Academic Services

Exeter IT Policy

University Mobile

Communications Policy

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2 DOCUMENT HISTORY

2.1 DOCUMENT LOCATION

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2.2 REVISION HISTORY

The latest revision can be found at the top of the list:

Revision Date	Author	Version	Summary of Changes
17th Sep 2014	Alex Khan	1.1	First review of Live Version
18th July 2016	Alex Khan	1.2	Account Structure Review

2.3 REVIEWS

This document was reviewed at the following dates with no updates required:

Name	Version	Date of Review	Notes

3 INTRODUCTION

The University of Exeter recognises that to ensure the most effective running of services, communications and business activities it is necessary for some staff to have access to mobile communications. This policy and related procedures should be applied consistently to ensure the correct use of University funds in relation to procurement, maintenance and payment for these facilities.

This policy is intended both to control current and future use and so reduce the substantial cost to the University, and to indicate ways in which mobile technology could assist in more flexible working in the future.

4 DEFINITIONS

Mobile Device: a mobile phone handset, wireless dongle or tablet computer including iPads

Mobile Phone: a mobile handset for data and/or voice & text messaging.

Smart Phone: a mobile handset for data and/or voice & text messaging and with additional data transfer capability such as Apple iPhone or Blackberry. Current approved models as per the Exeter IT website.

http://as.exeter.ac.uk/it/equipmentandsoftware/purchasing/mobilecomputingandsmartphones/

Broadband SIM: a device that adds data connectivity to a laptop computer or similar device.

5 PURPOSE OF THE POLICY AND GUIDANCE

To ensure that all contracts agreed for the provision of any mobile device and tariff or any other provision, in respect of mobile communication on behalf of the University of Exeter or for the undertaking of its corporate business, are entered into with the service provider(s) that have been selected by the University of Exeter as detailed in this policy.

To ensure that the purchase and use of all mobile devices for undertaking corporate business on behalf of University of Exeter is correctly assessed, authorised and monitored.
To ensure that all tariffs and mobile devices, as well as any relevant associated licence arrangements, are contracted for in accordance with the University of Exeter's procurement regulations.

To establish the expectations and responsibilities placed on all University of Exeter mobile device users with authority for the acquisition and/or use of devices, tariffs or licences procured in respect of the provision of mobile communications options necessary for the University of Exeter to meet its corporate responsibilities and business needs.

6 NEED

The need for a University of Exeter member of staff to have a mobile device must be justified according to their role and responsibilities. All requests must be authorised by the respective college or department manager. A full rationale must be provided with the request. Mobile Devices are normally granted when at least two of the following 4 criteria

- Staff on a Duty Rota, who are required to make themselves available Out-of-Hours for emergency call-outs. EG Duty Incident Principals.

- Staff who are required to work away for their desks for extended periods in 'customer-critical situations. EG Desktop Support and Learning Spaces support staff.

- Staff who are responsible for staff, students and services in emergency situations. EG Heads of Services

    …and…

- Staff where there is a clear and proportionate benefit to the University – as agreed by their respective senior managers.

Staff who have received funding for a mobile device as part of a research grant or similar are not required to meet any further criteria. Please note, in this circumstance, funding must be available for the lifetime of the contract, currently 24 months, this should be taken into consideration when submitting grant requests.

When a mobile device is authorised to be assigned to a member of staff, the following conditions will also apply:

i)   Staff must not have more than 1 data-enabled device at a time.

ii)   All mobile devices provided by the University of Exeter, respective tariffs and licences remain the property of University of Exeter at all times.

iii)   The mobile device is to be returned to College or Professional Service when a member of staff leaves the University or there is a change in the job role which does not require the use of a mobile device.

The University will, under no circumstances, transfer personal mobile devices or mobile device numbers to a University account and associated tariff.

All mobile devices and associated contracts must be purchased from the nominated provider through the current University agreement. The University of Exeter will not fund any contract that does not use the nominated provider and the University agreement.

Purchase of any device outside these arrangements, other than for testing purposes by Exeter IT will be considered as a personal purchase and will remain the sole liability of the purchaser. No reimbursements whatsoever will be made in relation to the purchase, maintenance or billing against such a device.

7 BASIC STRUCTURE OF UNIVERSITY MOBILE ACCOUNT

Accounts are grouped together according to the department of each respective user. The service provider refers to these groups as 'Subsidiaries'. Each Subsidiary is identified by a unique set of codes. These codes must be used when ordering new and replacement devices. The Subsidiary codes are included in the appendix.

7.1 FIXED COST TARIFFS

The fixed cost model will allow the University to process Mobile bills through the 'Invoice Processing Automation' (IPA) system. This reduces the admin burden on colleges and departments. The fixed costs (excluding VAT) are as follows:

Device	Voice per month	Data Amount per month	Data per Month	Total Monthly charge	Tariff Name
Voice Only	£5.00			£5.00	PSN Mobile Worker
iPhone	£5.00	1Gb	£7.23	£12.23	PSN Mobile Worker iGb iPhone
Andriod	£5.00	0.5 Gb	£5.00	£10.00	PNS Mobile Worker 500MBHH Data
Broadband SIMs		3Gb	£9.00	£9.00	PSN Mobile Broadband Tab Lite or Std
Broadband SIMs		5Gb	£12.00	£12.00	PSN Mobile Broadband Tab Prof or Exec
Excess Data Charges 5p per Mb up to £4.25 (250MB) £4.25 for 250 Mb thereafter. Or £7.23 per 1GB as an add on					

(All prices exclude VAT)

Details of what is included and excluded in the fixed-cost tariff are detailed in the appendix.

8 RESPONSIBILITIES OF UNIVERSITY MANAGERS

It is the responsibility of University Managers to ensure this policy is adhered to. Budget-Holders within the University must nominate a responsible 'Subsidiary Main Contact' to oversee their Vodafone accounts. They should ensure Subsidiary Main Contacts receive the relevant Vodafone Corporate On-line (VCOL) training. The training is arranged by Exeter IT, and provided by Vodafone. Once Main Contacts are trained, the VCOL is accessed from https://www.vcol.co.uk/home/default.vco . This gives access to the relevant management reporting tools. The Subsidiary Main Contact will be provided with a spreadsheet of their respective accounts. The spreadsheet is requested through Exeter IT, and provided by Vodafone.

9   RESPONSIBILITIES OF SUBSIDIARY MAIN CONTACTS

9.1   TRAINING

Main Contacts must receive the relevant Vodafone Corporate On-line (VCOL) training. The training is arranged by Exeter IT, and provided by Vodafone. This gives access to:

- Manage individual accounts
- Update subscriber billing details
- Access the management reporting tools.

9.2   PURCHASING

1. How to order … (PO etc)
2. The associated Subsidiary Codes (in the appendix) should be quoted on all correspondence to ensure devices are billed to the correct department.
3. A subscriber name must be associated with each telephone number (device) to ensure there are no anonymous bills.
4. The VCOL details must be checked after each purchase to ensure that the account has been created correctly.
5. All bills must be paid quarterly. Quarters must end… Jan / April / July / November. This reduces administration overhead, and coincides with the University Financial year.

All new accounts, or Out-of-Contract renewals receive a £50 Equipment Credit. This can either be added to an Equipment Credit bank, or the discount can be obtained at the time of purchase.

Since 'Equipment Credit' cannot be refunded or used to pay users' bills, it must be used to purchase new or replacement hand-sets. Therefore, the following two procedures will be adopted for all handset purchases:

1. All devices purchased through Vodafone should use existing credit held by the respective subsidiary. This is to use-up all existing Equipment Credit.
2. All new devices purchased through Vodafone should be purchased at the discounted rate so the Equipment Credit does not build up again.

9.3   MAINTENANCE OF MOBILE ACCOUNT DATA

1. The main contact should update the spreadsheet of their respective accounts provided by Exeter IT. They should make updates on the VCOL so the information is kept consistent with the spreadsheet.
2. All transfers of devices **within** the department must be updated on the local spreadsheet and on the VCOL.
3. All transfers of devices **between different departments** must be notified to Exeter IT. These will be transferred to the appropriate subsidiary by direct request to Vodafone. Requests must be made via the University IT helpdesk clearly showing the:

- Number
- Device
- Previous Subscriber/Department Name
- New Subscriber/Department Name

The responsibility for the account and the charges will remain with a department until the transfer is made.

4. Main Contacts must cancel accounts if staff no longer need the device.
5. Main Contacts may suspend accounts if there are irregularities with the bill, but must investigate the problems and rectify them.

9.4 USE ABROAD (ROAMING)

All UoE Vodafones are configured for 'Roaming' (overseas use). However, Roaming costs are NOT included in the all-inclusive tariff. Roaming costs are charged at premium rate – in arrears.

Prices vary according to which carrier Vodafone partner with overseas. These vary in time, and location. Full details and some additional travel advice can be found here..
http://www.vodafone.co.uk/explore/costs/travelling-abroad/index.htm

For iPhones, There is a change to be made in the iPhone's internal settings. 'Data Roaming' needs to be enabled upon arrival at the destination.   To do this, click:
Settings->General->Mobile Data, turn 'Data Roaming' to ON
This should be switched off upon arrival back in the UK.

9.5 BILLS

A consolidated quarterly bill will include:
- Total per Subsidiary   This is to make a single payment to Vodafone
- Summary of each users' total   This is to recover costs internally by Journal
- Details of each users' summary This is helpful if bills or tariffs are queried

In order to align with us, Vodafone have agreed to restructure our billing with a single address per Subsidiary.
This will have the Subsidiary Name and also an annual PO number included in the billing address. Example:

Box 1, Finance
Northcote House
Full Subsidiary Name
Order No: [PO XYZ\12345]
University of Exeter
Exeter EX4 4QJ

With this method, each Subsidiary must supply one PO at the start of each financial year. This can be recorded on APTOS as follows:

- One PO per year – made out to Vodafone [APTOS code: **V0062]**
- Four lines per PO (estimating the total cost to allow for growth (not the number of users or items))
- One quarterly receipt per line

9.5.1 Payments

The Subsidiary Main Contact is responsible for ensuring that each set of subsidiary bills is paid.

a) The subsidiary (Department / College) is responsible for recouping all costs relating to personal phone/data use.
Respective Finance departments are responsible for monitoring usage and identify any mis-use.
b) Respective Finance departments should pursue individuals to recover costs for personal use.
c) That this should be raised with individuals' Line-Managers in the event of excessive mis-use.
d) Individual Mobile devices may be withdrawn in the event of repeated excessive mis-use.

The Subsidiary Main Contact should pursue queries directly with the Vodafone Admin team by phoning 03333043333

9.6 REPORTS

Subsidiary Main Contacts should familiarise themselves with the reports available on the VCOL. Occasionally, Vodafone may erroneously put staff on the wrong tariff for their device, so a comparison with other staff serves as a helpful source of information. These reports can also be used to check for irregular or unnecessary phone use.

9.7 CESSATION OF USE

Where is it is clear from usage that the original justification for the device is no longer valid, the device must be withdrawn. The user should be informed of the withdrawal with a copy of their recent usage.

9.8 EARLY TERMINATION OF MOBILE DEVICE CONTRACTS

Should the termination of a contract be necessary or required prior to the original contract term agreed, there exists an obligation to pay for the contract until this term expires. In these instances it is advisable to downgrade the agreement to a 'voice only' tariff for the remaining term. Mobile device users are responsible for communicating the need to terminate any mobile communications contract in accordance with the terms laid down in the original equipment agreement.

10 RESPONSIBILITIES OF STAFF (SUBSCRIBERS)

10.1 LIMITATIONS AND CONDITIONS OF USE

All mobile devices are purchased by the University of Exeter for business use and are provided to staff on a loan basis at the University's discretion. As such, users must be aware that mobile numbers for University contracts may be included on emergency contact

databases to aid Business Continuity planning. The University's contract with the provider should only be used for incidental personal calls.

All users must adopt practices of fair and reasonable use. Calls should be limited to that for effective business use and keep as brief as possible. The user should take all reasonable and practical precautions to keep the device safe from damage, loss or theft. The user must not use the device for unlawful activities, commercial purposes unrelated to the University of Exeter or for personal gain. Use of premium services or chargeable downloads such as third party software, ring tone services, competitions or adult chat lines for personal use are strictly forbidden. As with any University equipment misuse of the mobile phone is a disciplinary offence.

Exceptionally, users may make incidental personal calls of an urgent nature where access to a fixed land line is not possible e.g. to advise of unavoidable delay. Users and their Finance Managers are responsible for checking their own department's itemised call charge invoices. Finance Managers are responsible for obtaining itemised call charges data if not provided automatically by the network provider.

Any member of staff found to be abusing the usage or care of a mobile device may have the device removed for a defined or indefinite period. Any fines incurred, for example fines by train operating companies for the use of mobile devices in certain restricted areas, will be recharged to the users. Such fines cannot be paid from University funds or reimbursed through an expenses claim.

The University reserves the right to audit individual mobile device users' billing and may request reimbursement, where necessary. The only exception is if the call is for an emergency situation.

10.2 PROVISIONS FOR USE IN CONTROLLED OR HAZARDOUS AREAS

Care should be exercised if, or when, considering the use of any mobile device in a controlled environment or area that may be subject to use of hazardous products or procedures. Furthermore, strict adherence to local policy and procedures must be observed at all times while at the location or on the site concerned. This guidance is particularly relevant, but not limited, to staff involved in working or visiting, clinical environments and areas where there are strong magnetic fields, e.g. Mass Spectrometry facilities.

Mobile devices should not be used while driving, where this would contravene the law. The University will not be liable for any costs due to fines incurred by a member of staff using a mobile device whilst driving.
Devices that have reached the end of their working life must be disposed of legally as they fall under the WEEE regulations and can be considered commercial waste.

10.3 REPLACEMENT OR REPAIR OF MOBILE DEVICES

REPLACEMENT:
If a mobile 'phone is lost or stolen the first thing to be done is to contact the Helpdesk to block both the number and the device. The Helpdesk will ask when the mobile device was last used. It is the responsibility of the user to contact Helpdesk immediately.

The replacement of a lost mobile device must be co-ordinated through Exeter IT, so as to ensure that correct account details are maintained and any necessary security measures are

taken to block access if applicable. Once a new SIM card has been issued it is possible to have your original telephone number transferred to it, please contact the IT Helpdesk to arrange this.

REPAIR:
Details are as follows:-

1. If iPhone, users must disable the 'Find My iPhone' feature before Vodafone will agree this swap-replacement.
   Users can do this at the following link…   disable iCloud and Find-my-iPhone
   Please can you check this has been done by checking the following page...
   https://www.icloud.com/activationlock/ to make sure it unlocks OK

2. Finance Departments will need to know the make, model, colour, capacity, phone-number and IMEI-number to arrange the swap.

3. These details should be included on an EC form to make a PO out to Vodafone [Aptos Code V0062] for £55 per device.

4. You should retain the SIM and charger. They just exchange the phone. They will collect and deliver from Northcote House main reception EX4 4QJ .

5. Your local Vodafone Administrator should arrange the swap-out replacement by calling Vodafone on 03333 04 3333

6. Our security details are our billing address…
   Mailbox 1 , Northcote House, Queens drive, EX4 4QJ

SIM TRANSFERS:
Users should tell Exeter IT their phone number and new SIM number. Users will need to leave both devices (old and new SIM cards) turned off for a couple of hours. This releases the account from the old SIM and allows the new SIM details to be registered on the network before the first connection (handshake) assigns the services (voice text data) onto the new SIM. Vodafone claim it can take 24 hours, but it generally take just 2 hours.

10.4 PROBLEMS, FAULTS AND DISPUTE RESOLUTION

Members of staff that find fault with their mobile device or have a problem or dispute in connection with their mobile device should contact their respective Subsidiary Main Contact. They will be solely responsible for liaising directly with the service provider on behalf of each mobile device user.

10.5 EARLY TERMINATION OF MOBILE DEVICE CONTRACTS

Mobile device users are responsible for communicating the need to terminate any mobile communications contract in accordance with the terms laid down in the original equipment agreement. See 9.7 (above)

11   APPENDIX

11.1   SUBSIDIARIES

Billing Account Number (BAN) is a unique identifier for a department or Subsidiary. .   The Subsidiary names and codes are as follows

Subsidiary Name	Ban Name	Subsidiary	Airtime Ban	Equipment Ban	VCOL Admins and Authorised Admins	Primary Contact Email Other Contact Email	Telephone (01392)	PO for 16/17
Professional Services	PRO-SERV		670031944		Vodafone Structure for Professional Services Up to end of Jan 2016 – 8 separate invoices AS CAMS CORP DARO INT RKT SP & C EXEC	b.j.hopkins@exeter.ac.uk c.e.innalls@exeter.ac.uk v.horwitz@exeter.ac.uk ASPurchasing@exeter.ac.uk	725238 723963 722178	
Business School	BS	105001321	670031995	670032010	Antony Reeve	a.j.reeve@exeter.ac.uk	722553	
Campus Services	Campus	105001323	670032020	670032030	Lianne Moore	L.Moore@exeter.ac.uk	725454	
Estates Development	EDS	105002162	670084080	670084081	Claire Coles	c.l.coles@exeter.ac.uk	725776	
Engineering Maths & Physics	EMPS	105001336	670032102	670032107	Denise Watts Andrew Palmer	d.i.watts@exeter.ac.uk A.M.Palmer@exeter.ac.uk	724079	
Grounds	GROUNDS	105002665	670110641	670110642	Vikki Price	V.T.Price@exeter.ac.uk	5531	FBD\1861
Humanities	HUMS	105001338	670032119	670032125	Vicky Hemingway Nicola Hawkins	humsfinance@exeter.ac.uk	5403	SXA\1188
Life & Environmental Sciences	LES	105001340	670032150	670032164	CLES Finance	cles-purchasing@exeter.ac.uk	725153	
Medical School	MS	100151502	603624524	603624499	UEMS Finance	uemsinfrastructureteam@exeter.ac.uk UEMSPurchasing@exeter.ac.uk		
Property Services	PROP	105002664	670093984	670110965	Catherine Hayman	C.J.Hayman@exeter.ac.uk	724881	
Retail	Retail	105002666	670110666	670110667	Robert Broucke	r.w.broucke@exeter.ac.uk	725442	
Social Science & Int Studies	SSIS	105001342	670032174	670032179	Qaisar Iskander	q.iskander@exeter.ac.uk	725258	SLA\12169
SPORTS	SPORTS	105002163	670084094	670084095	Nadia Samara	N.Samara@exeter.ac.uk	724370	
University Account Managers [Reporting Group]			Main Account 670031944 670008667		Alex Khan Bev Hopkins Caroline Innalls	Corporate ID 900 198 601		
Academic Services	AS	105001320	670031944	670031975	Bev Hopkins Caroline Innalls Veronica Horwitc AS-Finance	b.j.hopkins@exeter.ac.uk c.e.innalls@exeter.ac.uk v.horwitz@exeter.ac.uk ASPurchasing@exeter.ac.uk	725238 723963 722178	
Communication & Marketing	CAMS	105001333	670032043	670119589	Vic Fry	v.w.fry@exeter.ac.uk		
Corporate services (Finance, HR and Future Finance)	CORP	105001334	670032081	670032085	Sally Harrington David Gaston	s.e.harrington@exeter.ac.uk D.M.Gaston@exeter.ac.uk	725444	
DARO (Global Engagement)	DARO	105001335	670032091	670032096	Teresa Hunt Rachel Green Louise Cordice	T.M.Hunt@exeter.ac.uk R.Green@exeter.ac.uk L.M.Cordice@exeter.ac.uk	723055 722016	

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11.2 FIXED COST TARIFF DETAILS (DATED ……):

Delivery /Capability	All Inclusive £5	
Pricing - All Inclusive Fixed Tariff	Included Y/N	Cost £
Calls to Mobile:	Y	0
same network	Y	0
same network Same Account	Y	0
other network	Y	0
Calls to national fixed lines (starting 01, 02, 03)	Y	0
Non Geographic Calls (0845)	Y	0
Freephone Calls (0800)	Y	0
Voicemail Calls	Y	0
Non Geographic Calls :		
(0870)	N	0.045
(0871, 0874)	N	0.25
Directory Enquires (Starting 118)	N	0.51
Premium Rate* (Starting 09)	N	0.89
Mobile Originating Roamed Calls:		
(Europe): - example cost for France	N	0.247
(Rest of the World): - example cost for Australia	N	0.558
Mobile Terminating Roamed Calls:		
(Europe): - example cost for France	N	0.095
(Rest of the World): - example cost for Australia	N	0.299
International Calls:		
(Europe) from UK: - example cost for France	N	0.13
(Rest of the World) from UK: - example cost for Australia	N	0.242
Cost per SMS text:		
PEAK	Y	0
OFF PEAK	Y	0
SMS Messages (UK):	Y	0
Same Account	Y	0
Same Network	Y	0
Cross Network	Y	0
Multimedia Message (UK) (Picture): - Price of sending a picture with a file size of 50kb,	N	0.306
SMS Messages (Non-UK)		
(Europe): - example cost for France	N	0.09
(Rest of the World): - example cost for Australia	N	0.2

11.3   INTERNATIONAL ROAMING TARIFFS (DATED ……):

	Calls out Pence per minute	Calls received	SMS	MMS	Data	Roaming Bundles
Europe	£0.24.04	£0.06.6	£0.07.4	£0.30.6	£0.58.5 pMB	£1.67 per day gives 25 MB per day then £0.85 ppMB
USA and Canada	£0.90	£0.75	35p	£1.30.6	£3 pMB	£5 per day gives 25 MB per day then £5 p 15 MB
Rest of the world	£1.40	£1	35p	£1.30.6	£3 pMB	£5 per day gives 25 MB per day then £5 p 15 MB

offer the below **roaming bundles for mobile phones:**

DATARDENT - Roaming in Europe for £1.67 per every 25MB used.

DATARWENT - Roaming in the Rest of the World for £5.00 per every 25MB used.

The **roaming bundle which we offer for iPad's** is MBBCONTD. Please see the below prices for MBBCONTD.

Europe - £6.67 per every 100MB used.

Rest of the World: £25.00 per every 25MB used.

There are no reoccurring charges for any of the above data bundles. The customer will only be charged when they access the internet abroad. Therefore they will not be charged if these packages are left on whilst the user is in the UK and they will not be charged for days that they do not access the internet abroad.

If the customer is on PSN then the standard rates for roaming will apply as below:

Roaming in Europe: 38.29p per MB

Roaming in the Rest of the World: £3.00 per MB