

March 27, 2009

University of Massachusetts - Boston

Smart Phones, Cell Phones and Pagers – Policies and Procedures

The Telecommunications Department at UMass/Boston provides Cell Phones and Pagers to faculty and staff as required for work and with permission of their Department Head. The costs associated with these devices will be paid for by encumbrances in the Telecommunications Department; and then the costs – both monthly fixed and usage charges of each device will be re-charged to the appropriate budget number provided by the Department Head when the request is made. A copy of the billing statement for each device will be sent monthly to the person in possession of the device for review and verification. We presently have Cell Phones from three service providers; and there are two service providers for pager services. We use the State Contract when applicable to assist us in choosing our service providers.

- The Department of Information Technology will only support University-owned devices. We make access to systems available via non-University owned devices but we do not support those devices. (i.e. IMAP, Sync for Exchange, and POP for iPhones , Blackberry , PDA).
- Requests must be made through the online form from Department Heads detailing the reasons the Smartphone/Cell Phone is needed and the budget number to be billed for the equipment and service.
- The request will be approved /denied by the Telecommunications Department in accordance with policies established by the campus as outlined below; a reason for denial will be communicated to the respective Department Head.
- Smart Phones; Cell Phones will be provided if the staff member's work requires them to be off campus and out of communication with their home office on a routine basis. A staff member work requires them to be mobile around campus and away from their offices/desks for extended periods throughout the day. The staff member needs to be reached for emergencies throughout the day or after their normal work schedule
- Smart Phones & Cell Phones are purchased from the service providers and result in a one-time purchase price, which is re-charged to the Department; thereafter, service and usage charges will continue on a monthly basis. If the user wants to purchase device with personal funds, the device needs to be billed to the department first then the user can reimburse the department for the device purchased.

- The Department will be responsible and re-charged for any lost or stolen equipment. Service will be cancelled in the event the device is stolen or lost equipment as it may result in unauthorized usage.
- Any personal use as indicated on the monthly billing statements should result in re-imbursement to the University. Contact the Telecommunications Department for the procedure to do so.
- The Telecommunications Department may have to change out equipment/services or telephone numbers associated with mobile devices as State Contracts or new rate plans require. We are aware of the inconvenience it causes but users will be responsible for reprinting business cards and stationary to reflect the number changes.
- The Telecommunications Department will order accessories such as car chargers, hands-free adapters, extended life batteries, cases etc as required and will re-charge Departments for the purchase of the equipment.
- The Telecommunications Department is not responsible for providing batteries for paging devices.
- The Telecommunications Department does keep several cell phones on hand to loan out for short duration needs (maximum 2 weeks) to faculty and staff authorized by Department Heads. The usage charges will be billed back to the appropriate department.
- The Telecommunications Department maintains an inventory of Mobile Phones and Pagers in the Telecommunications Management System Database. In addition to the name of the holder, the telephone number, budget number and monthly fixed charges are also entered into the database and are included in the monthly telephone billing statements sent out to each department. Any additional usage charges are manually recharged to the departments on "accounting input forms".
- When no services are required any longer it's the responsibility of the Department head to inform Telecommunications, at that time Telecommunication will either terminated or suspended the line base on their needs. The database will be updated to reflect the new changes that are required by the department head.
- When the user is traveling outside the United State is very IMPORTANT to inform Telecommunications, which in then will apply the proper plans while traveling abroad. If Telecommunication is not inform, the user will accrued roaming charges which will not be credited back to their account.