

Chapter 114 - Telecommunications

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ARTICLE I. - IN GENERAL

Secs. 114-1—114-30. - Reserved.

ARTICLE II. - TELEPHONE SERVICES

DIVISION 1. - GENERALLY

Sec. 114-31. - Statement of policy.

- (a) It is the policy of the county commissioners court that all telephone system purchases, rental and repairs be conducted strictly on the basis of economic and business merit through the telecommunications department. This department is responsible for the review analysis and control of all telecommunications services as they relate to the county.
- (b) In an effort to avoid violation or appearance of a violation of this policy, it is prohibited for any employee, department head or elected official to seek directly from any vendor the addition or change in telephone services without prior approval by the commissioners court.

(Admin. Policy Manual, § G(1.00, 1.01); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-32. - Relationship with vendors.

- (a) It is the responsibility of the telecommunications department to serve as the county's liaison between telecommunications vendors and the county.
- (b) When approached by sales representatives of telecommunications equipment and/or services, all departments should courteously refer them to the telecommunications department. All vendors shall be received promptly and courteously by the telecommunications department.
- (c) When necessary for vendors to meet with departments pertaining to special needs, the telecommunications department will arrange the interview.
- (d) All correspondence with vendors should originate in the telecommunications department. When necessary for departments to correspond with telecommunications vendors on technical matters, copies of that correspondence should be sent to telecommunications for review and approval.

(Admin. Policy Manual, § G(1.02—1.05); Ord. No. 2001-1695, 9-11-2001)

Secs. 114-33—114-50. - Reserved.

DIVISION 2. - SERVICE REQUESTS

Sec. 114-51. - Moves, adds, changes.

Department representatives should submit a fully completed telecommunications requirements form to the telecommunications department.

(Admin. Policy Manual, § G(2.00); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-52. - Required information.

The request must include the following information:

- (1) Complete address with suite numbers and floor.
- (2) Contact name and callback number.
- (3) Actions (move, add, software change).
- (4) Type of equipment (single line/multi-line telephone line only, miscellaneous).
- (5) Department name and number.
- (6) Reason or justification for requests.
- (7) Grant number or special project information if funds used are other than county funding.

(Admin. Policy Manual, § G(2.01); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-53. - Response by telephone coordinator.

- (a) Upon receipt of the request from the department, telecommunications will contact the department representative within ten days to acknowledge request, verify information, determine if the request is necessary and survey work necessary to complete request.
- (b) The telecommunications department will determine installation costs and monthly increases and will submit the "telecommunications request" that includes cost information and a recommendation to the commissioner's court for briefing. Requests that total more than \$500.00 will be briefed prior to beginning for formal approval.

(Admin. Policy Manual, § G(2.02, 2.03); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-54. - Approval.

Upon the court's approval, telecommunications will prepare a purchase requisition and obtain a purchase order number from the purchasing department.

(Admin. Policy Manual, § G(2.04); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-55. - Contact of appropriate vendor.

Telecommunications will contact the appropriate vendor and place the service order (providing P.O. number). The vendor will provide the due date to telecommunications who then notifies the department representative of the date.

(Admin. Policy Manual, § G(2.05); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-56. - Completion of work order.

The department representative will advise the telecommunication department when the work order is complete. The telecommunication department will submit a record of materials received (RMR) to the auditor's office.

(Admin. Policy Manual, § G(2.06); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-57. - Signing off on vendor's work.

It is the responsibility of the department representative to sign off on the vendor's work order when the job is completed.

(Admin. Policy Manual, § G(2.07); Ord. No. 2001-1695, 9-11-2001)

Secs. 114-58—114-90. - Reserved.

ARTICLE III. - EQUIPMENT

DIVISION 1. - GENERALLY

Sec. 114-91. - Miscellaneous equipment.

- (a) Any telecommunications equipment other than telephone sets, telephone switches, telephone line modules, bells, volume control handsets, etc. are considered miscellaneous equipment. Examples are telephone answering machines, telephone/personal computer modems, headsets or any telecommunications item not specified as standard equipment.
- (b) Telecommunications is responsible for reviewing any and all requests for miscellaneous equipment that are required to be installed as part of the county's telecommunications systems. Telecommunications will consider only purchase and installation of miscellaneous equipment that is required to conduct county business and /or will enhance the overall operation efficiency for the department. Requests for miscellaneous equipment for personal use will be considered but must meet the above operational efficiency criteria.

(Admin. Policy Manual, § G(3.00, 3.01); Ord. No. 2001-1695, 9-11-2001)

Secs. 114-92—114-110. - Reserved.

DIVISION 2. - REPORTING MALFUNCTIONING EQUIPMENT

Sec. 114-111. - To telecommunications department.

To report telephone repair problems, the department representative shall call the telecommunications department help desk and report the problem:

Help desk: The help desk number is (214) 653-6555.

(Admin. Policy Manual, § G(4.00); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-112. - Information required.

The department representative should provide the following information regarding the trouble:

- (1) Department/department number.
- (2) Contact name/callback number.
- (3) Location/address.
- (4) Description of trouble.
- (5) Type of telephone.
- (6) Telephone/extension number.
- (7) Office hours.

(Admin. Policy Manual, § G(4.01); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-113. - Ascertaining timely completion of repairs.

In order to document timely completion of all telephone repairs, the department representative must sign and date the telecommunication service ticket once the repair is completed.

(Admin. Policy Manual, § G(4.02); Ord. No. 2001-1695, 9-11-2001)

Secs. 114-114—114-140. - Reserved.

ARTICLE IV. - USE OF DEVICES¹

DIVISION 1. - GENERALLY

Secs. 114-141—114-160. - Reserved.

DIVISION 2. - LONG DISTANCE

Sec. 114-161. - Authorization codes.

- (a) To make a business related long distance call from the downtown, Lew Sterrett, Bill Decker, Harry Hines and Forensic Sciences locations requires the use of an authorization code assigned to a department. These codes are controlled by the telecommunications department and issued only to county employees who have a need to make business related long distance calls.
- (b) Telecommunications controls and issues all long distance authorization codes. It is the responsibility of the elected official, appointed official or department head to approve the assignment of codes for their staff. The codes are used by the auditor to track and properly charge back long distance telephone bills.
- (c) All long distance calls should be logged on the long distance telephone tog sheet (form T-01, see exhibit A). The telephone log sheet will include:
 - (1) Department.
 - (2) Phone number.
 - (3) Month.
 - (4) Date.
 - (5) Caller.
 - (6) Phone number called.
 - (7) Firm/person called.
 - (8) Time of call.
- (d) These forms are available at the supply department and require no requisition of issuance. These forms are to be filled out by all individuals who make long distance calls. At the end of the month these forms should be copied for the departmental file and the original submitted to the auditor attached to the monthly billing statement.

¹ **Editor's note**— Ord. No. 2014-0680, adopted May 13, 2014, changed the title of Art. IV from "Use of System" to "Use of Devices."

(Admin. Policy Manual, § G(5.00—5.02); Ord. No. 2001-1695, 9-11-01)

Sec. 114-162. - Cancellation.

- (a) When an employee who has been issued an authorization code terminates employment or transfers to another department, the department telephone representative should contact the telecommunications department in writing to cancel the authorization code.
- (b) This should be done as soon as possible to alleviate the possibility of long distance calls being charged to a department after an employee terminates or transfers.

(Admin. Policy Manual, § G(5.03); Ord. No. 2001-1695, 9-11-2001)

Sec. 114-163. - Personal long distance, directory assistance and other toll calls.

- (a) The county does not allow employees to make personal long distance telephone calls on the county long distance network.
- (b) Only during emergency situations will the county allow an employee to make personal long distance telephone calls on the county long distance network with the elected/appointed official or department heads approval.
- (c) All personal telephone calls made on the county telephone system will be reimbursed to the county for the cost of the toll call plus 35 percent surcharge to cover administrative and indirect expenses. An additional three percent will be added for the prevailing tax rate.
- (d) It is the responsibility of the individual to make reimbursement to the county in a timely manner. All money should be sent to the auditor's office.
- (e) A user of a mobile telephone may, with permission from the elected official/department head, and by arrangement with the county auditor, pay directly to the mobile telephone service company any charges and taxes as they become due for personal calls charged during the current billing period and forward only the net amount owed by the county to the county auditor for payment.
- (f) If an employee wishes to make a long distance call, such employee shall dial as follows:
 - (1) On the downtown PBX system:
 - a. Long distance:
 - 1. Direct dialing: 16 + authorization code + 9 + 1 + area code + number
 - 2. Operator assisted: 16 + authorization code + 9 + 0 + area code + number
 - b. Directory assistance:
 - 1. Local: 9 + 214-555-1212
 - 2. Long distance: 16 + authorization code + 9 + 1 + area code + 555-1212
 - (2) From PBX system outside downtown:
 - a. Long distance:
 - 1. Direct dialing: 8 + 16 + authorization code + 9 + 1 + area code + number
 - 2. Operator assisted: 8 + 16 + authorization code + 9 + 0 + area code + number
 - b. *Directory assistance:*
 - 1. Local: 8 + 16 + authorization code + 9 + 1411
 - 2. Long distance: 8 + 16 + authorization code + 9 + 10288 + 1 + area code + 555-1212

- (3) From key system (TIE, Norstar, IT):
 - a. Long distance:
 - 1. Direct dialing: 1 + area code + number
 - 2. Collect/operator assisted: 0 + area code + number
 - b. Directory assistance:
 - 1. Local: 1411
 - 2. Long distance: 1 + area code + 555-1212
- (4) Metro call: 9 + 817 + number
- (6) 800 call: 9 + 1-800 + number
- (7) For any other information on long distance or directory assistance calling: 653-7100

(Admin. Policy Manual, § G(5.04—5.08); Ord. No. 2001-1695, 9-11-2001)

Secs. 114-164—114-180. - Reserved.

DIVISION 3. - MOBILE

Sec. 114-181. - Requests; reviewing.

All requests for mobile devices (cellular phones, smart phones, iPhones, MiFi, tablets, wireless data cards, microcell routers) will be made using a Dallas County Telecommunications Requirement form. The form can be found at Communications and Central Services website http://www.dallascounty.org/departments/comm/comm_index.php and under IT Services <http://www.dallascounty.org/itservices/forms.html>. Fax forms to (214) 653-6464 or email to telecomservices@dallascounty.org. For all requests and quotes on Windows/Network based tablets and iPads contact the IT Service Desk at 214-653-7900.

- (a) All requests submitted must include the following information:
 - (1) Requesting department name and department number.
 - (2) To whom the mobile device will be issued (complete name).
 - (3) Mobile device type.
 - (4) Explanation why the mobile device is needed, include the job duties of the employee for which the device is requested. This explanation should clearly delineate why other means of communication cannot satisfy operational requirements.
 - (5) An estimate of monthly utilization (i.e., 100 minutes, 200 minutes, etc). Requests for utilization in excess of 250 minutes must include detailed justification for this level of usage.
 - (6) Justification for any ancillary equipment that may be requested. Devices will include an AC charger. All other equipment (cigarette lighter adapters, carrying cases, belt clips, etc.) is extra.
 - (7) Funding code and/or grant funded.
 - (8) Elected official/department head signature.
 - (9) If the employee to whom a mobile phone is issued was previously issued a county pager, that pager will be turned in unless otherwise approved. If a request is made for both a phone and pager, or the department is requesting to retain the pager, a specific detailed justification for needing both must be included on the request.
 - (10) Any special applications needed and the cost of that application, if any.

(Ord. No. 95-968, 6-13-1995; Ord. No. 2014-0159, 2-4-2014)

Sec. 114-182. - Demonstration of need; guidelines for mobile device recommendations.

The telecommunications department will review each request using the criteria listed below. After evaluation, each request with a recommendation will be forwarded to the office of budget and evaluation. The office of budget and evaluation will evaluate the request using the duties and responsibilities of the position for which the mobile device is requested. If approved by office of budget and evaluation, they will submit a briefing to commissioners court. After a request is approved and briefed, telecommunications will order the equipment and will notify the requesting department when devices are ready for pickup. The criteria for reviewing requests are as follows:

- (a) Job function/operational requirements.
 - (1) Duties involve frequent travel and/or routinely take the employee into the field or otherwise away from routine telephone, Internet and radio communications. Such person must be contacted on a recurrent basis and must respond in an expeditious time frame.
 - (2) Duties are such that the employee must be contacted and respond within a short period to provide directions or authorize action.
 - (3) Employee must be contacted after normal business hours or on weekends and employee will not have ready access to other means of communications.
 - (4) Rate plan will be assigned based on the information submitted on the telecommunications request. (Note: Telecommunications will monitor utilization and change plans as necessary to insure the most economic rates are used.)

(Ord. No. 95-968, 6-13-1995; Ord. No. 2014-0159, 2-4-2014)

Sec. 114-183. - Mobile device usage.

- (a) Employees are prohibited from downloading and installing unapproved and unauthorized software applications on county mobile devices (74-1018(f) of this Code). All county-owned/issued mobile devices are required to have the Dallas County MDM (mobile device management) client.
- (b) In the event a county mobile device is lost, stolen or misplaced, telecommunications must be notified immediately so that appropriate steps can be taken to terminate service for that device.
- (c) Mobile devices issued by the county are county property. Employees must comply with requests to make their county-issued device available for any reason, including upgrades, replacement, or inspection. Employees who leave the county for any reason must turn in their county-issued mobile device.
- (d) County-issued mobile devices are to be used only for business purposes. Although occasional brief personal usage is permitted, personal usage that exceeds the standard (monthly utilization) will result in the employee reimbursing the county for any costs or charges (cost of call plus 35 percent administrative fees and three percent tax) relating to personal use of the device (any call that cannot be documented as to its business purpose will be treated as a personal/unauthorized call). See section 114-184.
- (e) Employees provided with county mobile devices are responsible for the safe keeping of the device.
- (f) Employees are responsible for the cost of replacing a lost or stolen device. Replacement cost will be \$50.00 or the cost of the device, whichever is greater.
- (g) When driving a county vehicle, mobile device usage is prohibited. Employees are to pull off the road safely and park in a safe location before texting and/or receiving or placing a phone call. Employees may talk on mobile devices with a hands-free adaptor.

(Ord. No. 95-968, 6-13-1995; Ord. No. 2014-0159, 2-4-2014; Ord. No. 2014-0680, 5-13-2014)

Sec. 114-184. - Examples of reimbursement.

- (a) Personnel that exceed the monthly allotted minutes because of personal use (i.e., calls, text messages, data) are responsible for reimbursing the county for overage charges.
- (b) For purpose of the following examples, the monthly rate includes 200 minutes of airtime at no charge:
 - (1) *Example 1:* 125 minutes county business use, plus 50 minutes personal use = 175 minutes total. There shall be no cost to the employee, as there was no additional charge to the county for personal use.
 - (2) *Example 2:* 175 minutes county business use, plus 50 minutes personal use = 225 minutes total. The employee would reimburse the county only for the 25 minutes that were charged to the county over the plan's free time; it does not matter whether or not the personal calls were the last 25 minutes used or not.
 - (3) *Example 3:* 200 text messages county business use, plus 30 text messages personal use = 230 text messages total. The employee would reimburse the county only for the 30 text messages for personal use.
 - (4) *Example 4:* Data usage that exceeds the plan allowance of 5GB will be billed for an additional 1GB. The employee would reimburse the county for only the data usage for personal use.
- (c) Reimbursement of all personal use charges will be subject to the 35 percent administrative fee, and three percent tax as specified in this chapter.

(Ord. No. 95-968, 6-13-1995; Ord. No. 2014-0680, 5-13-2014)

DIVISION 4. - PERSONAL DIGITAL ASSISTANT (PDA)

Sec. 114-185. - Requests; reviewing.

- (a) All requests for a PDA shall be made in writing and addressed to the budget office. All requests for a PDA shall include a brief statement regarding need, level of service requested (cellular service, direct connect and/or e-mail), the job duties of the individual making the request and shall be signed by the department head or elected official.
- (b) The budget office will review each request. After evaluation, the budget office will present the request to the commissioners court with a recommendation.

(Ord. No. 2007-671, 3-27-2007)

Sec. 114-186. - Demonstration of need.

Needs have typically been demonstrated in the following areas:

- (1) *Security and emergency management.* Equipment used when employee needs to contact or be contacted immediately during natural disasters, crises or special events and is required to be accessible at all times.
- (2) *Immediate remote access.* Equipment used when immediate remote access to data (e-mail) is essential for the purposes of conducting county business while away from the primary workstation.

(Ord. No. 2007-671, 3-27-2007)

Sec. 114-187. - Purchase orders; PDA service guidelines.

- (a) Upon approval by the commissioners court, the Office of Communications and Central Services will initiate a purchase requisition, and the purchasing department will issue a purchase order for the equipment and/or service through the county's then approved service provider.
- (b) PDA devices will be placed in service with the least expensive basic monthly rate plan and reviewed after 90 days by the Office of Communications and Central Services to measure for cost effectiveness and report to the budget office. Before any rate plan change, the history of use will be reviewed with the budget office to determine feasibility.
- (c) If a PDA device has been requested when cellular service has previously been approved, the budget office will determine whether combining PDA and cellular service would be more cost beneficial than granting separate PDA and cellular service.
- (d) Cellular service provided with a PDA will be subject to the guidelines outlined in division 3, Cellular, sections 114-183 and 114-184.

(Ord. No. 2007-671, 3-27-2007)

DIVISION 5. - PAGER

Sec. 114-188. - Requests; reviewing.

- (a) All requests for pagers will be made by submitting a Dallas County Telecommunications Requirement form. The form can be found at Communications and Central Services website http://www.dallascounty.org/departments/comm/comm_index.php and under IT Services <http://www.dallascounty.org/itservices/forms.html>. Fax forms to (214) 653-6464 or email to telecomservices@dallascounty.org or delivery to 600 Commerce Street, 7th floor, Suite 750, Dallas 75202.

Pager batteries are not supplied by telecommunications. Replacement batteries are the responsibility of the departments.

- (b) Each request submitted must include the following information:
 - (1) Requesting department name and department number.
 - (2) To whom the pager will be issued.
 - (3) Explanation why the pagers are needed and include employee job duties for which the pager is requested.
 - (4) Indicate pager type alpha or digital.
 - (5) Indicate if associated with a call group to ensure correct pager type.
 - (6) Justification for pager requested.
 - (7) Funding code or grant funded.
 - (8) Elected official/department head signature.

(Ord. No. 2014-0159, 2-4-2014)

Sec. 114-189. - Procedures; guidelines for pager recommendations.

The telecommunications department will review each request using the criteria listed below. After evaluation of each request, the request will be briefed in commissioners court. If it is not recommended, the

requesting department will be notified. After approval and briefing, telecommunications will order the equipment and notify the requesting department when [the equipment is] available for pickup.

- (1) Duties are such that a pager is more convenient and economical than the use of a mobile device.
- (2) Duties are such that the employee must be contacted and respond within a reasonable amount of time to provide directions, information and or assistance.

(Ord. No. 2014-0159, 2-4-2014)

Sec. 114-190. - Replacement of pagers.

(a) *Damaged pagers.*

- (1) Deliver all damage pagers to telecommunications at 600 Commerce Street, 7th floor, Suite 750, Dallas 75202.
- (2) Replacements for damaged pagers will be issued the same day if in stock and if not in stock a replacement will have to be ordered.
- (3) Telecommunications will inform the user when to pick-up the pager or will notify the department when pager is ready for pick-up.

(b) *Lost pagers.*

- (1) Lost pagers are the responsibility of the employee unless a written statement from the employee's manager is submitted stating the pager was lost in the performance of official duties. The following information must be included:
 - a. Employee name, department and pager number.
 - b. Date pager lost.
 - c. Job function performing when pager was lost.
 - d. If the pager is not lost in the performance of official duties, the employee will incur the cost of pager and should follow the procedures listed below:
 1. Get cost of pager and payroll deduction form from telecommunications ((214) 653-7200 or telecomservices@dallascounty.com).
 2. Complete the payroll deduction form and submit by inter-office mail or personal delivery; no emails to the auditors office. Deduction will be taken from pay check based on date of receipt. If the form [is] received within the current pay period, [the amount] will be deducted then or on the next pay period.
 3. Bring a copy of the payroll deduction form to telecommunications with a date stamp from the auditors office and a new pager will be issued.
 4. Maintain receipt in case the pager is found.
 5. If a lost pager is found, bring the payroll deduction form and pager to telecommunications to have the payroll office issue a refund; may not always be a refund.

(Ord. No. 2014-0159, 2-4-2014)

Secs. 114-191—114-220. - Reserved.

ARTICLE V. - VOICE MAIL

Sec. 114-221. - As a tool.

- (a) Voice processing (interactive voice response) and voice mail are to be utilized by the county to serve the taxpayers and make the most effective use of available personnel.
- (b) Voice processing applications allow callers to receive access to pertinent, frequently used and standardized information utilizing employee assistance when necessary. Typical information provided by voice processing includes hours of operation; office location; fees, documents and steps required to conduct specific business; as well as other standardized information.
- (c) Voice mail applications allow callers to leave messages when employees are away from their work station or on the phone. Voice mailboxes allow employees to retrieve messages and assemble specific information and answers to questions before returning calls.
- (d) These policies and procedures relate to the deployment of voice mail to county officials and departments. Voice processing applications will be implemented to the greatest extent possible to maximize reasonable use of technology and minimize utilization of personnel, where possible.

(Admin. Policy Manual, § G(7.01—7.04))

Sec. 114-222. - Criteria for evaluating requests.

Each request for voice mail will be measured against standard criteria and according to the following guidelines:

- (1) Demonstrated need according to the county voice mail criteria (exhibit GB);
- (2) Analysis of the application by the telecommunications coordinator, the department head, the county's voice processing vendor, and the county's telecommunications vendor, where applicable;
- (3) Available voice mail equipment in the specific PBX switch site serving the department making the request;
- (4) Availability of voice mail capacity in the voice processing system; and
- (5) Approval by the commissioners court.

(Admin. Policy Manual, § G(7.05))

Sec. 114-223. - Requests.

All voice mail requests will be submitted on the county telephone request order form (exhibit GC), signed by the department head with a completed voice mail analysis log (exhibit GD), and routed to the telecommunications coordinator. The request will be evaluated based on the criteria in the county voice mail guidelines (exhibit GB). After evaluation, a recommendation will be made to the commissioners court.

(Admin. Policy Manual, § G(7.06))

Sec. 114-224. - Limitations.

- (a) Voice mail will not be assigned to any extension or individual whose primary responsibility is department telephone coverage.
- (b) Voice mail will not be assigned to any extension number that functions as a referral point for voice processing menus.

- (c) Any voice mailbox assigned to an individual responsible for directly responding to the public will give the caller the option to obtain live assistance and not be forwarded to another voice mailbox.

(Admin. Policy Manual, § G(7.07—7.09))

Sec. 114-225. - Training.

When a voice mailbox has been assigned to an employee, the employee must attend a scheduled voice mail training session and/or complete a voice mail tutorial. The employee assigned a voice mailbox will be supplied with a manual and appropriate materials to record an appropriate greeting and mailbox instructions for proper and effective use of the system.

(Admin. Policy Manual, § G(7.10))

Sec. 114-226. - Abuse.

The telecommunications coordinator will have the option of recommending restricting or revoking a voice mailbox for any individual mailbox user who abuses the privileges of voice mail as evidenced by:

- (1) Complaints from the public or county staff about an individual extension or department not returning phone calls;
- (2) Individuals who go on vacation and do not change their voice mail greeting to indicate absence;
or
- (3) Inappropriate greeting or recording in voice mailbox.

(Admin. Policy Manual, § G(7.11))