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# TELECOMMUNICATIONS POLICY

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**JAMAICA COUNTRY OFFICE**

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## DOCUMENT INFORMATION

### Document And Revision History

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## INTRODUCTION

In keeping with the Administrator's focus on accountability in relation to financial rule 103.2 and the use of UNDP financial resources, this document is to advise staff on the policy and procedures pertaining to the use of telecommunication services at Headquarters.

The services include the placement of official and private calls through UNDP's telephone system, the use of official Cellular Mobile telephones, Calling Cards and email/Internet access. It should be highlighted that these telecommunications services are provided to staff within the country office primarily for official use, based on the need to communicate with colleagues, partners, vendors and suppliers. Staff are responsible and accountable for the services including any associated equipment or usage. The principles of responsibility and accountability for the use of telecommunications services provided are the responsibility of the individual user.

This document replaces earlier circulars on the use of telecommunications services within the country office.

### Local, International and Cellular Calls

1. A five (5) digit Personal Authorization Code (PAC) is required to be able to access the telephone overseas, cellular and voice over Internet Protocol (VoIP) services. The PAC is private and must not be shared with others. Those staff members who have been assigned a PAC are personally accountable for the telephone expenditures incurred against their PAC. Your PAC is required whenever the system detects that you are trying to make an overseas, cellular or VoIP call. The PAC will not be displayed on the telephone screen while it is being keyed in. If the PAC is valid, the call will be executed, if not you will be required to re-enter a valid PAC. You should end your PAC with a hash-tag/number sign (#).

### Voicemail

2. All telephones are pre-assigned with a voice mail box. It is the responsibility of users to record their individual names and greetings and to manage the recorded messages. Instructions on how to use the voice mail system can be found on the country office share drive.

3. Staff members who do not want the voice mail facility should make a request to the ICT office to have the feature deactivated.

### Call Charging/Cost Recovery

4. Dialing most landline numbers in Jamaica beginning with a "9" or a "7" will not require a PAC. All other numbers will require your PAC to execute the call. All calls including calls that begin with the above numbers are recorded against the originating telephone extension. Overseas,

cellular and VoIP calls made by a PAC holder from another extension are also recorded with the PAC holder's information.

5. All non-official calls including overseas, collect, directory assistance, cellular or VoIP calls are to be paid for by the users. The country office allows to each staff member a total of J\$500.00<sup>1</sup> from their extensions and J\$500.00<sup>2</sup> from company assigned cellular phones (postpaid accounts only) per month for personal call. However, if a staff member exceeds his/her monthly allotment, he/she is required to pay the excess either by salary deductions or direct payment. Staff are reminded that notwithstanding the personal monthly allotment, they are to limit the number and duration of non-official telephone calls during office hours. Managers are expected to put measures in place to monitor telephone time usage.

6. Details of all telephone calls may be delivered on a monthly or on demand basis to the individuals. Staff should check the validity and costs of all calls. Non-official calls should be paid upon receipt of the call accounting information.

## Cellular Phones, Calling and Data Service

### Cellular Phones

UNDP Jamaica country office may provide staff at the level of Senior Manager, or those with operational or functional support, with cellular smartphones. These smartphones may not exceed a value of J\$70,000.00<sup>3</sup>, unless written approval is provided by RC/RR or his/her designate. All cellular phone purchases should be considered for use for the duration of the contract (normally 2 years) with the service provider. Staff who have authorized cellular telephones will be responsible for their proper use, safeguard, and calling costs.

### Postpaid Service

7. Staff at the level of Senior Manager, or those with operational or functional support or other on-demand functions approved by their Managers can be authorized to have cellular phones with a postpaid service plan. These postpaid service plans should not have a credit limit less than J\$5,000.00<sup>4</sup> or greater than J\$50,000.00<sup>5</sup>.

8. Staff at the level of Senior Manager, or those with operational or functional support or other on-demand functions approved by their Managers can be authorized to have cellular phones with a postpaid and data service plan. These postpaid and data service plans should not have a credit limit less than J\$5,000.00 or greater than J\$50,000.00. There should also be a restriction of 2GB on data services afforded to these plans. Any excess will be at the expense of the user.

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<sup>1</sup> These are monetary limits that should be reviewed at least every two (2) years or as warranted.

<sup>2</sup> These are monetary limits that should be reviewed at least every two (2) years or as warranted.

<sup>3</sup> Any device exceeding this value should have the difference paid for by the project or unit requesting it.

<sup>4</sup> Recommended for operational or functional support staff.

<sup>5</sup> Recommended for Senior Manager level, RC, RR.

### Prepaid Service/Close User Group (CUG)

9. As a part of the Business Continuity Plan all staff members will be placed on the UN-wide CUG network to allow for free calling to other members within the UN system. UNDP will provide each staff member with a cellular phone and number that is preapproved to call any number that is part of the UN-wide CUG network. Any other calls outside of the UN-wide network shall be at the expense of the staff member. These assigned cellular phones will be activated with a prepaid calling plan, and no additional calling credit will be provided by UNDP to make calls outside of the CUG network.

### Roaming Feature

10. Staff at the level of Senior Manager, may be considered for roaming privileges to be added to their service plan. When staff members are on mission outside their duty station, they are allowed to make official calls on their mobile device if roaming services are provided within that country. All credit limits are still to be enforced and any excess of the credit limit must be justified and approved. Any personal calls should be settled as soon as the staff member is presented with the affected bill. If data services are also present, staff members are urged to use Wi-Fi services at all possible times. Where possible staff are encourage to procure and use local pre-paid SIM cards in the country to reduce cost.

### Custodianship

11. Staff members are responsible for the proper care, handling and security of the device assigned to them. Any loss of cellular telephones should be reported immediately to the ICT or HR focal points in order to minimize unauthorized usage. If the device was stolen, then it should also be reported to the Security focal point. The matter of staff liability will be dealt with in the context of the Headquarters Property Survey Board.

12. Staff members are personally responsible for ensuring that their use of UNDP-provided cellular phones for official or personal calls is in full compliance with local and/or national laws, including those prohibiting or restricting use while driving or on airplanes. Staff members should ensure the return of their UNDP-provided cellular phone

### Video Conferencing and other multimedia services

*[To be updated once implemented]*