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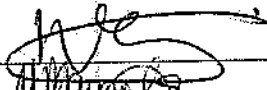
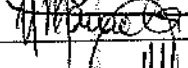



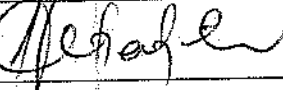
**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

**OFFICE OF THE PREMIER**

**TELECOMMUNICATIONS POLICY**

**DOCUMENT APPROVAL PAGE**

**TELECOMMUNICATIONS PAGE**

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## **ACRONYMS AND ABBREVIATIONS**

The following acronyms and abbreviations are used in this Policy:

**Dect Phone** : Digital Enhanced Cordless Telephone

**AO** : Accounting Officer

**EO** : Executive Officer

**DG** : Director General

**DDG** : Deputy Director General

**CD** : Chief Director

**SMS** : Senior Management Services

**D** : Director

## **1. INTRODUCTION**

**1.1** Telecommunication services play a crucial role in providing efficient and effective service delivery in the Office of the Premier. Without telecommunications infrastructure (telephones, digital enhanced cordless telephones [Dect phones], faxes and cellular phones, service delivery will be compromised.

**1.2** Employees in the Office of the Premier, whose work requires the use of official telecommunications services, are provided with these tools.

## **2. PURPOSE**

The purpose of this policy is to regulate the management of the provision of the telecommunication to employees within Office of the Premier.

## **3. OBJECTIVES OF THE POLICY**

**The objectives of this policy are to:-**

- 1) provide guidelines for the acquisition and usage of telecommunication instruments. This shall include but not limited to, telephones, dect phones, faxes and cellular phones to be used for official purposes,
- 2) provide a regulatory framework to manage the utilization of the identified telecommunication instruments and
- 3) outline application procedures to be followed by all applicants who qualify to be allocated official telecommunication facilities.

## **4. AUTHORITY OF THE POLICY**

This policy is issued under the authority of the Premier as the Executing Authority and the Director General as the Accounting Officer for the Office of the Premier Limpopo Province.

## **5. SCOPE OF APPLICATION**

This policy, except where otherwise indicated, is applicable to all employees and structures related to the Office of the Premier, Limpopo Province, as an Office.

## 6. LEGAL FRAMEWORK

This policy is guided by the following legal prescripts:

No	Legislation
1	The Constitution of the RSA
2	The Public Service Act and Public Service Regulations
3	The Promotion of Access to Information Act
4	The Promotion to Administrative Justice Act
5	The National Archives and Records Services Act
6	The Labour Relations Act
7.	Public Management Act, Act 1 of 1999 ( As amended)
8.	Cost Containment Instruction Note 2 of 2016/17
9.	DPSA Guideline for adoption of policies on the official utilization of cellphone in the Public Service , annexure A option 1/2002

## 7. POLICY PRONOUNCEMENTS

### 7.1. QUALIFICATION FOR USE / ALLOCATION OF COMMUNICATION INSTRUMENT

- 1) Qualification for allocation of a communication instrument shall be based on the nature of the work and responsibilities rather than levels of occupational positions.
- 2) There are three types of communication instruments that shall be availed for allocation to employees and office bearers in the Office of the Premier, namely, telephones, dect phones and cellular phones.
- 3) All employees with official cellular phones shall be expected to be contactable / available at all times.

### 7.2. TYPES OF INSTRUMENTS

#### 7.2.1 CELLULAR PHONES

##### 7.2.1.1 Qualification for use and allocation of a cellular phone

- 1) Employees who due to the nature of their work qualify for the allocation of a cellular phone shall be subjected to the approved prescribed limits set.
- 2) The approval for the use of a cellular phone as a work facility shall be granted by the Accounting Officer and or his/her delegate

- 3) Consultants, temporary employees and part-time workers must provide their own cellular phones, unless otherwise it is provided in their contracts or approval shall have been granted by the AO or his/her delegate.

#### **7.2.1.2 Conditions for cellular phones allocation**

Upon leaving the Office after or before the expiry of the cellular phone contract, the user shall surrender the cellular phone to Facilities Management or take over the contract at own costs.

#### **7.2.1.3 Application Procedure**

Employees applying for cellular phones must follow the under-mentioned procedure:-

- 1) The application form for cellular phone (Annexure A) shall be completed by the employee concerned and submitted to the responsible head of division, at the level of Director and above for recommendation.
- 2) The completed application form must thereafter be forwarded to the next level for further consideration and recommendation.
- 3) The application shall be approved by the Accounting Officer or his/her delegate.
- 4) The employee shall be informed in writing about the outcome of the application.

#### **7.2.1.4 DEVICES**

- 1) The user will be issued a mobile device of the value not exceeding R3, 990.00 inclusive of VAT. Should a user prefer any other make or device other than the allocated, the user will be responsible for the device cost involved and will under no circumstances be refunded.
- 2) The Office shall provide specialized mobile devices for the people living with disabilities but within the allocated hardware fund of R3,990.00.
- 3) It is the responsibility of the user to provide the extra device accessories.



- 4) Employees using standardized devices shall keep them at the end of the contract.(devices to the maximum value of R3,990.00)
- 5) The Office will be responsible for insurance while employees shall be responsible for the repairs, excess and all related fees.
- 6) **Onyx** benefits shall be exclusively for the Premier and First Lady, while **Platinum** benefits will include the Advisors and Director General. The other employees will be allocated as per Office standardized categories of users.

#### 7.2.1.5 Contractual maintenance and bills

- 1) All contractual costs will be covered by the office.
- 2) Roaming shall be provided as per international roaming zones.
- 3) Voice minutes, SMS and data bundles are in a shared pool where all users can consume. The high usage by one user is offset by low usage of another. The recommended allocation as per RT15-2016 Contract Circular will be as follows:-

Average shared bundle size per user on contract		Fair usage tolerance	Minimum shared bundle size on contract setup.	Maximum shared bundle size on contract setup.
		10%		
Subscription		R 463.98		
CIB ( cash incentive bonus – handset)		R3,990.00		
Close user group ( CUG)	500		500	500
Minutes	400	40	360	440
SMS	100	10	90	110
Data (MB)	600	60	540	660

The Office will allocate the bundles (Voice, SMS and data) as per table below:-

	Voice	SMS	Bundles	Usage tolerance
SMS	400	100	600	10%
Level 7-12	300	100	600	10%
Level 1- 6	100	100	100	10%

#### 7.2.1.6 User's responsibility

- 1) Ensure effective, efficient and economical utilization of the Office mobile communication services for the purpose it is intended for, namely, official purpose.
- 2) Ensure that all necessary precautionary measures are taken to keep the mobile devices safe and in good working condition.

#### 7.2.1.7 Responsibility of the Office

- 1) Ensure monthly reconciliation of invoices received in respect of the Office mobile communication services.
- 2) Ensure settlement of all monthly office mobile communication services accounts within 30 days of receipt of invoices from the services provider.
- 3) Manage the loss control report.
- 4) Ensure the reimbursement of any amount due by or from a user for expenditure incurred by the Office as a result of transgression of this policy.
- 5) Reconcile the register of the office devices.
- 6) Control movement and usage of loan and pool devices.
- 7) Manage spend manager and administer allocation of usage.
- 8) Ensure that all Office devices are captured on the register.
- 9) No international roaming shall be permissible without approval of the Accounting Officer.

- 10) Roaming facility shall be paid for as per approval.
- 11) The limits shall be amended as and when a need arises.

### **7.3 DAMAGES, THEFT AND LOSSES OF DEVICES**

- 1) Users should ensure safety of the mobile devices at all times.
- 2) Users issued with a mobile device by the office will be liable of replacing the device if such a device is lost, stolen or damaged due to negligence.
- 3) In the event of a lost or stolen mobile device, it is the duty of the user to report the incident to SAPS immediately or within twenty-four (24) hours then inform the office to blacklist the device.
- 4) SAPS case number together with the sworn affidavit detailing the circumstances under which the office mobile device has been lost/stolen must be submitted to Facilities Management and Risk Management for investigation.
- 5) If liability can be determined, the office must recover the value of the loss or damage from the user, failing which the loss/ damage may be written off if irrecoverable.
- 6) Replacement cost will be obtained from the Service provider by Facilities Management Services.
- 7) The office will provide the user with a loan mobile device on condition there is such available.
- 8) The user shall be liable for excess amount and other related costs/ expenses in case of lost, damaged or stolen cell phone.

### **7.4 Miscellaneous**

- 1) The Accounting Officer may at his/her discretion, withdraw the approval for the use of the cellular phone if the user is consistently unavailable when needed and if he/she is of the opinion that the duties of the employee do not warrant the use of the cellular phone as a tool or work facility any longer.
- 2) Any mobile device that connects to the Office network will be subjected to IT security policy.

## 7.5. LANDLINES AND DECT PHONES

### 7.5.1 Landlines limits

- 1) Employees shall be allocated the following monthly limits on landlines:-

RANK	AMOUNT
Premier and First Lady	No Limit
Premier's Advisors	No Limit
Director General	No Limit
Senior General Managers	R650
General Managers	R600
Senior Managers	R500
Managers and Deputy Managers	R350
Personal Assistants	R300
Lower Level Employees (Level 1-8)	R250
Level 3 and below	R100

- 2) The above limits may be adjusted for a specific employee(s) due to the nature of their work, with prior approval by the Accounting Officer or his/her delegate.
- 3) Employees may, within reasonable limits, be allowed to use an official telephone for essential private calls, provided the privilege is not abused. Private call amounting to R50-00 will be regarded as "within reasonable limit".

## 7.6 EVENT PACKAGE

- 1) For employees to be allocated additional amounts due to the workload for a specific period e.g. event package, prior approval by the Accounting Officer or his/her delegate must be obtained in writing.
- 2) The event package shall be between R100 and R500 per month.

## 7.7 Digital Enhanced Cordless Telephone (Dect Phones)

Employees who have been allocated dect phones, their monthly limits shall be divided to make provision for the dect phone and the table handset.

**7.8. COPY RIGHT**

No part of this policy may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, in any network, electronic storage or transmission without prior consent of the Office of the Premier.

**8. DEFAULT**

Any employee who contravenes the provisions of this policy which may lead to violation of the Public Service Code of Conduct or other policies, that employee shall be charged with misconduct and the necessary disciplinary measures should be taken against him or her.

**9. INCEPTION DATE**

This policy comes into operation with effect from date of approval.

**10. AMENDMENT**

This policy may be amended, in writing by the office as and when necessary.

**11. TERMINATION AND REVIEW CONDITIONS**

This policy will be terminated upon the inception of a new policy



ACCOUNTING OFFICER

5<sup>th</sup>/04/2017  
DATE: