



Republic of the Philippines
Department of Education
Region V – Bicol
SCHOOLS DIVISION OFFICE OF CATANDUANES

07 June 2024

DIVISION MEMORANDUM
No. 298 s. 2024

UPDATED CONTACT DETAILS OF SDO CATANDUANES OFFICES/ SECTIONS VIA IP TELEPHONE SYSTEM/PRIVATE AUTOMATIC BRANCH EXCHANGE(PABX)

TO : Assistant Schools Division Superintendent
CID & SGOD Chiefs & Section/Unit Heads
SDO Personnel
School Heads and School Personnel
All Others Concerned

1. This Office is pleased to announce that we have a newly installed **IP Telephone System/Private Automatic Branch Exchange(PABX)** at SDO Offices/Sections spearheaded by the OSDS-ICT Unit.
2. The following PLDT trunkline numbers and cellphone Number may be contacted from **8:00 a.m. to 5:00 p.m., Monday to Friday, except Holidays:**
 - PLDT Trunkline Numbers: **052-8114063 and 052-7405391**
 - Cellphone Number: **09623505374**
 - A voice over will give instructions to the caller/s to press the following assigned number/key to contact the specific SDO office/s:

1 – SDS	7 – Supply
2 – ASDS	8 – Finance
3 – CID	9 – Public Assistance Officer
4 – SGOD	0 – Security Guard or Guard Station
5 – HRMO	# - ICTU
6 – Admin	
 - Note that local PLDT landline to landline calls are free and unlimited while cellular calls to PLDT and Cellphone number have standard rates charged to your mobile service provider/s.
3. Enclosed are the protocols on the use of IP Telephone System/PABX for reference and guidance.
4. For other inquiries/concerns/technical assistance related to the PABX, please visit the ICTU Office or contact the ICTU through email/CP No.: ictunit.ctd@deped.gov.ph / **09623505374** then **press # key**.
5. Immediate and widest dissemination of this memorandum is expected.

By the Authority of the Schools Division Superintendent:

CECILE C. FERRO CESO VI
Assistant Schools Division Superintendent
Officer-In-Charge

SDO IT Systems/Infra/ICTU
06-07-24/jbm



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Enclosure to Division Memorandum No. _____ s. 2024

**PROTOCOLS ON THE USE OF IP TELEPHONE SYSTEM/PABX
(SDO CATANDUANES)**

1. Strictly observe telephone courtesy and etiquette.
 - a. Take note of your voice. Speak clearly.
 - b. Do not raise your voice.
 - c. Always be courteous and respectful. Use **“Please”** and **“Thank you”**, and avoid interrupting while other party is speaking.
 - d. Proper telephone etiquette in a professional setting begins by stating the Agency name and Office/Section first followed by a greeting and the name of the individual answering the call.
Example: “DepEd SDO Catanduanes- OSDS-ICT Unit. Good Morning, this is Jose, how may I help you?”
 - e. If you place someone on speaker phone, you should inform the individual that he or she is on speaker before continuing with a conversation.
 - f. When you are making a call it is good phone etiquette to always identify yourself first to the recipient **“This is Jose Dela Cruz. May I speak to Jessie Lapuz please?”**
2. Care must be taken to ensure that conversations involving confidential and/or personal information cannot be overheard.
3. Voicemail messages containing personal information should only be left after due consideration has been given to any confidentiality risk involved.
4. SDO personnel in-charge per office/section shall maintain the confidentiality of any sensitive information pertaining to communications systems and issued communications equipment and shall not use, disclose, furnish and make accessible such information to anyone other than authorized personnel as necessary.

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