible to alert Finance section upon termination of service.

6.9.3. Should an employee leave the employ of MISA within 18 months into the mobile phone contract period, MISA will take over the contract for the last 6 months or pay the cancellation fees of such contract.

6.9.4. Employees leaving before the 18 months period, they will be liable for the full contract cost.

#### 6.10. International Roaming

6.10.1. Employees may only qualify for international roaming facilities upon an Employee international visit on official purpose. The employee will have to make arrangement directly with the service provider for activation of roaming.

6.10.2. For the purpose of controlling exorbitant costs on roaming. Should an employee official international visit not exceed 30 days, the bills during roaming should be kept to a maximum of R 10 000. For international visit for more than 30 days up to 59 days the monthly bills should be kept at the maximum of R 15 000.

6.10.3. It is recommended that Employees purchase a SIM card in that particular country so as to minimize roaming costs. The tax invoices for such purchase and the invoices for prepaid airtime should be kept for reimbursement.

6.10.4. Upon return from the official trip, employees will have to submit tax invoice, detailed itemised billing together with approval for the international visit to finance for re-imbursement.

#### 6.11. Technical support on cellular phones and data modem

6.11.1. Should an employee require to synchronise or connect her/his cellular phone gadget or Data card on his official allocated IT computer equipment they can do so by contacting the IT for advise and approval. However the connection



or application to be installed should conform to the IT Security Policy of MISA.

- 6.11.2. The IT Department will not provide technical support on cellular phones and data card modems; employees will have to contact the relevant service provider for technical support.

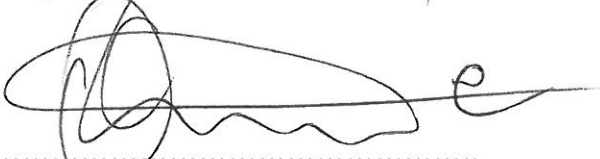
## 7. POLICY REVIEW AND ENFORCEMENT

The monthly limits for telephone and mobile devices will be reviewed on an annual basis in consideration of cost increase and other relevant factors. A circular may be issued to revise the monthly limits. The policy shall be reviewed every 2 years or when need arise and will come to effect on the date of signatures

## 8. COMMENCEMENT DATE

This policy becomes effective on the date of approval and signature by the CEO.

Adopted for implementation on this 1st day of April  
in the year 2014



CHIEF EXECUTIVE OFFICER (Acting)