

<u>Office Use Only</u> EXTN NO:..... New Form: Cama: Spk Esy:..... Call Fwd:..... Email Sent:..... Date completed:
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University Voice-mail Facility

Terms and Conditions – November 2006

Users who are granted access to the University’s voicemail facility agree to abide by the following terms and conditions.

1. *Usage*

The University provides many facilities for use by members of staff in the course of their employment. One of these facilities is access to the University’s internal telephone system and, in many cases, to the external public telephone system as well. Members of staff are reminded that access to these facilities is for use by staff in connection with their employment by the University. At its sole discretion, the University normally permits staff to use the facilities for limited personal use. The precise arrangements for personal use are governed by the policies of individual schools and services. It is your responsibility to read and consult these policies.

2. *Monitoring*

The University reserves the right within the scope of the Regulation of Investigatory Powers Act 2000 and the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000, to access, listen to and intercept any communications made or received by users of its telephone network for purposes which include:

- to ensure efficient operation and management of its facilities;
- to ensure compliance with its statutory obligations; and
- to ensure that the rules and policies governing use are adhered to;
- to establish the existence of facts;
- to ascertain compliance with regulatory or self-regulatory practices and procedures;
- for quality control and staff training purposes;
- to prevent or detect crime (including hacking);
- to intercept for operational purposes;
- to monitor communications for the purposes of determining whether they are relevant to the University’s business; and
- where calls are made to a anonymous or confidential voice-telephone counselling or support service which is free of charge (other than the cost, if any, of making a telephone call), to monitor such calls.

3. *Voice-mail Facility*

The voice-mail facility is intended to allow work related messages to be left for a member of staff in the event that he or she is not available at the time that the incoming call is received. Members of staff making use of the voice-mail

facility should be aware that there may be circumstances when voicemail messages are accessed by persons other than the intended recipient.

These circumstances include the situations where:

- the intended recipient:
 - is on holiday;
 - has been absent from work for an extended period of time;
 - has suddenly resigned or has been dismissed; or
 - has passed away

(where these situations apply, voicemail messages will be retrieved to determine whether or not they relate to the University's business); and

- the University exercises its right to intercept such messages for Monitoring purposes as set out in (2) above.

Members of staff are advised to bear this in mind when recording their personal greeting on their mailbox and in the advice that they give to potential callers, particularly to any individual who may leave them a personal message.

A voice-mail box should therefore *not* be regarded as a highly confidential medium of communication, anymore than the e-mail system. It is suggested that any messages that are highly confidential or of a sensitive nature should be communicated directly to the recipient, in a secure manner, and not by voice-mail.

4. *Conditions of Acceptance*

4.1 Voicemail boxes will only be created for and at the request of the registered owner of an extension. The University's Computer Account Management Application system will be used to verify this information. The name, extension number and email address of the person requesting a voicemail box must all be present in the CAMA database before a request will be processed.

4.2 All users of voicemail will have their email address added to an administrative mailing list so that they can be contacted with information relating to any changes to the system

4.3 For extensions that may be answered by multiple users, i.e. a helpline or general enquiry number, a mailing list must be created. The mailing list name should be supplied by one of the users requesting the voicemail box. This mailing list will contain all of the addresses of people who may answer that number. The email address of this mailing list will then be used as the notification address for any messages left in the voicemail box of that extension. The extension number in this scenario must be registered in CAMA as a helpline or enquiry number and cannot be associated with any individual's name.

4.4 We are unable to create personal voicemail boxes for extensions that are registered in CAMA against multiple names.

4.5 When a member of University Staff leaves the employ of the University, their voicemail box and any messages stored therein will be erased.

4.6 If a request is made to temporarily change voicemail details, for maternity leave for instance, then any existing stored messages will be deleted prior to the change being made.

4.7 Users of the voicemail service will be given a PIN to access their Messages. The PIN is a personal access code and must NOT be shared in any way with any other person. It is the user's responsibility to keep the PIN secure.

Please check all of the details below correspond with your details in the CAMA database (directory.ncl.ac.uk) before submitting this form. Your request can not be processed until the CAMA entry is correct. If it is not, please submit an update request to switchboard by following the “Help” link.

Applicant 1. Signed

Print name

Position

School/Service

University email address

Extension no.....

Applicant 2. Signed

Print name

Position

School/Service

University email address

Extension no.....

Please copy the signatory area onto a separate sheet, for however many people will be accessing this mailbox.