



Policy and Procedure
for
Cellular Phones

July 10, 2007

Table of Contents

- 1. TERMINOLOGY 3
- 2. PURPOSE AND SCOPE 3
- 3. POLICY 3
- 4. GENERAL 3
- 5. PROCEDURES 3
 - 5.1 Equipment and Subscription Plan 3
 - 5.2 Authorization 4
 - 5.2.1 Who has Authorization 4
 - 5.2.2 Getting Authorization 4
 - 5.2.3 Contact Information 4
 - 5.2.4 Change of Plan 5
 - 5.3 Budget/Monitoring 5
 - 5.3.1 Authorized Person 5
 - 5.4 Billing 5
- 6. CELLULAR SERVICE PROBLEM RESOLUTION 5
 - 6.1 Contract 5
 - 6.2 Reimbursement 6
 - 6.3 Report Service Problem 6
 - 6.4 Report Cellular Phone Problem 6
- 7. CELL PHONES ON LOAN FOR TRAVEL 6
- 8. CELL PHONE USE WHILE DRIVING 6
- 9. PERSONAL USE OF UNIVERSITY CELL PHONE 7
- 10. HEALTH RISKS CONCERNING CELL PHONE 7

1. TERMINOLOGY

The term “Western Kentucky University,” “Western,” and “the University” are used interchangeably. The term “user” and “personnel” refers to the individual or individuals using the cellular phone. The term “Department Signatory” refers to the person authorized to sign on the account. The term “RF” refers to the radio frequency, “FCC” refers to the Federal Communications Commission, and “FDA” refers to Food Drug Administration.

2. PURPOSE AND SCOPE

The policy will provide protocols and guidelines for subscription to and use of cell phones. This policy establishes procedures for their authorization, deployment, and use. The purpose of this policy is to contain costs, ensure departmental and personal accountability and responsibility, and to prevent improper use of cellular phones.

3. POLICY

It is the policy of the University that the purchase and use of cell phones may be authorized for individuals and/or groups of individuals when it is deemed necessary for the efficient business operations of the University. All purchases, maintenance, equipment, and/or any other cellular service for the University must be requested through the Telecommunications Department and will be billed directly to the responsible department.

4. GENERAL

Mobile (cellular) telephones are an effective resource for Western Kentucky University because they enable communication in areas or situations where conventional telephony is not available or is impractical. However, the cost incurred by mobile telephony must be weighed carefully against any benefits.

In general, mobile telephones (i.e., telephones connected to a commercial cellular telephone service such as Cingular, Bluegrass, or Nextel) may be assigned to employees for whom the nature of their work requires wide mobility and simultaneous access to the public telephone network (i.e., University senior staff, directors, deans, technicians).

5. PROCEDURES

5.1 Equipment and Subscription Plan

A set of standards for the type of phone and the subscription package will be established by the Telecommunications Department and can be viewed online at:

<http://www.wku.edu/Dept/Support/Tech/Telephone/wireless2.html>

Deviation from the established standards will require the written approval from the Department Head/Director.

5.2 Authorization

5.2.1 Who has Authorization

Requests must be authorized by the major Division VP or college budget signatory and must include the account code to which the service will be billed.

5.2.2 Getting Authorization

The plan for each individual phone will be established based on the requestor's anticipated use. It is important to question if the user will be using the cellular phone locally or if they plan to travel while using the phone. The requestor will also need to decide what other equipment is needed for the cell phone so it can be ordered at the same time.

The Department Signatory must complete a Cellular Services Authorization Form. The contact person on the Authorization Form should also be the person who oversees the departmental account. This person will be responsible for monitoring all activity of the cell phone and be the contact person for the Telecommunications Department if changes need to be made to the account or if questions arise. The signature-authorizing request must be the authorized signatory for the account. This form may be obtained at the following web address:

http://www.wku.edu/Dept/Support/Tech/Telephone/wireless_auth_form.pdf

This form may be faxed to 745-6500 or campus-mailed to the Telecommunications Department in MMTH 276. Once the Telecommunications Department receives the form the order will be placed.

5.2.3 Contact Information

Telecommunications Department
Mass Media and Technology Hall
Room 276
1906 College Heights Blvd #11072
Bowling Green, KY 42101-1072
(270) 745-6370 Office
(270) 745-6500 Fax

5.2.4 Change of Plan

The plan for each individual phone may be changed at any time, if requested before the needed date through the Telecommunications Department. This request needs to be placed in writing and can be sent via mail, fax, or email from the Department Signatory. This includes personnel on a home plan that move to a nation wide plan for a short-term business travel.

5.3 Budget/Monitoring

5.3.1 Authorized Person

Authorized person(s) are personnel overseeing the department account that may call with questions about cellular charges. Authorized persons include Department Head, Director, Associate Director, Vice President, President, Controller, or Auditors Office.

5.4 Billing

Monthly billing for cellular services will be processed by the Telecommunications Department using the AXIS billing software. The telecommunications department reviews each bill for many errors, but it is important for users and budget authorities to review any unnecessary charges and monitor for any cellular abuse. Upon request, duplicate detail billing pages will be sent to the Department Director. Bills can also be accessed on line by typing AXIS or <https://acsapps.wku.edu/pinnacle/app/web/cust/maincust.login.pshtml?ac=19451180> into the address bar of any web browser and then entering your username and password. Usernames and passwords can be made available by calling the Telecommunications Department at 745-6370. Any discrepancies should be communicated to the Telecommunications Department via email to Angela.Robertson@wku.edu or may be faxed to 745-6500 for correction.

6. CELLULAR SERVICE PROBLEM RESOLUTION

6.1 Contract

The cellular Phone Contract is handled through the Department of Purchasing and the Telecommunications Department. The awarded contract is based on the needs of the University as a whole. It includes many quality factors, the cost of the product, and any services (such as network and personal services) that provide the best value to the University community as a whole.

6.2 Reimbursement

Reimbursement for University cellular phones will only be approved for cellular services provided under the university contract. Exceptions to this may occur for extraordinary reasons, and must be approved by the head of the Telecommunications Department.

6.3 Report Service Problem

Any personnel experiencing problems with service should contact the Telecommunications Department and give the time, location, and number called. This would include out of town travel in which the cellular phone will not work or it requests the user to use a calling card or credit card. The user should also report any experience with fast busy signals or recordings stating that all circuits are busy in any area.

6.4 Report Cellular Phone Problem

Any personnel experiencing problems with a cellular phone should contact the Telecommunications Department with detailed information explaining the problem. The cellular phone may need to be repaired or replaced, if a user cannot go without the cellular phone, a temporary phone will be given until the user has their cell phone back.

7. CELL PHONES ON LOAN FOR TRAVEL

The Telecommunications Department, with approval by an appropriate budget authority, can make available loaner cellular telephones for use while traveling on business outside the University. The responsible department will be responsible for all charges incurred by the cell phone while it is in the possession of the individual approved for its usage. Upon completion of travel the department must return the cell phone back to the Telecommunications Department.

8. CELL PHONE USE WHILE DRIVING

Western Kentucky University does not recommend the use of cellular phones while driving. If an employee has an accident while using the cell phone, Western does not take any responsibility.

If user decides to utilize a cell phone while driving, it is recommended that he/she pull completely off the road and come to a complete stop in a parking area or other safe place before accepting or placing a call. Voice Mail can be requested for cellular phones to avoid any important missed calls while driving.

9. PERSONAL USE OF UNIVERSITY CELL PHONE

Personal use of cellular phones is prohibited and may be subject to repayment to the University.

10. HEALTH RISKS CONCERNING CELL PHONE

There is no proven evidence to date that radio frequency (RF) from cellular equipment will cause any health problems. The decision is up to the user to take the possibility of an unknown risk from cell phone use. Western does not take on any responsibility for unknown risk from cellular phone use. The Federal Communications Commission (FCC) and the Food Drug Administration (FDA) each regulate wireless telephones. The FCC ensures that all wireless phones sold in the U.S. follow safety guidelines that limit RF energy.

Approved by Administrative Council April 7, 2004.

Revised per recommendations of the Office of the Internal Auditor: July 10, 2007.