

**TELEPHONE POLICY**

BETWEEN

[Registered Company Name] (the Employer)

AND

[Employee Name & Surname] (the Employee)

**TELEPHONE POLICY**

**Company Telephones - Landlines & Mobiles**

1. The telephones including landlines and mobiles are the property of the Company and, subject to the following exception, should only be used for Company business.

2. Occasional use of the telephone for personal purposes will be tolerated provided it is not otherwise a breach of this Policy, however you must not do so excessively or allow such conduct to interfere with your normal duties.

**Company Mobiles – Overseas Trips**

3. If you are overseas on Company business, the Company mobile must be switched on at all reasonable times to receive calls.

4. If you are overseas for personal reasons you must be available to be contacted on the Company mobile.

**Personal Mobiles**

5. Personal mobiles must be switched off during office hours except in an emergency. If you anticipate such emergency, you are required to notify the Company.

**Protocols**

6. It is Company policy that all calls be answered in a courteous manner.

7. Incoming telephone calls should be answered promptly - they should not be allowed to ring out.

8. If you are unable to assist a caller, inform the caller that you will either need to transfer their call or that you will need to ascertain who within the Company should respond; please take the caller’s name and telephone number/s and forward these to the relevant person.

9. When forwarding a call internally within the Company, it is courteous to speak to the person to whom the call is being transferred and inform them who you are transferring and if possible, the reason for the transfer prior to transferring the call.

10. Mobiles (Company-owned and personal mobiles) should be switched off during Company meetings except in exceptional circumstances.

It is courteous to inform the meeting attendees that your mobile is on in case of emergency.

11. Voicemail should not be used to screen calls.

12. If you plan to be away from your office/desk, you should activate the Voicemail function on your telephone.

13. If activating Voicemail, where possible you should indicate in your message when you will be back to collect messages and return calls.

14. When on leave, the Company requests that you:

* Call-forward your telephone to your supervisor or other Company nominated person.
* The telephone must not be used in a manner that is disruptive or offensive to others.
* The Company reserves the right to be reimbursed for the cost/charges relating to any excessive personal use of the telephone by the employee.
* The Company reserves the right to be reimbursed for the cost/charge of any interstate or international call made other than for Company purposes.
* If you see or hear another employee breaching this policy you must immediately inform management.
* If you do not abide by this policy your employment may be terminated. You may also face immediate dismissal (depending upon the seriousness of your breach) for serious misconduct.
* If you use any Company telephone including VoIP for an unlawful purpose you will be reported to the police and any other appropriate authority and your employment with us will be terminated on the grounds of misconduct.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Role: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_