

**CHAPTER 2**  
**TELEPHONE SYSTEMS**  
**REVISED OCTOBER 2023**  
**TABLE OF CONTENTS**

<u>INTRODUCTION</u> .....	2-3
<u>TELEPHONE USAGE</u> .....	2-3
Policy.....	2-3
Long Distance Calls.....	2-3
Responsibility .....	2-3
<u>TELEPHONE BILL REVIEW</u> .....	2-3
<u>TELEPHONE SYSTEM SERVICES</u> .....	2-3
Single-line Instrument.....	2-4
Multi-line Instrument .....	2-4
Voice Over Internet Protocol .....	2-4
Local Lines .....	2-4
Centrex Service.....	2-4
Intercom .....	2-4
Voicemail.....	2-4
After-hours Answering.....	2-4
Public Telephones.....	2-4
<u>TELEPHONE SYSTEM MANAGEMENT</u> .....	2-5
Responsibility .....	2-5
Requests for System Modification .....	2-5
<u>COMMUNICATIONS CENTER TELEPHONE SYSTEMS</u> .....	2-6
Office of Primary Interest.....	2-6
System Failures.....	2-6
OFFICE SYSTEMS.....	2-6
Speed Dial Buttons/Codes .....	2-6
Road and Weather Condition Information .....	2-6
<u>MAINTENANCE</u> .....	2-6
Line Service Failure.....	2-7
State-Owned Telephone System Failure.....	2-7
<u>FREEWAY CALLBOX MANAGEMENT</u> .....	2-7
Responsibility .....	2-7
Priority .....	2-7
County/City Contacts.....	2-7
Coordination .....	2-7
<u>PLANNING AND BUDGETING</u> .....	2-8

THIS PAGE INTENTIONALLY LEFT BLANK

## CHAPTER 2

### TELEPHONE SYSTEMS

1. INTRODUCTION. Telephone equipment and service is provided to all CHP offices and facilities in response to substantiated operational and administrative needs. Telephone system installations, use, and payments are governed by Section 4500 of the State Administrative Manual.
  
2. TELEPHONE USAGE.
  - a. Policy. Telephones in state offices are for conducting official business. The use of state telephones by employees for other than state business will be restricted to emergency matters only.
  
  - b. Long Distance Calls. The State Administrative Manual prohibits the use of state telephones for personal long distance calls. In the event such calls are necessary, the employee will be directed to place the call collect or to have the cost charged to an alternate billing, such as a personal calling card.
  
  - c. Responsibility. The control of telephone use is the responsibility of the assigned local commander.
  
3. TELEPHONE BILL REVIEW.
  - a. Commanders will establish a means to ensure that the telephone usage by their command is appropriate. Although there is no requirement to do so, commanders wishing to maintain a telephone log should use the CHP 83, Record of CALNET and Toll; or Cellular Telephone Calls.
  
  - b. If it is determined that an employee has made a personal long distance telephone call, the Area or Division office is responsible for obtaining payment from the employee. Checks should be made payable to the California Highway Patrol and forwarded with the bill to Fiscal Management Section. Contact Telecommunications Section (TS) to obtain a copy of the telephone bill, when necessary.
  
  - c. Telecommunications Section, Technical Services Unit, will review telephone invoices and customer service records from the commercial service provider(s), on a quarterly basis, to ensure lines and services are appropriate.
  
4. TELEPHONE SYSTEM SERVICES. Telephone systems may consist of any or all of the services listed below:

- a. Single-line Instrument. A single-line instrument is a telephone with the ability to access only a single telephone line.
- b. Multi-line Instrument. A multi-line instrument is a telephone with the ability to access a number of telephone lines and it has the capability of placing a call on hold. Multi-line instruments are usually equipped with lights that indicate the availability, busy status, incoming call, and on-hold condition of each line.
- c. Voice Over Internet Protocol. Voice over Internet protocol is a technology for the delivery of voice communications including fax, short message service, voice-messaging, and video over Internet protocol networks instead of over the public switched telephone network.
- d. Local Lines. Local lines are lines from the nearest telephone company and offer toll free calling to and from telephone numbers in a designated area.
- e. Centrex Service. Central office telephone equipment provides customers with additional line features such as call forwarding, call waiting, and call transfer to other Centrex customers by local line providers (AT&T and Verizon).
- f. Intercom. The intercom feature provides the ability to communicate within an office from one telephone instrument to another. The primary purpose of an intercom line is to route telephone calls to specific individuals/telephones.
- g. Voicemail. This feature or system allows callers to leave a voice mail message when the person called is unavailable.
- h. After-hours Answering. All CHP field offices which are not staffed evenings, weekends, and holidays will be answered 24 hours a day, seven days a week by an after-hours announcement. The telephone system answers calls placed to office business numbers and the announcement informs the caller that the office is closed. It may also direct the caller to dial 9-1-1 for emergencies and provides an alternate number, typically the local CHP communications center, to those callers who must talk to CHP personnel. The following is a suggested message for the taped announcement:

Hello, you have reached the California Highway Patrol, \_\_\_\_\_ Area during non-business hours. If you are reporting a life threatening emergency, or a crime in progress, please hang up and dial 9-1-1. If you need to speak with our 24-hour communications center, please call \_\_\_\_\_. For road condition information, please dial 1-800-427-7623. For all other issues, please contact us during our regular business hours. Thank you.
- i. Public Telephones.
  - (1) Inspection Facilities and Scales. As required by Highway Patrol Manual 82.6, Commercial Enforcement Manual, TS will provide telephone service for use by the

public. The service will be restricted to local and toll-free calls. Inspection facilities and scales needing service should submit requests via memorandum detailing the telephone location and if weatherproof equipment is required for outdoor telephone locations.

(2) Other Facilities. The service provided for public use will be restricted to local and toll-free calls. Commands should submit a memorandum through channels for public telephones. The memorandum should include a justification, equipment location, type of equipment needed (i.e., weatherproof), cost estimate, and funding source. Commands should coordinate with TS to determine equipment requirement and cost estimate. If approval by the appropriate Assistant Commissioner is provided, TS will be responsible for obtaining/installing the equipment and will use the funding source provided by the command.

## 5. TELEPHONE SYSTEM MANAGEMENT.

### a. Responsibility.

(1) Communications Centers Support Section (CCSS) is responsible for the management of Vesta telephone systems installed in all communications centers.

(2) Telecommunications Section is responsible for the management of any other departmental telephone system.

### b. Requests for System Modification.

(1) All system modifications, other than the Vesta telephone system, will be coordinated by TS in order to manage costs and preserve system integrity. This includes all orders for new services, changes/moves; and additions or removals of any telephone lines, equipment, features, and/or directory listings. Requests for systems modifications to the Vesta telephone system are coordinated by CCSS.

(2) Commands and/or Facilities Section should consult TS or CCSS for any building replacements/alterations which impact telephone service during the initial planning stage. This may include, but is not limited to, enclosing the car wash for office space, installing modular furniture, and new facilities.

(3) Telecommunications Section or CCSS will handle all requests for system modifications supported by approved documentation, e.g., Capital Outlay Projects; CHP 107, Facility Alteration/Reconfiguration Justification or appropriate Assistant Commissioner Personnel Year Allocation memorandum. Facilities Section and/or commands must provide a copy of their approval to TS or CCSS prior to system modifications.

(4) All other requests for system modifications, of an operational benefit, will require a memorandum through channels to the appropriate Assistant Commissioner for consideration and approval. The memorandum should include a justification detailing specific program needs, the importance of the feature or service, the operational benefit, and the type of action(s) requested, e.g., removal, new, additional, dedicated line for fax lines, breathalyzer lines, and court lines. If approved, the request will be forwarded to TS or CCSS for processing/action.

(5) The following system parameters will be implemented:

(a) Telephone systems displays will include general position identification or the extension number. Exceptions will require a memorandum through channels justifying the operational need.

(b) Cross connects (i.e., direct phone line extension moves and changes) will be limited to operational need. The memorandum should include a justification detailing specific program needs, the importance of the request, the operational benefit, and the type of action(s) requested.

## 6. COMMUNICATIONS CENTER TELEPHONE SYSTEMS.

a. Office of Primary Interest. Communications Centers Support Section is the Office of Primary Interest (OPI) for communications centers Vesta telephone systems.

b. System Failures. Vesta system failures should be immediately reported to CCSS.

## 7. OFFICE SYSTEMS. Office or administrative facilities may have the following special features:

a. Speed Dial Buttons/Codes. Speed dial buttons and/or codes should be available to operators by system programming to decrease the time it takes to dial frequently called numbers. The number of speed dial buttons/codes may be limited by the particular system in use.

b. Road and Weather Condition Information. In areas where numerous calls are received regarding road conditions and this information is NOT available from another source, including the California Highway Information Network, the office may use an announcement device to provide road condition information to callers on published telephone numbers. Weather conditions should not be provided by personnel.

## 8. MAINTENANCE.

a. Line Service Failure.

(1) Interruption and/or failure of public telephone services (AT&T, Verizon, or others) should be reported directly to TS. Normally, during periods of massive telephone failures caused by flood, earthquake, etc., public safety agencies have priority for restoration of telephone service.

(2) Telecommunications Section or CCSS should be notified of all failures during normal business hours. If failure occurs after normal business hours or on weekends or holidays, assistance from TS or CCSS personnel can be obtained by contacting Emergency Notification and Tactical Alert Center (ENTAC) for notification to the appropriate section.

b. State-Owned Telephone System Failure.

(1) Telephone issues should be reported by opening a ticket in Service Now.

(2) When failures or problems occur after normal business hours or on weekends or holidays, ENTAC should be contacted for notification to the appropriate section.

(3) All offices should be equipped with power failure transfer jacks and single-line telephone instruments to use in the event of a telephone system failure. The jacks are wired to by-pass the main telephone system, and they are usually located where answering and fax machines are installed. Persons unfamiliar with the location or use of power failure transfer jacks should contact TS or CCSS for assistance.

9. FREEWAY CALLBOX MANAGEMENT.

a. Responsibility. Communications Centers Support Section is the OPI for freeway callbox system coordination. This includes the negotiation of contracts between CHP and the County Service Authority for Freeways and Expressways or SAFE.

b. Priority. The freeway callbox system is a motorist aid system, and it is not to be considered an emergency telephone system. The calls generated by callboxes are received in CHP communications centers as priority three, or non-emergency calls.

c. County/City Contacts. All local city or county inquiries expressing an interest in developing callbox systems should be referred to CCSS.

d. Coordination. When a county has determined that a callbox system is desired, development of the callbox system shall be coordinated by CCSS with the participation and assistance of the local Area and Division.

## 10. PLANNING AND BUDGETING.

- a. Telephone systems are generally replaced when the system has exceeded its useful life, has become unreliable, is inadequate to meet the facility's requirements or is no longer able to be repaired. They must be budgeted in advance of purchase. Telecommunications Section budgets and purchases all telephone systems other than those in a communications center and associated facilities. Communications Centers Support Section is responsible for budgeting and purchases of telephone systems located in communications centers and co-located facilities.
- b. Telephone system replacements may be requested by the field through the normal budget process. If a review by TS supports the request, it will be included in the Telecommunications Systems budget.
- c. Answering machines for offices without voice mail capability are budgeted by TS. Replacement answering machines will be supplied to requesting commands on an as-needed basis, by submitting a memorandum through channels to the appropriate Assistant Commissioner for approval. If approved, TS will process the request.
- d. Telephone system parts and components (e.g., line cards and extension modules) do not require budgeting by local commands.
  - (1) A written or e-mail request to TS or CCSS for the repair of telephone system parts and components is sufficient. Telecommunications Section or CCSS will coordinate with the telephone contractor to handle the request.
  - (2) Additional extension modules and line cards needed due to increased staff levels require a copy of the Personnel Year Allocations memorandum to TS or CCSS for processing/action.