

**44 Illinois Administrative Code Chapter I, §5030**

**Subtitle I**

**Title 44: Government Contracts, Procurement and  
Property Management**

**Subtitle D: Property Management**

**Chapter I: Department of Central Management Services**

**Part 5030**

**Personal Use of State Telephones**

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**PERSONAL USE OF STATE TELEPHONES**

Section

- 5030.100 Authority
- 5030.110 Provision of Telephone Service
- 5030.120 Applicability
- 5030.130 Telephone Usage Policy
- 5030.140 Discipline

**AUTHORITY:** Implementing Sections 67.18 and 67.22 and authorized by Section 16 of the Civil Administrative Code of Illinois (Ill. Rev. Stat. 1989, ch. 127, pars. 63b13.18, 63b13.22 and 16).

**SOURCE:** Adopted at 7 Ill. Reg. 9203, effective August 1, 1983; codified at 8 Ill. Reg. 7219; amended at 8 Ill. Reg. 17261, effective October 1, 1984; emergency amendment at 14 Ill. Reg. 11351, effective July 1, 1990, for a maximum of 150 days; amended at 14 Ill. Reg. 19149, effective November 27, 1990; amended at 15 Ill. Reg. 8843, effective June 7, 1991; amended at 16 Ill. Reg. 4826, effective March 12, 1992).

**5030.100 Authority**

This Part is promulgated in accordance with Illinois Revised Statutes 1981, ch. 127, pars. 16, 63b13.18 and 63b13.22.

**5030.110 Provision of Telephone Service**

The State shall provide and pay for telephone service adequate to conduct State business, consistent with the telephone usage policy contained in Section 5030.130.

*(Source: Amended at 14 Ill. Reg. 19149, effective November 27, 1990)*

**5030.120 Applicability**

This Part applies to all departments, officers, commissions, boards, institutions and bodies politic and corporate of the State except the General Assembly, legislative service agencies and all officers of the General Assembly. The telephone usage policy set forth in Section 5030.130 applies to all departments, officers, commissions and boards under the Governor's jurisdiction. Other State officers may adopt the policy or may implement their own policy if they choose to do so.

*(Source: Amended at 14 Ill. Reg. 19149, effective November 27, 1990)*

### **5030.130 Telephone Usage Policy**

- a) The intent of this policy is to permit State employees to make reasonable, as defined in subsection (b) and (c) of this Section, use of State telephone systems and, at the same time, to guard against telephone abuse.
- b) The use of State telephone services is limited to official business. Official business calls include emergency calls and calls that are in the best interest of the State. A call shall be considered as authorized in the best interest of the State if it meets the following criteria:
  - 1) It does not adversely affect the performance of official duties by the employee or the employee's organization,
  - 2) It is of reasonable duration and frequency, in accordance with subsection (c) of this Section, and
  - 3) It could not have reasonably, in accordance with subsection (c) of this Section, been made during non-work hours.
- c) Examples of circumstances that fall under the above guidelines include, but are not limited to, the following:
  - 1) An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the change in schedule or to make alternate transportation or child- or elder- care arrangements.
  - 2) An employee makes a brief call to locations within the local commuting area to speak to spouse, minor children, elderly parent (or those responsible for them, e.g., school or day care center, nursing home, etc.).
  - 3) The employee makes brief calls within the local commuting area that can be reached only during working hours, such as a local government agency or a physician.
  - 4) An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to his or her residence or automobile.
  - 5) While on official business, the employee makes a call of three minutes or less to announce safe arrival, delay or a change in plans. The employer may request written confirmation from the employee that a call qualifies under this subsection. If disciplinary action is taken based on alleged violations of the telephone usage policy, employees may grieve such action pursuant to 80 Ill. Adm. Code 303: Subpart A or the appropriate collective bargaining agreement.

AGENCY NOTE: Brief shall mean the time it takes to accomplish the purpose of the call.
- d) A personal call made during working hours that falls under the guidelines in Sections 5030.130(b)(1), (2) and (3), but is not representative of the examples given in Sections 5030.130(c)(1), (2), (3) and (4) is permitted if:
  - 1) It is charged to the employee's home phone number or other non-government number,

- 2) It is made to an "800" toll-free number,
  - 3) It is charged to the called party if a non-state number, or
  - 4) It is charged to a personal credit card.
- e) For any use of State telephones beyond the parameters of this policy, employees shall be charged actual Department of Central Management Services billed charges.
- f) The employee shall reimburse the State for toll and other charges by personal check payable to the General Revenue Fund or other appropriate fund as designated by the agency employing the individual. If the employing department, officer, commission or board presents a statement of itemized telephone calls to a State employee and the employee fails to reimburse the State voluntarily for those calls which fall outside the parameters of the telephone usage policy within 30 days, or if it is determined that the employee has abused the telephone usage policy, the employee shall be charged actual Department of Central Management Services billed charges plus \$1 per minute for long distance calls and \$.50 per minute for local calls. These rates are intended to cover the cost of the calls and the administrative costs associated with reviewing bills and processing payments. If not paid within 30 days of billing, collection action will be instituted through appropriate legal means.

*(Source: Amended at 16 Ill. Reg. 4826, effective March 12, 1992)*

#### **5030.140 Discipline**

Employees are put on notice that payment of toll and other charges does not prevent an agency from instituting appropriate disciplinary action.