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Mobile Phones/Devices Acquisition and Usage Policy

Purpose of the Policy:

This document sets out the Mobile Phones/Devices Acquisition and Usage Policy for UCC. The policy outlines UCC's approach to:

- The approval process for supplying mobile phones / devices to staff of the University.
- The upgrade approval process for supplying mobile phones / devices to staff of the University.
- Mobile phone options.
- Monthly payment plans.
- The obligations on the staff member in relation to the care and use of mobile phones / devices.

Mobile Phones will only be provided where the use of a device is of significant benefit in assisting the user in discharging their duties.

The approval process:

For new users / accounts:

- Once the UMTS member is satisfied that the use of a device is of significant benefit in assisting the user in discharging their duties, the user should contact the B&E office to request a list of available handsets and associated costs.
- Once the handset is selected the user should download and complete the mobile phone application form and complete the relevant sections.
- The completed form, i.e. outlining the justification for use of a UCC mobile device, the appropriate cost code and signatures etc. should be sent to the B&E office where the order will be processed.
- Incomplete forms will not be processed and will be returned to the applicant.
- Applicants will be contacted to collect the device when received by B&E.
- All handsets will be delivered with suitable protective casing and all users are expected to ensure the casing is fitted to the device before use.

For existing users who need to upgrade the device.

- Once the UMTS member is satisfied that the use of a device is of significant benefit in assisting the user in discharging their duties and that an upgrade is required (Note the expected lifetime of a

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mobile device is 24-36 months), the user should contact the B&E office to request a list of available handsets and associated costs.

- Once the handset is selected the user should download the mobile phone upgrade application form and complete the relevant sections.
- The completed form, i.e. outlining the justification for use of a UCC mobile device, the appropriate cost code and signatures etc. should be sent to the B&E office where the order will be processed.
- Incomplete forms will not be processed and will be returned to the applicant.
- Applicants will be contacted to collect the device when delivered. All handsets will be delivered with suitable protective casing and all users are expected to ensure the casing is fitted to the device before use.
- In line with the Universities fixed asset policy and procedures, and irrespective of the working order of the existing device, ***no replacement devices will be issued until the existing device is handed into the B&E office.***
- Users should remove all files, images, account data from their existing device and complete a factory reset before handing the device back to the B&E office.
- Returned phones are sent to an approved third party to wipe all the data on the device and to assess the current value of the device.
- Users have the option to purchase the device at the value assessed by the third party.
- Users wishing to purchase the device should refer to Appendix 4 – Procedure for Disposal of Equipment to Staff Members – DISPASS3, under the Finance office fixed asset policy & procedures, which outlines how to reimburse their department for the device. ([Link to policy](#))
- Disposal of asset forms to be completed can be found at <https://www.ucc.ie/en/financeoffice/forms/fa/>
- In the event that the user does not wish to purchase the device, the department will be issued with a credit note from the third party provider for the agreed value.

Selection of Mobile Phones available

- A selection of Mobile Phones/Data Devices are available to UCC through the Government Mobile Framework contract.
- To ensure value for money, while still meeting the user's needs, UCC will offer users a selection of devices, based on technical specifications, costing and availability.
- The list of devices offered will change almost monthly based on the devices available at the time from the operators.
- Typically, UCC are able to offer a selection of 3 to 4 devices, including at least one IOS device.

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- Applicants should contact the B&E offices to obtain the latest list of available devices and prices before completing the application.

Payment plans

The costs of the devices and monthly tariffs are set down by the agreed operator rates achieved using the

Government framework contracts. The monthly payment plan includes:

- Unlimited landline and mobile calls / sms within the Republic of Ireland, excluding calls & texts to premium numbers e.g. 1800; 1850 etc.
- 4 & 5 GB worth of data (depending on network provider selected) if taking up a voice/ data plan. Mobile operators send data usage warnings when users are nearing data limits.

The monthly tariff **does not** include:

- SMS / Calls to premium numbers.
- Calls to 1800, 1850 numbers.
- SMS / Calls to international landline and mobile numbers.
- Roaming outside of the EU region.
- Additional data used over the monthly allowance for one billing period.

To ensure minimum expenditures users should note what is excluded from the monthly tariffs. Each user will receive a copy of their monthly bill and should bring to the attention of UCC B&E any unexplained and/or additional charges for follow up with the mobile operator.

Monthly charges will be assigned to the cost code provided on the approved application form.

Users are requested to contact the B&E office at least 48 hours in advance of travelling / roaming to ensure that the user is on the best available rates for their destination and to avoid the potential bill shock experienced when roaming.

Any private calls / data usage that incur additional charges outside of the monthly tariff must be reimbursed to the department by the user. It is the responsibility of the user to check their billing information and arrange reimbursement of additional charges from private use.

Some facts on data usage:

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To help you manage your data consumption and control costs users should note how much data can be consumed by some common phone applications:

- Sending 1 email: 20KB
- 1 Social media update (with photo): 350KB
- Instant messaging for 1hour: 1MB
- 1 hour of web browsing: 10MB
- Streaming 1 hour of music: 28MB
- Downloading one app: 40MB
- Streaming 1hour of video: 117MB

Please note the top tips listed below that will help you to reduce your mobile data usage (and cost):

- Connect to Wi-Fi where ever possible
- Turn off push notifications on apps from which you don't need real-time updates
- Use an app to keep track of your data usage; there are a wide variety of these available now
- Close apps fully when you're not using them - this will stop them from using data in the background and will save your battery
- Reduce the quality of the video you are watching
- Turn off the auto play video function on social media sites
- Turn automatic update off for apps, this will give you the choice to update when you are connected to Wi- Fi.

Closing of mobile accounts

When the mobile phone is no longer required, i.e., the original business need no longer applies or the person is leaving or has left, it is up to the department who are paying the monthly bill to contact the B&E office to close the account. The department should also collect the device from the user and send back to UCC B&E. Returned phones are sent to an approved third party to wipe all the data on the device and to assess the current value of the device. The department will be issued with a credit note from the third party provider for the agreed value. If requested, the user of the mobile phone can keep the mobile number. UCC B&E will remove the mobile number from the UCC account, making the number a pay as you

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go type arrangement. It is up to the user to arrange a new monthly contract, if required, with a mobile network operator.

Mobile phone user obligations

- Mobile Phone access is provided for officially approved purposes only i.e. departmental business.
- UCC staff must comply with all policies, legislation and regulations applicable to the use of Mobile Phones.
- Mobile Phone usage should be able to withstand public scrutiny and/or disclosure.
- UCC Staff should not use the Mobile Phones in a way that could defame, harass, abuse or offend individuals or organisations.
- UCC reserves the right to audit any or all UCC funded Mobile Phone usage. UCC staff may be called upon to explain their use of departmentally funded Mobile Phones.
- Users are responsible for checking their monthly bill and they must highlight any errors found.
- Users should contact the B&E office if they are not receiving their monthly bill.
- When policies are not adhered to, the relevant device/s will be withdrawn and the number can be cancelled.
- Should a mobile phone be lost or stolen, the user must report the matter to Buildings and Estates within 24 hours for notification to service providers and replacement.
- Users must care for and use the phones in their possession in a responsible manner and use the protective casing supplied.
- Breakages, damage or loss of equipment may necessitate the reimbursement of any associated costs incurred by UCC, in relation to the repairs or replacement of the affected equipment. Please contact B&E for an approved list of repair shops that users can bring their device to or to get advice on warranty terms and conditions.
- Users are required to keep mobile phones clean, and in serviceable condition.