Telephony and Communication Usage Policy

1. Preamble

Saint Mary's University (SMU) provides telephony and communication services including Microsoft Teams, desk phones, fax services, directories, and university-issued mobile devices to support academic and administrative activities. These services are institutional resources and must be used in a responsible, secure, and cost-effective manner.

All faculty, staff, contractors, and authorized users must ensure their use aligns with institutional policies, protects sensitive information, and supports efficient operations.

2. Purpose

- Ensure responsible, secure, and cost-effective use of telephony and communication services
- Prescribe Microsoft Teams as the University's preferred communication platform
- Protect sensitive and confidential information transmitted via communication systems
- Support efficient and professional communication across the University

3. Jurisdiction/scope

- Applies to all faculty, staff, contractors, and authorized users
- Covers Microsoft Teams, desk phones, fax services, directories, and mobile devices.

4. Definitions

- Microsoft Teams: The University's primary platform for voice, video, and collaboration

- Telephony Services: University-provided communication systems including voice calls, fax, and mobile devices
- Authorized Users: Individuals approved to access and use SMU communication services
- SMU Phonebook: The authoritative directory for university contact information

5. Policy

5.1 Use of Microsoft Teams and Voice Services

Microsoft Teams is the University's preferred platform for voice, video, and collaboration. Users are encouraged to use Teams for internal and external communication wherever possible, particularly as a replacement for traditional long-distance calling.

When placing external calls through Teams or other systems, users must:

- Maintain professionalism in all communications
- Comply with privacy and data protection requirements
- Ensure appropriate handling of confidential or sensitive information
- Adhere to any applicable call recording regulations and guidelines

5.2 Long-Distance and International Calling

Long-distance and international calls must be limited to legitimate university business purposes and should be conducted using the most cost-efficient tools like teams.

5.3 Mobile Device Usage

University-issued mobile phones remain the property of Saint Mary's University and must be used with care and accountability.

- Devices are intended primarily for university business purposes
- Installation or use of personal applications, social media, or non-business-related services is strongly discouraged

- Users must take appropriate steps to protect devices from loss, theft, or misuse
- Any security incidents or device loss must be reported promptly in accordance with university IT policies

5.4 Directories and Contact Information

The University maintains official telephone directories to ensure accurate communication and service delivery.

- The **SMU Phonebook (authoritative directory)** is available at: https://smuphone.smu.ca/ADPhonebook
- This directory serves as the primary and most up-to-date source for university contact information
- Users should rely on the official directory when locating internal contact details

5.5 Fax Usage

- Fax services are maintained to support business processes where fax communication is required for legal, regulatory, contractual, operational, or partner-related purposes. Fax should be used only when there is a legitimate business need and when approved alternative communication methods are not suitable.
- Fax services are provided to support specific business and administrative functions where required.
- Users must ensure that any information transmitted by fax is handled in accordance with applicable privacy, confidentiality, and information management requirements, and is sent only to verified recipients.
- Where appropriate, approved digital communication methods, such as secure email or Microsoft Teams, should be considered preferred alternatives.

5.6 Monitoring and Compliance

SMU reserves the right to monitor telephony and communication usage to:

- Ensure compliance with this policy
- Manage institutional costs
- Protect university systems and resources

Any misuse, unauthorized activity, or violation of this policy may result in restricted access or further administrative action.

6. Related Policies, Procedures and Documents

6.1. Policies

- 2-2004 IT Policy
- 2-2007 Cell Phone Policy

Additional Approval Information

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