

**BUSINESS OPERATIONS
INTERNAL TELEPHONE PROCEDURES**

Internal Telephone Procedures

- A. Departments will make arrangements for phone coverage from nine to five inclusive.
- B. If circumstances make this impossible, the switchboard operator must be advised so she can provide telephone coverage for your department in a responsible and professional manner.
- C. When calling any staff person, do not let the phone ring more than four times. When a phone rings longer, it is usually because the party is not there.
- D. When department meetings involve the participation of all department staff, the switchboard operator must be advised so he/she can provide telephone coverage for your department in professional manner. Voicemail messages must be changed accordingly to insure proper phone routing.
- E. The switchboard operator is on duty from 9:00a.m. to 5:00 p.m.

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