

WIRELESS DEVICE GUIDELINES

Version 1.0 dated September 6, 2007

Telecommunications Services at Valdosta State University reserves the right to amend, or otherwise revise, this document as may be necessary to reflect future changes to the wireless environment. Employees are responsible for reviewing these guidelines periodically to ensure continued compliance.

General

It is the responsibility of Valdosta State University and each of its budgetary units to implement procedures to effectively use communication services and equipment at the lowest possible cost. With the rapid growth in wireless communication devices (WCD), and with the philosophy of unit-based management, heads of budgetary units (Vice Presidents, Deans, Department Heads) are authorized to approve the acquisition of wireless communication devices and services that meet the criteria. WCDs for purposes of this policy include, but are not limited to: cellular or PCS phones, blackberries, personal digital assistants with connectivity, two-way radios (traditional and trunked-technologies), and pagers. By contrast, cordless telephones, headsets and other devices not subject incremental usage charges are not included.

In the event of a disaster or emergency affecting the University, WCD's/cell-phones in non-critical areas will be redistributed to support mission critical areas.

- WCD's/cellular phones are an effective resource for Valdosta State University because they allow communication in areas or situations where conventional telephony is not available. However, the cost incurred by cellular telephony must be measured carefully against any benefits.
- In general, WCD's/cellular phones (i.e. telephones connected to a commercial cellular telephone/radio service such as Alltel or Southern Linc) may be assigned to employees for whom the nature of their work requires wide mobility and access to the public telephone network.

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An employee assigned WCD/cellular telephone and service may be an appropriate resource to conduct university business when it is demonstrated and employee cannot perform his or her duties without a WCD/cellular telephone or that improved performance ensuing from WCD/cellular telephone service will justify the investment. The individual units or departments are responsible for:

- *Specifying authorized and unauthorized uses of wireless or mobile devices*
- *Maintaining the approval justification for each WCD/Cellular phone device and service issued or approved.*
- *Maintaining an inventory of wireless devices in shared pools and individually-assigned, by type.*

The inventory of WCD's/cellular phones maintained by each unit shall document, at the very least, each individual device type, the service provider for such device, and the assignee (individual user or most granular organizational unit in the case of shared/pool devices). Such inventory must be kept current by each unit or department, and made available for inspection by VSU Internal Audit or any authorized external agency upon request. Inventory reports shall be forwarded to Financial Services and/or the Telecommunications Services Office on a semi-annual basis, as directed.

Criteria for Determining Need

A department may acquire WCD/a cellular telephone service for an employee where communications needs cannot be met with other available alternatives such as a paging device, a radio, or standard telephone equipment. Examples of conditions under which a WCD/cellular telephone devices and service may be obtained if these criteria are met include the following:

- A WCD/cellular telephone is required to directly enhance an employee's job responsibility of protecting the physical safety of the general public.
- A WCD/ cellular telephone is required for an employee to respond better to environmental emergencies.
- A WCD/cellular telephone is required for additional protection for the employee in potentially hazardous working conditions.
- An employee cannot adequately meet communications needs with other available alternatives such as a paging device or a radio.
- A WCD/cellular telephone is required for on-call personnel required to respond to critical system failures or service disruptions
- A WCD/cellular telephone is determined to be the most appropriate means of responding to campus emergencies or to achieve business efficiencies.
- Cost savings realized when an employee combines or eliminates landline or services.

The Dean or Director of the employee(s) using university owned WCD/cellular telephones is to initially determine the business needs and select an appropriate airtime package that meets these needs. Additionally, call activity is to be reviewed on a monthly basis to ensure that the appropriate airtime bundle (minutes per month) has been selected and that no additional charges were incurred due to personal calls. If a Dean or Director identifies any non-reimbursed personal calls, which have not been reported by the affected

employee, the department will collect the cost of such call(s) from the employee and take any appropriate disciplinary action.

Personal Usage

WCD/Cellular phones assigned to university faculty or staff members are **PRIMARILY for official business use**. While incidental personal use is reasonable in order to prevent the employee from carrying two devices, this use should not result in additional charges to the university. If a personal emergency arises that requires the extended or extensive use of the WCD/cellular phone to make personal calls, the faculty or staff member is to notify their department head or supervisor and **reimburse** the University for those calls that create additional charges. Reimbursement to Valdosta State for any WCD/cellular call for personal use should be deposited with the Bursar's Office (Patterson Street) by the department, along with a copy of the annotated bill noting the personal call and cost. WCD/cellular phone bills are subject to audit for personal use.

Ordering and Payment Administration

The following ordering and payment processing options shall be used for all WCDs/cellular phones issued for positions meeting the requisite criteria. **The Request for Wireless Communication Devices/Cellular Telephone Service Form** should be completed by the employee and approved by the Dean or Director and returned to the Telecommunications Services Office.

The Telecommunications Services Office will procure WCD/cellular telephone services via negotiated agreements available to Valdosta State.

Only designated Valdosta State officials may enter into contracts on behalf of Valdosta State. Any contracts signed by an unauthorized employee are in effect, personal obligations of the employee.

University-Owned WCD/Cellular Telephones and Service

For positions meeting the requisite criteria, departments should acquire WCD/cellular telephone services via departmental budget account (771300 for cell phone service or 771500 for radio service), after completing any necessary forms provided by the Telecommunications Services Office to establish legitimate Valdosta State service account(s).

Right to Monitor Communications and Right to Privacy

Valdosta State reserves the right to investigate, retrieve and read any communication or data composed, transmitted or received through voice services, online connections and/or stored on its servers and/or property, without further notice to employees, to the maximum extent permissible by law. Express notice to employees stating that there is no right to privacy for any use of university telecommunications equipment and services should be included in the assignment form granting access to university WCDs/cellular telephones and/or services.

- All WCD/cellular phone acquisitions will be coordinated by Telecommunications Services through established purchasing procedures.
- All costs associated with WCD/cellular telephones will be borne by the department ordering the equipment. Such costs may include, but are not limited to, the following: equipment acquisition; service initiation; monthly fees for cellular service; per-minute cost of calls in excess of the calling plan allocation; maintenance and repair of equipment; and replacement of lost or stolen equipment.

NOTE: If the WCD/cellular phone is stolen or otherwise misplaced, the customer must contact Telecommunications Services (333-5706) immediately for temporary suspension of service.

- Monthly billing for cellular services will be processed centrally. The detailed usage statements will be mailed to the employees Dean or Director on a monthly basis and should be reviewed and authorized. All discrepancies must be communicated to Telecommunications Services for vendor (service provider) resolution.
 - From time to time, Telecommunications Services may review individual usage and suggest WCD/cellular plans to assure that the most appropriate rate plan is in use and to screen for possible abuse. This information will be forwarded to the employee's Dean or Director for administrative review.
1. Usage-Based Airtime Plans – When a cellular phone is used for a personal call, the employee is responsible for the cost of that call. The employee should make note of personal calls and make reimbursement to the University after review of the monthly call detail. A personal check, along with a completed, should be submitted to VSU Telecommunications Services and will be credited to the department's account.

- Use of a University-owned WCD/cellular phone and airtime service is intended for official University business. However, the University recognizes that personal calls are sometimes necessary.

2. Flat Rate Airtime Plans – If a cellular phone has a flat rate airtime plan, the employee is responsible for reimbursing the University when personal calls cause the plan threshold to be exceeded. In this case, personal calls must be reimbursed up to the amount over the threshold.

- No reimbursements will be made for the recurring charges of a personal cellular phone. This includes monthly base charges, taxes, municipal fees, federal charges, and other charges for special services (call waiting, 3-way calling, voicemail, etc).

- User departments will be responsible for coordinating repair of WCD/cellular communications equipment with VSU Telecommunications Services.

- Questions concerning the Wireless Device Guidelines may be directed to Shawn Gibbons at sgibbons@valdosta.edu or 333-5706.

The following cellular information is available on the Telecommunications Services web page at www.services.edu/telecom.