



## Secretariat

11 December 2017

Original: English

---

### Information circular

To: Members of the staff

From: The Secretary-General

Subject: **Telephone usage and billing**

#### A. Purpose

1. The purpose of the present information circular is to summarize for all staff members the existing policy guidelines and procedures for the management and allocation of mobile and landline telephone devices (“communications devices”) and the billing and recovery of call charges associated with the personal usage of communications devices and facilities provided to staff in the performance of their official duties.

#### B. Scope

2. The present policies and procedures are applicable to all staff serving with the International Seabed Authority and to all communications devices provided to staff in the performance of their official duties.

#### C. Management and responsibility

3. The present policies and procedures will be managed, implemented and monitored by the Director of the Office for Administrative Services or the Director’s duly authorized designee.

4. It is the responsibility of each staff member to ensure individual compliance with the policies and procedures.

#### D. Policy

##### 1. Landlines

5. Personal identification numbers (PINs) are issued to those staff members who are required to make official calls using desk phones. PINs are strictly personal and



must not be disclosed or shared. Staff members will be held personally accountable for all calls made with their assigned PINs.

6. Direct lines may be assigned by the Director of the Office for Administrative Services in consultation with the head of the relevant office on the sole basis of operational needs.

## **2. Cellular (mobile) devices and SIM cards for official use**

7. Cellular devices and/or SIM cards may be assigned to staff by the Director of the Office for Administrative Services in consultation with the head of the relevant office on the sole basis of operational needs.

8. Cellular devices allocated to staff members will be reviewed every three years to determine their continued efficacy and whether they have outlived their technological usefulness in the light of current guidance provided by the Communications and Information Technology (CIT) Unit. Thereafter, a decision will be made by the Director of the Office for Administrative Services regarding replacement of the device concerned.

9. Staff members who are allocated a cellular device and/or a SIM card are responsible for their use, maintenance, security and safekeeping and will be held personally liable for any loss or damage. In order to safeguard potentially confidential data, security settings must be in accordance with the policy guidance established by the CIT Unit. Usage must at all times be in compliance with the Authority's acceptable use policy. In the case of abuse of an assigned communications device by a staff member, the device or facility may be withdrawn by the Director of the Office for Administrative Services, in consultation with the head of the relevant office.

10. In the case of loss or damage to a cellular device and/or SIM card, the staff member concerned must immediately submit a written report to the Director of the Office for Administrative Services and must take all measures necessary to minimize the potential for unauthorized calls and the loss of secure data (e.g. remote wiping of phone data). Where any loss, damage or call charges are due to negligence on the part of a staff member, that staff member may be required to compensate the Authority accordingly.

11. SIM cards and calling plans provided under the present policy may be used sparingly for personal calls; however, any charges for such calls exceeding the amount included in the plan offered by the telephone company will be billed to the staff member concerned.

## **3. Cost-effective alternatives**

12. Common sense must be applied in the use of communications devices, and staff members should use alternative and cheaper communications services wherever feasible, including Skype, WhatsApp, WebEx, other data communications facilities and, in the case of cellular devices, connections to Wi-Fi services.

## **E. Conference calling**

13. Global conference calling (dial-in) facilities are available for official use. Details can be obtained from the CIT Unit.

**F. Monitoring and billing**

14. The time and the duration of outgoing calls are monitored, and the Office for Administrative Services has instituted a system for the recovery of charges for personal calls on all communications devices issued by the Authority.

15. A list of all outgoing calls and costs incurred during each calendar month will be printed out and sent to the staff member responsible and accountable for each communications device issued by the Authority.

16. Staff members must indicate their personal calls within 10 working days of receipt of such a printout. This information will be processed by the Finance Section for recovery during the subsequent payroll run.

17. The Director of the Office for Administrative Services may liaise with heads of offices to seek clarification or justification for any or all official or personal calls that are deemed excessive in terms of cost and time or to determine whether any misuse or pattern of misuse is evident.

**G. Use of private communications devices**

18. Staff members should not normally be required to use their personal communications devices to make official phone calls in the performance of their duties. However, it is recognized that, in exceptional circumstances, staff members, in performing a specific function, may have to use their personal devices to make official calls. In such circumstances, staff members may submit the corresponding bills to their supervisor for approval and, thereafter, to the Office for Administrative Services for reimbursement using form F.10.

---