

**Sam Houston State University**  
**A Member of The Texas State University System**

**Finance & Operations Policy FO-30**  
**Non-Business Use of University Telephones & Fax Machines**

**1. GENERAL**

Incidental personal use of telephones, including cellular phones, and fax resources at Sam Houston State University is an exception to the general prohibition against the use of University equipment for anything other than official state business.

1.1 University telephones, cellular phones, and fax machines are in existence to facilitate University business. On the occasion when it is necessary for an employee to make a personal long-distance call from a University telephone, a personal calling card or third-party charge should be used. Operator assisted long-distance calls may be charged to University telephones only when the call is related to University business.

1.2 Personal use of fax machines or cellular phones requires reimbursement for costs to SHSU.

**2. GUIDELINES**

Incidental personal use must not:

- (1) result in financial gain for the user;
- (2) be for business purposes where the employee owns the business or the work is done for another business (including consulting);
- (3) interfere with assigned job responsibilities; or
- (4) be in violation of existing security/access rules.

**3. MONITORING**

3.1 Each department or unit head should designate an individual who should review all telephone and fax charges in order to identify billing errors or unauthorized calls or charges. This review should be routinely performed; the review should be documented; and the telephone bills should be maintained in the department in accordance with the University record retention policy. For telephone or fax lines that are not assigned to an individual, management should consider maintaining a log of the calls made or restricting access to use.

3.2 In the event that circumstances prevent compliance with this Rule and use results in additional costs to the University, the person making the calls must promptly reimburse the University. It may be appropriate to counsel the individual, responsible for making the calls, in proper telephone procedures.

**4. SECURITY**

4.1 University telephones and fax machines should be secured from unauthorized use by assuring that offices are secured. Additionally, University telephones that do not require the long distance feature should be blocked from allowing long-distance charges by using the "local calls only" feature. This feature, which can be accomplished through a telecommunications work order, does not allow long-distance calls to be made from the telephone or accessed through the operator and billed to the extension.

Reviewed by: J. Carlos Hernandez-Vice President for Finance and Operations  
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Next Review: 8/31/2026