Mobile Devices Access and Use Procedure
Information Technology Services Policy

1 Purpose
Mobile/Portable Devices are a significant portion of the University's overall telecommunications costs. The purpose of this procedure is to ensure the most efficient use of mobile phone services and to ensure accountability for personal calls. This procedure should be read in conjunction with the Communication Systems Policy.

2 Organisational Scope
These are University-wide procedures and apply to all staff in the University. The procedures also apply to any related third party covered under the terms of the telecommunications contract in place at the time, and who chooses to receive services under the terms and conditions of that contract.

3 Definitions
For purposes of this procedure, unless otherwise stated, the following definitions shall apply:

- **Business Calls:** Calls made as a requirement of the person's duties and obligations as an employee or contractor of Victoria University of Wellington.
- **ITS:** Information Technology Services.
- **Mobile/Portable Device:** Mobile phone or mobile data access hardware, such as a Personal Digital Assistant (PDA).
- **Mobile Services:** Services available to users with a mobile/portable account.
- **Mobile Account:** Services provided to an individual by a service provider.
- **Personal Calls:** Calls made on University-owned or privately-owned mobiles, specific to the caller's personal affairs and unrelated to University operations. For the avoidance of doubt, calls that must be made to personal contacts due to unscheduled changes in workplace requirements are classified as business calls. Personal calls made from a University-owned device should be charged to a dual account.

  **Note:** SMS text messages are treated as another call type and any charges for personal text messages are to be paid by the staff member.

- **Unlisted Number:** A mobile number that is not listed in the University's published lists of staff contact numbers, not recorded on voicemail systems and generally not published in paper-based publications, with the exception of business correspondence.
Pool Mobile: A device which is provided to a school/CSU for communal use and is not assigned to an individual staff member.

Dual Account: A mobile service which enables charging of personal calls to a personal invoice which is issued directly by the service provider to the mobile user.

Parked Mobile: A mobile service which suspends the contract of a mobile phone. All voice and data services are suspended. The contract is also suspended meaning that the expiration date of the contract moves and only resumes when the mobile is taken off park. The service provider may elect to charge for this service.

Data: Data refers to downloading email or web content to the device and is any type of “call” other than voice or text messaging. A data plan is a call plan which provides for the management of data “calls” and may or may not include a download limit.

4 Procedure

4.1 Authority to issue mobile phones

(a) Any staff member may request use of a mobile phone for business use, using the prescribed forms available from the ITS intranet Mobile phones page.

(b) Approval of such requests will be made as follows and in regard to the approvals checklist.

(i) Request for standard mobile phone: relevant budget centre managers must approve all authorisations with budget centre details provided. The budget centre manager must satisfy themselves that the issue of a mobile phone to an individual would better aid business practice, than use of a common ‘pool’ mobile.

(ii) Request for combination smart phone with appropriate data plan: relevant Head of School, CSU Director, or Senior Leadership Team member must approve all authorisations with budget centre details provided. The manager must satisfy themselves that the issue of a combination smart phone to an individual would better aid business practice, than use of a standard mobile phone or combination of other devices.

(c) Mobiles will not be provided solely for private use.

(d) Mobiles should be bought only through ITS Phone Services staff. Unless special conditions apply, standard mobiles will be provided to all authorised users.

(e) All mobiles remain the property of Victoria University of Wellington.

(f) Mobile users must sign a new user acceptance form (Appendix A) and take reasonable care of mobiles in their possession and ensure that they remain secure at all times. Any loss, damage or theft is to be reported to ITS Phone Services as soon as practicable.

4.2 Authority to connect

(a) Mobile accounts must be connected to the University’s contracted supplier via ITS Phone Services.

(b) Requests to have a new mobile/portable device connected must be made in writing to ITS Phone staff. The criteria for such a request can be found in section 4.1.
(c) The standard contract terms and conditions will apply which have been arranged between ITS and the service provider.

### 4.3 Personal use

(a) Accounts Receivable will not accept payments for reimbursement of personal use. Where a personal call must be made from a University mobile account, it must be preceded by #.#.

(b) All such calls will be totalled into a personal account issued direct to the user by the service provider.

(c) The user is to pay the full balance of all personal accounts issued within the due by date. Users may be requested to set up a direct debit authority to automate this process.

(d) The service provider may advise ITS Phone Services of any account in dispute or is in arrears in line with the service provider’s credit control policies.

(e) Pursuant to 4.3(d) ITS Phone Services shall advise the relevant school or CSU manager so that the school/CSU can initiate debt recovery action.

(f) Where personal accounts remain unpaid, the budget centre manager may terminate the mobile account, retrieve the mobile from the individual concerned, and initiate recovery action for unpaid personal calls.

### 4.4 Personal mobiles

Personal mobiles and personal mobile accounts should not be used for University business except under exceptional circumstances. Where a user has a requirement for routine access to a mobile, this should be provided as a ‘pool’ phone within a budget centre, a temporary service allocated by ITS Phone Services, or a permanent mobile account.

### 4.5 Mobile Services

Mobile services are supplied as part of the contract between the University and the service provider and are subject to availability from the service provider. IT Procurement will hold a copy of the contract.

(a) **Parking:** a mobile/portable number can be parked thus removing the phone from active service. No calls are able to be made to or from the device. The contract attributed to this number is also suspended meaning that the contract may now run past its expiration date.

(b) **Dual Account:** a dual account is the term used to refer to a mobile users personal account summary (see 4.3). When an existing mobile connection is transferred to a new user (e.g. if the previous/original user ceases employment or the device is redeployed) ITS Phone Services will cancel the old dual account and arrange a new one.

(c) **Disconnection:** an authorised school/CSU manager may elect to have a mobile phone disconnected. Disconnection requests must be made in writing to ITS Phone staff. Disconnection fees may apply and will be advised by the service provider. Disconnection fees are the responsibility of the School/CSU.

(d) Details on the full range of mobile services is available from the following website: [https://intranet.victoria.ac.nz/its/services/telephones/index.aspx](https://intranet.victoria.ac.nz/its/services/telephones/index.aspx)
4.6 Misconduct

(a) Failure to abide by these procedures may amount to misconduct or, depending on the circumstances, serious misconduct; non-compliance could result in action being taken against the staff member concerned in accordance with the Conduct Policy. The University reserves the right to remove the mobile service from any third party.

(b) Where the mobile/portable device user is able to access email and/or the internet the Information Systems Statute and Information Security Policy will apply.

5 Legislative Compliance

Although the University is required to manage its policy documentation within a legislative framework; there is no specific legislation directing this procedure.

6 References

Communication Systems Policy
Conduct Policy
Information Security Policy
Information Systems Statute

Previous Version: Mobile/Cellphone Access and Use Procedure

7 Appendices

Appendix A: New User Acceptance Form

8 Approval Agency

Director, Information Technology Services

9 Contact Person

The following person may be approached on a routine basis in relation to this procedure:

Service Management Manager
Information Technology Services
Ext: 5048