

ITD - Office of Telecommunications Mobile Device Policy and Procedures

Mobile phone service is supported at Chicago State University (CSU) through the use of a stipend program. The program is setup to allow CSU campus community users to maintain the State of Illinois' employee mobile device usage policies, while providing CSU staff and faculty members a choice in selecting a carrier, device, and plan that best service their needs. The Mobile Device policy require that staff acquire their own device and associated services (to include data, voice, text, etc.) from a wireless carrier and maintain records of reimbursement for business calls. The service is predicated on the employee meeting the eligibility criteria in this document and their associated departments' approval. Employees using the stipend program should enroll into one of the following categories: Classifications 1 (monthly stipend), 2 (periodical reimbursement), 4 (international travel), or 5 (campus emergency).

- CSU employees that acquire a mobile device for CSU business will receive a monthly stipend to cover the cost associated with CSU business calls.
- CSU employees that use their personal mobile device for the CSU business will receive reimbursement for calls made using their device.
- CSU employees that are required to travel internationally for CSU business will have their CSU phone paid for via a budget transfer from their department's account to the Office of Telecommunications account for the entire fiscal year.
- The President, CSU employees that are direct reports to the President and selected ITD staff with the requirement of being accessible 24x7 for emergency purpose.

The mobile device transition options and classifications are defined as following:

- i. **Classification 1** – Employee owned device – Used for CSU business – Stipend by the employee's department.
- ii. **Classification 2** – Employee owned device – Used primarily for personal calls and infrequent CSU Business – Reimbursed by employee's department.
- iii. **Classification 3** – CSU devices issued to employees that are required to travel internationally for CSU business – Cellular phones are used for CSU business only and paid for by employees' department to the Office of Telecommunications.
- iv. **Classification 4** – CSU employee that is a direct report to the President and selected management of ITD staff with the requirement of being accessible 24x7 for campus emergencies. – Cellular phones are used for CSU business only and paid for by the ITD, department of the Office of Telecommunications.

The stipend rate tables, noted in Classification 1 are commensurate to the monthly mobile access fees currently charged to by AT&T, Sprint, and Verizon. All stipends will be funded by the employee's department and are subject to FICA, Federal, and State taxes. The stipend allowance will appear on your payroll check and is subject to payroll deadlines. The total stipend amount is divided and paid semi-monthly.

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None of the classifications outlined are applicable to air cards, "Direct Connect" (DC) or "Push to Talk" (P2T) mobile device users. Air Cards, and the DC and P2T devices, are non-minute usage devices, and will continue to be purchased and managed by the Office of Telecommunications. The funding for air cards and the DC and P2T devices will continue to be funded by the department requesting this service.

Please be advised:

The use of a CSU stipend mobile device while driving (for any service, including call, text or other online services) is expressly prohibited! The use of a CSU phone use while driving may result in disciplinary action including but not limited to suspension, unpaid days off, and dismissal!

Classification 1 – Employee owned device(s) – Personal and Business use:

Stipend: a monthly payment for frequent business use of a personal device.

This classification describes devices owned by the employee that are frequently used for CSU business. The stipend amount should be selected based upon historical usage records. Please reference TIMS calls detail records to view historical records. Stipend expense will be funded by the employee's department. To determine the stipend amount, the employee and their department head must select from the following plans:

Voice Only Plans

Plan Type	Stipend Amount
400 – 500 minutes	\$40.00
900 – 1000 minutes	\$60.00
Unlimited minutes	\$70.00

Data Plans

Plan Type	Stipend Amount
2 – 5 GB	\$30.00 - 50.00 (add \$5 if no voice plan is included)

Text Messaging (can be added to any plans that include voice)

Plan Type	Stipend Amount
1,000 messages	\$10.00

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The stipend **does not** include additional family members' phone lines.

Note:

The stipend allowance amounts are generalized sums based on the plans types and prices charged by AT&T, Sprint/Nextel, and Verizon. The allowance amounts do not include any state discounts provided to CSU employees.

Acquisition Process:

Employees eligible for a stipend allowance must meet classifications defined. In addition, the eligibility criteria listed below before receiving a stipend:

- i. Employee's job requires substantial time outside the office and employee needs to be immediately accessible to receive and/or make frequent CSU business related calls.
- ii. Employee's job requires the employee to be immediately accessible to receive and/or make frequent CSU business related calls outside of standard business hours (9:00 am – 5:00 pm).
- iii. Employee's job requires internet access outside of standard CSU business hours (9:00 am – 5:00 pm).
- iv. Employee's job duties away from the office may expose the employee or others to immediate harm or danger without the ability to receive or make business calls.

Employees that meet the stipend eligibility criteria must sign the Wireless Service Stipend Request Form and submit the form (with their department head approval signature) to the Office of Telecommunications. The Office of Telecommunications validate the form is completed correctly then forward it to the Human Resource Payroll Department where the stipend reimburse is setup. The employee must certify that he/she will provide the phone number associated with the service plan within five days of activation or prior to receipt of the stipend amount.

Note:

The stipend price plans are based on the current AT&T, Nextel/Sprint, and Verizon Wireless plan prices and cannot exceed their allotted allowance amounts.

Carrier plans that exceed the price plans above are not eligible for additional funds to supplement the allowance differences. However, CSU will consider carrier plans that are less than the stated rate above.

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The employee is responsible for all charges on his/her personal wireless plan, including but not limited to, the device purchase costs, activation fees, replacement fees, wireless usage, and any early termination fees. The employee is also responsible for the purchase of any and all phone accessories i.e. hands-free devices, headphone, cases, car chargers and etc.

Usage Regulations:

The use of a CSU reimbursed mobile device while driving (for any service, including call, text or other online services) is expressly prohibited! The use of a CSU phone use while driving may result in disciplinary action including but not limited to suspension, unpaid days off, and dismissal!

Once the employee is granted a stipend, the employee must be available to perform their CSU duties at all times (including standard business hours, after business hours, and weekends). Departments that issue stipends must maintain a monthly copy of employees billing statement for annual review by CSU's internal and external auditors. Department heads must monitor how many employees within that department have been issued stipends. If more than 20% of the department is receiving a stipend, the department head must receive approval from the Vice President of Administration and Finance.

The employee must notify their department when they no longer meet the eligibility criteria or when the wireless service is cancelled. The employee must complete the Wireless Service Stipend Request Form and route as directed at the bottom of the form to cancel stipend service (see attached form).

Reassignment, Resignation, or Termination of Employee:

If the employee resigns, is reassigned or terminated, he/she continues to bear full responsibility for the contractual obligations of his/her wireless plan. The employee's department must submit the Wireless Service Stipend Request Form to cancel the stipend.

If the employee is reassigned to a different department and still requires a stipend, the employee must resubmit another Wireless Service Stipend Request Form. Certifying that he/she will provide the phone number associated with the service plan prior to receiving the stipend. The department head must approve the employee's request and route as directed at the bottom of the form.

Classification 2 – Employee owned device(s) – Primarily Personal use:

Reimbursement: repayment for expense incurred on personal device while conducting CSU business.

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This description covers employees with personally-owned devices that periodically use their device to conduct CSU business. When the employee's personal device is used for CSU business, the employee may seek reimbursement. A "Wireless Device Reimbursement Form" is needed and approval from their department head is required to receive reimbursement.

The reimbursement tables noted in Classification 2 are based on a reimbursement of .30¢ per minute and are funded by the employee's department. Employees seeking reimbursement for CSU business calls must submit to Office of Telecommunications a completed Reimbursement Request form and a copy of their billing statement, clearly highlighting the CSU business calls within 30 days of the billing statement date. The Office of Telecommunications will forward all documents to Human Resources to process for payment. Employees that submit their billing statements after the 30 day period will **not** receive reimbursement.

Acquisition Process:

To receive reimbursement for CSU business calls, employee must submit to Human Resources a completed Reimbursement Request form and a copy of their billing statement, clearly highlighting the CSU business calls within 30 days of the billing statement date. Employees that submit their billing statements after the 30 day period will **not** receive reimbursement. The reimbursed amount will be based upon the following table guided by the quantity of minutes used on the employee's bill:

Minutes Used	Maximum Reimbursement Amount @ .30¢/min
60 – 90 minutes	\$27.00
100 – 120 minutes	\$36.00
130 – 180 minutes	\$54.00

Once the department head has approved the employee's request for reimbursement, they must submit the Wireless Device Reimbursement form to Human Resources. The payment will be issued in the individuals payroll check for reimbursement. The department and employee must retain a copy of the Call/Usage Reimbursement Log Form and a copy of the reimbursement form submitted to Human Resources for internal and external audits.

Note:

Classification 2 is for infrequent reimbursement.

If the employee receives 4 or more reimbursements within a 6 month period, it is recommended that the employee converts to the "classification 1" stipend plan by completing and submitting a Wireless Service Stipend Request Form the Department Head.

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Classification 3 – CSU owned device(s) – CSU Business Only:

All CSU provided wireless devices (mobile phone, and/or aircard) are the property of CSU and are contracted in the name of Chicago State University with the following carriers: Verizon Wireless and/or AT&T. The Office of Telecommunication will continue to support the acquisition and distribution of “Direct Connect” (DC) or “Push to Talk” (P2T) devices. The DC or P2T devices are limited to device to device calls only and individual departments are billed back for the service.

If the employee meets the eligibility criteria, he/she will be placed in classification 1 and will receive a stipend from his/her department to offset the mobile device costs. If the employee does not meet the eligibility criteria, he/she will be placed in classification 2 and may seek compensation for CSU business calls from his/her department via reimbursement.

Employee’s individual department heads will be responsible for ensuring that the stipends and reimbursements are administered based upon the criteria outlined in classifications 1 and 2. Employee assumes responsibility of payment of his/her device. If he/she experiences service disruptions due to lack of payment or the employee misplaces the device, or the device requires maintenance, all of the associated expenses incurred will be the responsibility of the employee.

Usage Regulations:

The use of a CSU stipend or reimbursed mobile device while driving (for any service, including call, text or other online services) is expressly prohibited! The use of a CSU phone use while driving may result in disciplinary action including and not limited to suspension, unpaid days off, and dismissal!

Reassignment, Resignation, or Termination of Employee:

To prevent audit findings, the Department is required to notify the Office of Telecommunications within 5 business days of the employee’s change of status (reassignment, resignation, or termination).

Note: **All new device acquisitions will be through wireless Classification 1 or Classification 2. CSU will only directly pay for the purchase of a device if the employee is in Classification 3 or 4.**

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Classification 3 & 4 – CSU owned device(s) – CSU Business International User, President’s Direct Reports & Selected ITD Management Staff with the need for 24x7 emergency contact:

Acquisition Process:

1. Complete and submit the “**Office of Telecommunications (OT) Wireless and Mobile Device Request Form**” by fax to extension 3762 or email as indicated at the bottom of the form. The form can be access at <http://www.csu.edu/is/telecommunications/index.htm>.
 - I. Employee must complete the entire “**Office of Telecommunications Wireless and Mobile Device Request Form**” before submitting form to the Office of Telecommunications.
2. Upon receipt of the completed form, the carrier will be selected based on the type and model of the device(s) being requested. OT will compile the carrier’s purchase cost for the requested device(s) and the associated usage rate for the service. The compiled information along with an invoice for the service will be sent via email to the requestor’s department head for approval. The calculated cost will be based upon an annual fiscal period and prorated if requested during the fiscal period.
3. Prior to the acquisition of the wireless or mobile device(s), the requesting department is require to submit payment via the creation of an internal budget transfer for the accrued fiscal period expense using the following details:
 - I. The budget transfer should be made to the OT account number of LI0-317-1721 (appropriate) or 316910 (non-appropriate). You are required to transfer funds within your budget to sub-account 1700 before making the transfer to the Office of Telecommunications budget line.
4. Following the approval by the Department head and receipt of payment, The Office of Telecommunications will order and distribute the device(s) to employee within 5 business days pending the carrier has the device in stock.
 - I. Employee will be notified by phone to pick-up the device from OT.
 - II. Employees that request PDA devices will need to schedule a time with OT to conduct training and download software to enable synchronization between the user’s desktop and device for office email, address book and calendar (prior to receipt of device).

Stipend Recipient Responsibilities

Recipients of a University cell phone stipend have the following responsibilities as outlined in the new policy.

- Purchase cellular phone service and equipment and assume responsibility for vendor terms and conditions. The employee can select any service provider, plan, and features that meet the

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requirements of the job responsibilities as specified by the supervisor and approved by the fiscal officer or Vice President of the department and that, at a minimum, meet the level of plan and services that the stipend is intended to cover. The employee is responsible for plan choices, calling areas, service features, termination clauses, and paying all charges associated with the cellular service and device.

- Purchase, repair, maintain, insure, and/or replace phone equipment and accessories, including lost, damaged, or stolen equipment and accessories.
- Ensure the carrier selected has service in required usage areas, such as on campus and/or at home as required by the department. Take advantage of trial/return time frames offered by most carriers.
- Establish himself/herself as the billing party. Regardless of cost, the employee is responsible for any additional expenses above the University contribution.
- Maintain an active service contract for the duration of the stipend.
- Notify your Fiscal Officer/Vice President within 5 working days if the eligibility criteria are no longer met, if your service is cancelled, or when your phone number, carrier, or plan eligibility changes.
- Provide a copy of the cellular billing statement upon request.
- Each fiscal year renew stipend service, by completing a stipend form.
- Employees are prohibited from using CSU's wireless devices for personal use.
- Employees are liable for all lost, stolen, and/or damaged CSU devices released into their care.
 - The employee is required to notify their department head and the Office of Telecommunications immediately if the device is lost or stolen and/or damaged.
 - CSU requires all employees to provide monetary compensation for lost and/or damaged devices released into their care less than 2 years.

Usage Regulations:

The use of CSU provided mobile device while driving (for any service, including call, text or other online services) is expressly prohibited! The use of a CSU phone use while driving may result in disciplinary action including and not limited to suspension, unpaid days off, and dismissal!

All Chicago State University provided mobile devices are the property of CSU and are contracted in the name of CSU. Employees currently in possession of state property or seeking wireless or mobile telecommunications service from CSU must adhere to the following regulations:

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- I. Employees are prohibited from using CSU's mobile devices for personal use.
 - Personal use of CSU supplied devices are considered income to employees and will be taxed.

- II. Employees are liable for all lost, stolen, and/or damaged CSU devices released into employees' care.
 - Chicago State University requires the employee to provide monetary compensation for lost or damaged devices.
 - Chicago State University may deny employees' appeals for replacement of lost or damage devices.

- III. Employees are to contact Office of Telecommunications at 773-995-2559 if experiencing technical difficulty on company owned devices.
 - Direct vendor contact is prohibited.