

**TOWN OF VIENNA, VIRGINIA  
ADMINISTRATIVE REGULATIONS**

<b>Subject: USE OF VOICE MAIL</b>	<b>Regulation No:</b> 1.15	<b>Effective Date:</b> January 27, 2012
	Supersedes: April 7, 2000	

**I. PURPOSE**

This regulation contains the policies and procedures to be used in operating the Town's voicemail system.

**II. ANSWERING OF TELEPHONE CALLS**

A. Directors of all departments using voicemail will establish and maintain one "must answer" telephone line for their operation which will always be staffed during normal working hours. The only exceptions to this policy are operations consisting of three or fewer individuals who may use the switchboard to receive their calls during absences away from the office.

**III. PERSONAL VOICEMAIL MESSAGES**

A. Employees whose telephones have voicemail capabilities should change their message each work day. The following information must be included in the message:

1. Name of Individual;
2. Day and Date of Message; and,
3. Individual's status for the day. This could state: "I will be in the office all day, but with meetings scheduled for most of the afternoon" or "I will be arriving late today, but should be in the office by 10:30 A.M."
4. A statement as to when the call will be returned.

B. Employees with voicemail who are on annual or sick leave must change their message prior to departure and should include within their message:

1. Their expected day and date of return; and,
2. The name and telephone number of another Town employee who can assist them during their absence.

**IV. COMPLIANCE**

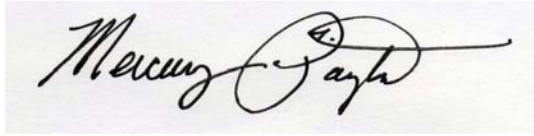
The telecommunications system will be regularly monitored to verify compliance with all sections of this regulation. Employees who fail to comply with any of the above regulations will be subject to disciplinary action.

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**V. APPLICABLE DOCUMENTS**

None

<b>Signature of Town Manager:</b>	<b>Date:</b>
	1/27/2012