

Guidelines for the use of landline and mobile telephone services

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Integrated and amended with resolutions No. 03/2019 of the IT, Infrastructure and Assets Service dated February 4, 2019.

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Article 1 - Introduction

1. Company cell phones and mobile and landline public network IP connectivity devices are work tools owned by Fondazione Bruno Kessler.

Article 2 - Purpose

1. These Guidelines govern the procedures for the allocation and correct use of the mobile public network equipment, as well as the methods of use for the landline network.

Article 3 - Audience

1. The recipients of these Guidelines are all those individuals who have a formal employment relationship with the Foundation that provides for the need to use telephone systems and mobile and landline public network connectivity for service reasons (hereinafter also referred to as "Users").

Article 4 - Cell phone issuance criteria

1. Company mobile phones and/or mobile public network IP connectivity tools can be issued to FBK employees/collaborators based on one or more of the following criteria:
 - a) need due to on-call and off-site work;
 - b) specific technical communication needs of another nature, including services that cannot otherwise be provided with landline telephone systems and/or other communication tools such as electronic mail from a fixed location;
2. These criteria are applicable, for the duration of the job position and provided that conditions remain unchanged, to the following roles:
 - a) Holders of institutional offices;
 - b) Heads of FBK Cost Centers;
 - c) Employees/collaborators to whom the specific working methods described in point 1 apply.
3. At the request of an FBK Cost Center Manager, utilities and/or equipment may be issued, instead of to a natural person, to an office or department as a whole (such as On-call Service, company vehicles, instrumentation remote control, telework, etc.).
4. Mobile telephone service tools must be used according to principles of sobriety, rationalization of tools and the progressive reduction of operations expenses

Article 5 - How are cell phones issued

1. Requests complete with reasons for the activation of new mobile telephone lines must be authorized by the Head of the Corporate Assets Service. To this end, the Head of the Cost Center shall send the request via e-mail to the Head of the Corporate Assets Service who, having verified the existence of the conditions described in the previous article, shall proceed to activate the contract.
2. The Head of the Corporate Assets Service shall revoke the authorization to use the mobile communication tools if the conditions that prompted the request no longer apply.

Article 6 - Contract definition and device choices

1. The Head of the Corporate Assets Service shall carry out a careful and continuous technical-economic evaluation of the offers of mobile telecommunication services available on the market, according to the needs expressed by the Foundation and the costs and benefits to be obtained.

2. The selection of the service contractor is the responsibility of the Head of the Corporate Assets Service who, based on the provisions of the law and regulations, shall define and renew contracts for mobile telephone services.
3. The Head of the Cost Center, in agreement with the Head of the Corporate Assets Service, shall choose, under his or her own responsibility, within the active contract (s), the services features and devices most suitable for his or her activity.
4. Exceptionally, for documented research needs, the purchase of instruments and contracts other than those in use may be authorized, that for no reason may be used for personal purposes.

Article 7 - Mobile telephone services usage

1. Mobile phone tools must be used for business reasons.
2. Traffic in non-EU countries shall be disabled by default and the phone will not work in these countries.
3. In special and justified cases, Cost Center managers may request that traffic in non-EU countries be enabled where, given the very high costs, user shall follow the rules below:
 - a. keep the roaming function of the devices always off, if not necessary;
 - b. use, if available and adequately password protected, secure WiFi networks of airports, hotels, universities, etc.;
 - c. use, if available, the WiFi modem provided by the Foundation;
 - d. use SIP telephone service applications;
 - e. avoid streaming music, videos or other;
 - f. avoid downloading the operating system or application updates or large documents;
 - g. avoid using devices such as modems to connect to the PC.
4. For particular cases such as long periods of stay, further individual solutions should be identified.
5. Further information as well as plan rates are available at the Assets Service upon request.
6. Notwithstanding point 1, which limits usage to business reasons only, FBK shall authorize private usage of the devices upon payment of an advance annual copay of €12. The copay, calculated on the fraction of a calendar year, shall be paid to the bank account IBAN: IT92K0200801820000040765411, specifying under payment description "Contributo telefonia, First name, Last name". Private usage must in any case be moderate and reasonable, it must not hinder professional usage and, in consideration of the high costs, it will in any case not be allowed in non-EU countries.
7. The utilities indicated in point 3 of article 4 shall not be used for private communications.
8. All tools must be locked and password-protected.

Article 8 - Mobile telephone service usage related responsibilities

1. Users are responsible for the correct use of the mobile communication device from the time of signing the first issue note until revocation and/or return, if applicable.
2. Users shall be notified by the Corporate Assets Service of the plan rates associated with the device entrusted to them.

3. Users are responsible for the traffic generated and the related expenditure.
4. In the event that a mobile communication device be issued for use to multiple Users, the consignee shall be identified in the Head of the Cost Center who requested its use.
5. Having being issued the mobile communication device gives rise to the forms of responsibility provided for by the current Fondazione Bruno Kessler's Inventory Regulations and Privacy Regulations.
6. In addition to what is specified herein, Users shall be required to comply with the provisions of the FBK Code of Conduct.
7. The Corporate Assets Service could carry out checks and inspections on the use of communication devices as required by the Privacy Regulation and in compliance with the current legislation on the protection of personal data, and is obliged to report to the Head of the Human Resources Service any excessive use/misuse of which they become aware of.

Article 9 - User Obligations

1. The User shall prove that he/she can put in place adequate security measures so that the processing of personal data on the FBK-owned device meets the requirements of EU Regulation no. 2016/679 (GDPR) and ensures the protection of the rights of the data subject and of the data of which FBK is the Controller.
2. Before being issued the device, the User shall receive preparatory and mandatory training with the ultimate aim of providing basic concepts regarding adequate security measures and the general obligations set forth by current regulations on the protection of personal data.
3. The mobile telephone service device must be active and reachable (also through telephone answering services) if the technical conditions allow it, according to the indications defined by the Head of the Cost Center concerned and in any case during the individual's working hours or agreed availability as per the contract.

Article 10 - Landline telephone service

1. Each workstation is equipped with an IP telephone connected to the FBK network. The use of the landline phone is authorized for business reasons only. Notwithstanding this principle, Fondazione Bruno Kessler permits moderate and reasonable private use. Said use must be limited and governed by criteria of common sense, and must not in any way compromise or hinder professional use. In any case, private calls from landlines to mobile phones and international numbers are not permitted.