

# TEMPLE UNIVERSITY

## POLICIES AND PROCEDURES MANUAL

**Title:** Procurement and Use of Cellular Equipment

**Policy Number:** 04.76.11

**Issuing Authority:** Office of Vice President for Information Technology Services

**Responsible Officer:** Vice President for Information Technology Services

**Date Created:** March 11, 2005

**Date Last Amended/Reviewed:** October 2019

**Date Scheduled for Review:** October 2024

**Reviewing Office:** Office of the Vice President for Information Technology Services

### **I. Scope of Policy & Rationale**

This policy applies to the use of all university-supplied cellular devices and cellular service, regardless of carrier. This policy sets forth guidelines concerning the procurement and appropriate utilization of university-supplied cellular service. It is intended to minimize the cost of cellular service and reduce the administrative burden on individual departments. Department budget unit heads may institute cellular usage directives that are more, but not less, restrictive than those in this policy.

### **II. Program Specifics - Eligibility and Approval**

- a. All Temple University employees, whether full or part-time, who have a need for cellular service in order to perform university business are eligible for, but are not entitled to, university-supplied cellular service. Requests for cellular equipment and service must be approved by the appropriate departmental budget unit head.
- b. Equipment and cellular service paid for from university funds must be purchased from the university's contracted carrier(s) and included in the group service plan.
- c. University employees, both full and part-time, also may contract directly with the university's carrier(s) to establish personal cellular service and submit for reimbursement by filling out the *Personal Cellular/Smart Phone Reimbursement Form* in TUmarketplace. Personal accounts are established in the employee's name, invoices are sent directly to the employee's address by the vendor and the employee bears sole responsibility for payment. The

university does not endorse or bear any responsibility for personal cellular service plans.

- d. Cellular equipment and services generally are not allowable charges on sponsored agreements. However, in certain circumstances, they may be charged against FOAPALs consistent with the regulations and guidelines associated with the award. At a minimum, these items must be specified in the budget and approved by the sponsor. In addition, prior internal approval is required by Office of Research (Main Campus) or the Office of Sponsored Projects (Health Science Campus).
- e. Cellular equipment, accessories and plan selections are left to the discretion of departmental budget unit heads. A representative from the Office of Telecommunications is available for consultation.
- f. The monthly billing for all university-supplied cellular equipment and services will be processed and paid by the Office of Telecommunications. FOAPALs will be billed for their respective cellular services, as appropriate. All cellular charges will be expensed under the account code 7423 – Cellular Phone Services. Monthly charges will be available through Banner and call details for each cellular account will be available electronically via the vendor monthly email distribution.
- g. The department is responsible for monitoring usage and ensuring its appropriateness.

### **III. Personal Calls**

- a. Temple University provides cellular equipment and services to employees for conducting university business. Situations may arise, however, that necessitate the use of the equipment for personal calls. The university understands the issues attendant to requiring separate cell phones for personal and business use and the cost/benefit inefficiency of requiring a complete accounting each month of personal use. To provide for an equitable shared-use arrangement, the following rules will apply:
  - i. University-supplied cell phones are to be used primarily for business purposes.
  - ii. The departmental budget unit head is responsible for assuring that individuals who have university-supplied phones have a legitimate business need for them.
  - iii. Employees and departmental budget unit heads are responsible for using university resources as efficiently as possible.
  - iv. Subject to subparagraph v., below, employees who use their

university-supplied cell phones for personal use (e.g. using it as a hotspot for home internet access or long-distance personal calls) are required to reimburse the university for the incurred charges for that usage.

- v. Employees should only reimburse the university for chargeable minutes and data.

#### **IV. Service Problems, Damage, Loss or Theft of Equipment**

In the event of service problems, damage, loss or theft of an employee's university-supplied cellular equipment, the employee must contact the Office of Telecommunications as soon as possible. Arrangements will be made with the carrier to correct the problem, modify service, order replacement equipment, etc. All charges incurred for replacement or repair will be the responsibility of the employee's department.

#### **V. Cellular Insurance Service**

- a. The Office of Telecommunications provides a cellular self-insured program for cellular devices on Temple University's Account. Devices on personal accounts that are used for business under the Cellular Reimbursement program are not eligible for this program.
  - i. The Plan provides coverage against loss, theft, physical damage and water damage. Coverage does not include mechanical or electrical defects. In the case of mechanical or electrical defect, the employee may take advantage of the manufacturer's warranty or purchase a replacement device from the vendor. (Note that coverage does not include Apple iPads or other tablet devices.)
  - ii. If an employee claims a replacement phone, the program will provide him/her with the same or a comparable device similar to the original phone. The replacement device could be new or remanufactured.
  - iii. Under the program, phone replacements are backed by a 90 day warranty.
  - iv. The plan does not cover accessories.
  - v. The monthly charge and deductible amount will be set annually by the Office of Telecommunications.

#### **VI. Termination of Service**

- a. When existing cellular service is no longer deemed necessary, the department must promptly contact the Office of Telecommunications and request termination of the service. Telecommunications will contact the carrier regarding the requested termination. Early termination fees may apply.

- b. All surplus property, including mobile devices, must be handled in accordance with the University's Surplus Property Policy (<https://www.temple.edu/secretary/sites/secretary/files/policies/04.40.11.pdf>).

## **VII. Monitoring Account Activity and Optimization**

- a. The Office of Telecommunications implements account management practices for Temple's cellular account. Cellular usage will be monitored at the university level for the purposes of adjusting rate plans to minimize cost and optimize the use of pooled minutes.
- b. Any lines of service (voice and data) that have been inactive for three consecutive months will be flagged for suspension and eventual termination. If the responsible department has lines of service that fall into this category, the department head or business manager will receive an email message warning that these lines will be suspended for 30 days. To keep the lines active, the department must reply to the email message and indicate when these lines of service will be used in the coming months. If the responsible department has not contacted the Office of Telecommunications during the 30 day suspension period, the lines will be terminated. Once a line of service is terminated, the mobile phone number cannot be recovered.

## **VIII. Exceptions**

- a. Any exceptions to this policy must be approved by the Associate Vice President for Infrastructure Operations and Security.

### **1. Dates of official enactment and amendments:**

Adopted by the Vice President for Computer & Information Services on March 11, 2005. Amended August 25, 2006. Reviewed and reformatted on June 16, 2010. Amended on December 3, 2016. Updated January 2018. Updated October 2019.

### **2. Cross References/Appendix:**

University's Surplus Property Policy

<https://www.temple.edu/secretary/sites/secretary/files/policies/04.40.11.pdf>