PA TURNPIKE COMMISSION POLICY *This is a statement of official Pennsylvania Turnpike Policy*		**NUMBER**: 8.08 **APPROVAL DATE**: 12-04-2001
POLICY SUBJECT: Voicemail	**RESPONSIBLE DEPARTMENT:** Information Technology	**EFFECTIVE DATE**: 12-20-2001 **REVISED DATE**: 02-01-2002

A. PURPOSE:

To establish guidelines governing the appropriate administration and approval of the PTC's VoiceMail system for all employees.

B. SCOPE:

This policy applies to all PTC employees who are granted VoiceMail privilege.

C. GENERAL POLICY:

VoiceMail is a privilege to be used for improving communications and customer service.

D. DEFINITIONS:

VoiceMail is a vital communication link and a useful business tool designed to help, not replace people.

E. PROCEDURES:

1. A written request detailing the compelling and authentic need for VoiceMail must be submitted to the employee's department head and then to the respective Chief/Director of that department.
2. Upon approval of the Chief/Director, VoiceMail privileges may be granted with the approval of the Chief Operating Officer and/or Chief Executive Officer.
3. The Chief Information Officer will then be notified of such approval.
4. Once approved, the employee will be scheduled for VoiceMail training.
5. After appropriate training, VoiceMail capabilities will be installed by the Information Technology Department.

F. GUIDELINES:

- VoiceMail greetings must be updated *daily* to include the *current* date, to identify yourself and give your current status and availability.
- When your phone is being answered by VoiceMail, callers *must* be given the opportunity to speak with a person in that department and *not be transferred to another person's VoiceMail or to the receptionist.*

- VoiceMail will *not* be used when the employee is in his/her office.
- All messages *must* be acknowledged and processed in a timely and professional manner.
- Strict attention to and compliance with all instructions presented in the training manual is required.
- The discretion to defer and revoke VoiceMail privileges rests with the Chief Operating Officer or the Chief Executive Officer.

FAILURE TO ADHERE TO THE PTC VOICEMAIL POLICY WILL RESULT IN THE INTERRUPTION OR REVOCATION OF INDIVIDUAL VOICEMAIL PRIVILEGES.

This Policy Letter supersedes all previous Policy Letters on this subject.