

Guidelines for the use of fixed and mobile telephony

1 – Introduction

Corporate cell phones and tools for IP connectivity to public fixed and mobile networks are work tools and are owned by Fondazione Bruno Kessler.

2 – Purpose

This policy defines the procedures for the assignment and the proper use of the public mobile network equipment, as well as those for the use of the landline network.

3 – Who must comply

This policy applies to all those individuals holding a formal working relationship with the Foundation who need mobile and fixed public network telephony and connectivity systems for service reasons.

4 – Criteria for the assignment of cellular telephones

1. FBK cell phones and/or public mobile network IP connectivity tools can be assigned to FBK employees / collaborators who meet one or more of the following criteria:
 - a) Availability needs and off-site services;
 - b) Specific technical need for communication of a different nature, including services that cannot be otherwise satisfied with landlines and/or other communication tools such as e-mail from a fixed work station;
2. The above criteria apply, for the duration of the term and eligibility conditions, to the following roles:
 - a) Holders of Institutional posts;
 - b) FBK Cost Center Coordinators;
 - c) Employees/collaborators for whom the specific work procedures described under section 1. apply.
3. FBK Cost Center coordinators can activate utilities and/or equipment not assigned to an individual, but to an office or service as a whole (such as on call service, FBK vehicles, instrumentation remote control, telecommuting, etc.).

The use of mobile telephony equipment must be based on principles of moderation, rationalization of instrumental resources and the progressive reduction of operating expenses.

5 – How are cellular phones assigned

1. Grounded requests for new mobile lines must be authorized by the Head of the IT, Infrastructures and Corporate Assets Service. To this end, the Head of the Cost Center shall forward the request

via email to the Head of the IT, Infrastructures and Corporate Assets Service, who upon verification of the conditions described in the above article, shall initiate the contract.

2. The Head of the IT, Infrastructures and Corporate assets Service shall withdraw the authorization to use mobile communication devices when the conditions that motivated the request cease.

6 – Definition of the contracts and selection of the devices

1. The Head of the IT, Infrastructures and Corporate Assets Service carries out a careful and continuous technical and cost evaluation of the offers of mobile telecommunications services on the market, based on the needs expressed by the Foundation and the costs and benefits obtained.
2. The selection of the service carrier is the responsibility of the Head of the IT, Infrastructures and Corporate Assets Service who, in compliance with provisions of law and regulations, provides for the definition and renewal of contracts for mobile services.
3. Users will be allowed to choose, within active contracts, the service configuration and the devices that best suit their activities.
4. In exceptional cases, for grounded research needs, the officer in charge will authorize the purchase of devices and contracts other than those in use, which, not under any circumstances can be used as personal devices.

7 – Use of mobile telephony

1. Mobile telephony equipment may be used for service purposes, with the authorization of the Cost Center coordinator.
2. In view of the "corporate flat" rate plan signed by the Foundation for mobile telephony, notwithstanding the principle that allows service use only, FBK authorizes limited and reasonable private use. Such use must be limited and based on criteria of good sense and should not obstruct professional use.
3. Contracts referred to under paragraph 3 of article 4 cannot be used for private communications.

8 – Mobile telephony use liability

1. The recipient of the mobile communication device is responsible for its proper use from the time of the signing of the first assignment document until its revocation, if applicable, and/or its return.
2. The IT, Infrastructures and Corporate Assets Service informs the recipient about the plan rates associated with the device provided to him/her.
3. The recipient is responsible for the generated traffic and its cost.
4. In the event that a mobile communication device is provided to multiple users, the Cost Center coordinator who requested its use will be deemed its recipient.
5. Possessing an FBK mobile communication device results in the responsibilities listed under the current regulation for the keeping of the Inventory of Fondazione Bruno Kessler.

6. In addition to what specified here, the user of the service must comply with the provisions of FBK's code of conduct.
7. The IT, Infrastructures and Corporate Assets can perform verifications and checks on the use of communication devices, in compliance with applicable privacy laws, and has a duty to report any abuses which have come to knowledge to the Head of Human Resources.

9 – User obligations

The mobile telephony device must be on and reachable (including through voice mail services), technical conditions permitting, according to the directions set by the Cost Center Coordinator and especially during regular working hours or when on-call, as per contract.

10 – Landlines

Each workstation is equipped with an IP telephone connected to the FBK network. The use of the landline is authorized for service reasons only. As an exception to this principle, Fondazione Bruno Kessler authorizes a moderate and reasonable private use. Such use must be limited and based on criteria of good sense and should not obstruct professional use. Private calls from landlines to mobile phones and to international numbers are not allowed.

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