

PABX Call Detailing Policy

Name of Policy:	PABX Call Detailing Policy
Date of Issue:	10 May 2001
Further Enquiries:	Via IT Service Centre, 9385 1333

This policy details the information normally provided on bills for UNSW telephone services and provides information for managers wishing for further call break-down information.

As a matter of course, IT at UNSW provides breakdowns of costs associated with each telephone extension attached to the PABX within various billing categories such as local, mobile, long distance and international.

IT at UNSW is prepared to provide a listing of individual calls associated with a particular extension under the following conditions:

1. A specific written request is lodged for each extension.
2. Information is only recorded for **outgoing calls** which **generate a charge**. Incoming or internal calls are not recorded.
3. The information will be provided to the person who receives the bill or the Head of the School/Unit etc. **only**.
4. The last two digits of the called number will be suppressed.
5. The information is provided for the purposes of reconciling telephone bills and/or assigning/controlling internal costs.
6. If, in exceptional circumstances, the information is to be used for other purposes, permission should be requested, on each and every occasion, from the Manager, IT at UNSW or the Industrial Relations Advisory Unit before proceeding.
7. Users of this service should appreciate that the service is expensive to provide and that frequent requests for itemised bills may incur a charge, of which you will be notified in advance.
8. Users of the service should take due account of the privacy of the end users of the telephone service and not use, or distribute, the information provided beyond the requirements of (5) and should ensure that the information is stored securely or destroyed after use.

Call details without the suppressed digits will only be released in very special circumstances on request from a senior staff member (e.g. Dean, Member of the UNSW Executive, Director of Human Resources) after consultation with the Industrial Relations Advisory Unit.

Please note, IT at UNSW does not have any mechanism to record call details for lines directly connected to a carrier, nor does it have any capability to record call contents.

Requests for call listings should be addressed made via the IT Service Centre, 9385 1333.