

# STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California  
Department of Technology  
CALNET Program

Category	Chapter Title	Chapter Number
Miscellaneous	Private Residence Telephone Services	0801.0

## PURPOSE

This section provides guidelines to agencies for use of State-paid telephone service in private residences.

## POLICY

Agencies requiring state-paid telephone service installation in a private residence should meet the following conditions, and conform to the following business practices: develop and have on file a policy letter approved by the agency's Department Director and have requests for service approved by the Chief Agency Telecommunications Representative. (CATR).

## USAGE GUIDELINES

Agency policy regarding private residence telephone service should:

- Define installation parameters for this state paid telephone service.
- Identify the cost benefit to the state or agency program.
- Identify that state paid service is not in lieu of personal telephone service and is used for conducting state business only.
- Order this service as a "business service" from the Local Exchange Carrier (LEC) and use "State of California" as the business identifier.
- Establish CALNET as the long distance carrier.
- Establish a process to review toll charges in order to identify possible abuse/misuse.
- Establish a process for the timely removal of telephone services when it is no longer required or no longer meets established criteria.
- Maintain a list of state paid private residence and private vehicle telephone numbers and make it available to the CALNET upon request.
- Make a copy of the policy letter available to the CALNET upon request.