

Introducing Call Recording to My Company - Two Party States

To All Employees:

Most people have heard “this call may be recorded” when you’ve called a bank, a credit card company, a product support desk or just about any company accepting or assigning responsibility on the telephone. Thousands of companies across the USA are now recording their Company’s telephone systems and beginning _____, 20____, we will also record all calls to and from our Company’s telephone system

The basic purpose of our telephone system relates to business communications. We do not discourage reasonable use of the Company’s telephone system for personal calls, but we would suggest in the future you use your cellular phones for personal calls if you wish to assure privacy.

The following are several questions that are common with call recording. Should you have other questions or concerns we’ll be happy to address them with you individually.

- ***Is it legal to record telephone calls?*** Under Federal law it is legal to record telephone calls providing at least one party to the discussion is aware the call is being recorded. This state requires that all parties are notified the call is being recorded. We will verify all employees have been notified we are recording all calls. In addition we will post notices advising calls are recorded on our telephone handsets and we will add the “this call may be recorded for purpose of...” announcements to our Company’s telephone system. In addition, we may use a beep tone generator to notify all callers the call is being recorded.
- ***Why is the Company recording telephone calls?*** In the course of business we assign and accept different responsibilities on the telephone – and in doing so we also incur a related degree of risk. With the ability to quickly and easily retrieve calls for reference and documentation we are better able to support and protect the Company and our employees when a dispute arises or someone is unjustly accused of improper actions. In simple terms we can resolve “he said versus she said” problems by getting straight to what was actually said.
- ***Are there other intended uses for recording calls?*** In addition to better managing the risks of our business we can also use our voice logging system for training and evaluation of employees interfacing directly with customers or other parties of influence.
- ***If I make a personal call on the Company’s telephone system can I ask for a copy of the recording?*** We’ve talked with other companies and they tell us this is a common request since employees often find themselves in personal “he said versus she said” disputes and they’d like the same ability to reference and/or document what was actually said. We will make all reasonable efforts to retrieve non-business calls you might request.

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- ***What if I am uncomfortable with having my business calls recorded?*** If you have a valid reason for not wanting business communications recorded we can address the issues on an individual basis and make a decision accordingly. Currently it is our intention to record all business related calls on the Company's telephone system but we will certainly consider exceptions for good reason.

We've attached a notification form and ask that you sign this and return it to the HR Department today. This simply verifies you have been notified the company will begin recording all calls.

Verification of Notification

Notification of Intention to Record All Company Telephones

Effective _____, 20____ the Company will record all telephone calls made to and from our Company phone system. Under this states law, the recording of telephone calls requires that all parties to the call be aware the call is being recorded. All employees using the Company's telephones are notified all calls are recorded. Please sign and date this notification verifying you have been notified and are aware all calls made to or from the Company's telephone system will be recorded. Thank you.

Print Name

Date

Signature