

# REGULATION MONTGOMERY COUNTY PUBLIC SCHOOLS

---

**Related Entries:** COG-RA  
**Responsible Offices:** Chief Operating Officer  
Chief Technology Officer

## Telephone Services and Costs

### I. PURPOSE

To provide cost efficient telephone service to Montgomery County Public Schools (MCPS), which includes procedures for ordering repairs, requesting equipment, additions or changes to existing systems, restricting telephone use, and establishing responsibilities for payment

### II. PROCEDURES

#### A. Telephone Repairs for MCPS Supplied Equipment

When equipment does not perform properly, staff members should notify the Help Desk. Staff members should not contact any telephone company for repair service. Payment will only be made for repairs ordered by approved staff.

#### B. Telephone Equipment and Changes

1. Principals/administrators are authorized to request changes in telephone service (e.g., installation, replacement, repair, relocation, removal, or any other changes in service).
2. All requests for changes in telephone service are submitted to the Help Desk and should include the following information, as appropriate:
  - a) Location involved as identified on a site or school floor plan
  - b) Nature of work (e.g., installation, replacement, repair, relocation, removal, etc.)

- c) Staff position involved
  - d) Justification for request
  - e) Date change required
3. Changes normally require 4-6 weeks' notice in advance of the date required. Large-scale moves or rearrangements should be made even further in advance. Please keep in mind that late summer and holidays are the busiest times of the year.

C. Portable Communication Devices

- 1. MCPS provides portable communication devices (PCDs) to certain employees whose job responsibilities regarding the health and safety of students and staff require immediate and accessible communications and decision making, frequent mobility among offices or MCPS locations and/or frequent engagement with the public.
- 2. Requests for PCDs should be approved by the Office of the Chief Technology Officer (OCTO)
- 3. For PCDs approved by OCTO, billing invoices from the service provider are centrally managed by OCTO.

D. Telephone and PCD Restrictions

- 1. The use of MCPS telephones and PCDs is for official MCPS business. Incidental local personal calls should be kept to a minimum. Principals/administrators may restrict long distance availability on certain lines or telephones at their sites.
- 2. Staff members are not authorized to charge personal long-distance calls to an MCPS number.
- 3. Authorization from the Telecommunications Support Unit in the Department of Infrastructure and Operations is required for the connection of any equipment or service (e.g., computers, facsimile machines, answering machines, voice mail, or attendance calling systems) to an MCPS telephone line.

E. Accounting for Telephone Calls

1. Upon request, a copy of the telephone invoice may be sent to the principal/administrator or designee to determine if MCPS numbers are used for authorized purposes.
2. When a call appears on the invoice that cannot be otherwise identified, the principal/administrator or designee should contact the director of the Department of Infrastructure and Operations to determine appropriate follow-up actions.

*Administrative History:* Formerly Regulation No. 275-1, May 10, 1977; directory information updated January, 1980; revised May 2, 1988; revised October 20, 1992; revised March 21, 2000; updated office titles June 1, 2000; revised June 17, 2016.