

Wireless Communication Device Policy
Chapter 6
Policy 6-1
Effective Date: June 6th, 2004 (revision date)

A. GENERAL

Wireless data and voice service provides a substantial benefit to City government. Costs fluctuate with the introduction of new tariffs, technology, and equipment, and should be carefully managed. This policy describes departmental and staff responsibilities and choices for acquiring, using, and monitoring the use of such devices.

This policy applies to mobile cellular telephone and data services used on cellular telephones and on multi-function devices (such as Nextels or PDAs).

B. ACQUISITION

Wireless communication devices and services are paid for by department funds. The Information Technology Department may be consulted for cellular telephone purchases and must be consulted for plans that require data access to City servers, such as blackberry email plans. In some cases, there may be a charge for acquiring licenses to allow access to City data applications. The Information Technology Department sets, reviews and revises, and publishes standards for wireless communication devices.

C. PROGRAM OPTIONS

Three wireless communication device programs are available. Department directors are responsible for choosing the correct program.

1. **City Owned Devices:** City employees who need access to wireless voice and/or data services to perform the usual functions of their positions may be provided with such a device by the City.
2. **Employee Owned Devices:** City employees who use wireless data and cellular telephone service to perform city business on their personal wireless communication device may bill the City for the actual cost of business communication to the employee. This option is recommended for staff who have sporadic or minimal need to use these devices for City business.
3. **Hybrid Plans:** Some employees may want to use a single device for both personal and business uses, depending on class of service. For example, on a multifunction device that has a separate allocation for voice and data, one service may be primarily paid for by the City and the other service may be primarily paid for by the staff member. Each option is described in more detail below.

1. City-Owned Wireless Communication Devices - A department head may authorize an individual to be provided a cellular telephone or other wireless communication device if there is a reasonable public benefit.

City-owned wireless communication devices are intended for official use. Rate plans should be “right-sized” to the business needs of each employee. Service must be provided on a month-to-month basis rather than on a contractual basis for set periods of time.

Usage of city-owned wireless communication devices for personal purposes is acceptable, but is to be minimal, similar to the accepted use of City telephones and/or email.

Each plan assignment needs to be reviewed at a minimum of every 12 months to verify that it continues to be the most cost effective program for the user. During the annual plan review, personal usage is not to be included in analysis of the correct rate plan. If the total monthly bill exceeds the rate plan minutes, or the device is charged for each minute or increment of data, employees must reimburse the City for all personal calls up to the number of minutes the bill exceeded the “plan.” All applicable long-distance, roaming charges and taxes must be included in personal call reimbursements. The employee is responsible for including air-time charges in his/her payment or reimbursement calculations.

Each individual assigned a City-owned wireless communication device is responsible for reconciling all invoices within 20 days of the invoice date. Bills are to be paid using the City’s payable procedures. The employee must then fully reimburse the City for all non-business cellular calls, before the bill is due for payment, by documenting them on the Cellular Charge Settlement form and attaching the corresponding payment.

Each department head is expected to establish departmental review and record keeping procedures for staff wireless communication device usage to ensure compliance with this policy. The department will designate a department Wireless Communication Device Coordinator (see section C).

2. Employee Owned Wireless Communication Devices - City employees are allowed to use discounted plans for government employees from AT&T, Sprint, Verizon, or any other vendor offering these types of plans. Some vendors allow employees to choose a plan at their retail stores using a government employee code. All personal wireless communication devices are the employee’s responsibility and not the liability of the City. If the total monthly bill exceeds the rate plan minutes, employees may request reimbursement from the City for all business calls or data usage up to the amount the bill exceeded the rate plan. All applicable long-distance, roaming charges and taxes should be included in the request for reimbursement.

Personal wireless communication devices will not have access to City back-end data services such as email.

3. Hybrid Plans – If the total bill on a hybrid plan is the responsibility of the City (the City receives invoices directly), then payment is to be handled similar to City-Owned

plans (number 1 above). Otherwise, the process defined in the personal devices (number 2 above) shall be used.

D. AUDIT

Each department head will designate a department Wireless Communication Device Coordinator who will be responsible for keeping the contact information for both City-owned devices and personal devices (to the extent that personal devices are used for City business). The coordinators are not responsible for any ordering or billing issues associated with personal devices.

Wireless Communication Device accounts are audited by the State Auditor's Office and the City's Finance Department. Personal usage that is not reimbursed or other violations of this policy can result in disciplinary action including withdrawal of wireless communication device privileges.