## 1. PURPOSE

This policy outlines the guidelines and best practices of using Microsoft Teams Phone for unified communication.

## 2. WHO IS AFFECTED BY THIS POLICY

This policy applies to all users having a phone number assigned to their NetID account.

## 3. SERVICES PROVIDED BY TEAMS PHONE

### 3.1. Unified Voice, Video & Collaboration

- Microsoft Teams consolidates calling, chat, meetings, and file sharing. Users may:
- Make/receive internal/external and international calls.
- Use video calling and screen sharing.
- Engage in call forwarding, voicemail with transcription, call park, group call features, AI-generated call summaries, and noise suppression.
- Initiate and participate in conference calls.

### 3.2. Auto Attendants and Call Queues

In addition to individual ones, phone numbers can be attributed to auto-attendant and call queues for each university business unit. These shared numbers can be used for helpdesks, reception, or research teams enhance efficiency and accountability.

## 4. ACCESS TO THE SERVICE

### 4.1. Eligible Users

A phone number is automatically assigned by IT Services for all administrative staff. For faculty members, a specific request should be logged via our support system by the Provost's office.

Teams phones can also be accessible via some shared physical phones located at the reception of buildings.

### 4.2. Required Software

Users can use their Teams phones with any Teams installation across desktop, mobile, and multiple devices removing dependency on a single physical desk location.

### 4.3. Service Misuse

In case of non-respect of this policy, IT Services reserve the right to stop the service for a user and work with their manager to restore the service.

## 5. PHONE NUMBER MANAGEMENT

Phone numbers are position-based. If an employee is replaced for a given position, the same number will be assigned to their replacement. Staff filling a new position will receive a random extension within the AUP numbers range.

Unit Managers are responsible for:
- Requesting specific number assignments or reassignments, such as when a new employee replaces a former staff member and it is preferable to retain the previous extension.
- Notifying IT Services of any potential need to retain a phone number during the offboarding or termination of an employee. In such cases, the number may be retained for up to six months.
- Monitoring and reporting unused extensions, particularly in their department or unit, to support efficient resource use.

In the absence of the manager's request to keep the line, IT Services will not be responsible if the line is removed and re-assigned to another person in a different department. This action will be irreversible.

## 6. USAGE GUIDELINES

Use of Microsoft Teams Phones is subject to the following conditions:

### 6.1 University Use Only

Microsoft Teams Phones are provided exclusively for academic and administrative purposes. Personal use is not permitted under any circumstances.

### 6.2 Prohibition of Commercial or Business Use

The use of Teams Phones for external business or commercial purposes is strictly prohibited. Engaging in any for-profit activity using university telephony resources — including consulting, client calls, or business development — will be considered a breach of university policy and may lead to disciplinary actions in accordance with institutional guidelines.

### 6.3 Emergency Compliance

Phones are compliant to call 112 in France and 911 for US users and other emergency calls from fixed phones. However, in case of emergencies staff members are encouraged to use the nearest physical device near them whether it is a fixed phone or a personal mobile phone. Calling emergency numbers is authorized.

### 6.4 International and overcharged numbers

By default, no restriction is set for international and overcharged numbers. Cost center managers will receive monthly usage and cost reports and are responsible for controlling abusive call costs as indicated in 6.1. and 6.2.

## 7. EXCEPTIONS REQUESTS

Managers may submit exception requests for non-standard use cases, such as:
- Hot-desking configurations
- Phones in public/shared areas

All exceptions requests must be submitted with justification and will be reviewed by the IT Services department. Final decisions rest with IT leadership.

## 8. POLICY UPDATES

This policy will be reviewed annually and updated as necessary to accommodate emerging technologies and security threats. Users will be notified of significant changes via official university communication channels.
By adhering to this policy, the university community can enjoy the benefits of personal device usage while maintaining a secure and productive educational environment.

## 9. DISPUTE ARBITRATION

In cases where the current policy does not provide guidance, such as accessibility needs, emergency access provisions, or unique departmental use, managers may:

- Submit a written proposal with the use case and rationale.
- Collaborate with the IT team to explore feasibility.
- Receive a formal decision from IT leadership, based on technical, policy, and compliance factors

## 10. RESPONSIBILITIES

The Chief Information Officer is responsible for the interpretation and administration of this policy.

11. DEFINITIONS

**AUP, the University:** The American University of Paris

**AUP Resources:** Facilities, library resources, equipment, funds, personnel, and other resources belonging to or supplied by AUP.

**Auto-attendant:** An auto-attendant is a virtual receptionist. It automatically answers incoming calls, plays a greeting, and routes the caller to the right person or department—without a human needing to pick up first.

**Call Queue:** A call queue is what is used when multiple people can answer the same incoming call—it's like a virtual waiting line for callers.

**User:** A person expressly authorized to use University information technology resources and associated services provided by AUP.

12. ADDITIONAL DETAILS ON THE SERVICE
[Teams Phone | The American University of Paris](#)

13. APPROVALS & HISTORY

- To be reviewed in June 2026.

14. ISSUING OFFICE AND CONTACT

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