

**University of Georgia Telecommunications Policy for  
Wireless Devices/Cellular Telephones, Long Distance Usage, and  
Home/Off Campus Internet Access**

**BACKGROUND**

OPB Policy Memorandum No. 4 (Revision 8) effective August 1, 2004, required each state agency, including institutions, to manage and minimize the costs of using telecommunications equipment and services. Each agency is required to develop a telecommunications policy to control and minimize telecommunications costs by the following means:

- Control the cost of usage sensitive services by: a) promoting proper use of long distance, telephone calling cards, devices having per minute access charges such as cellular or trunked radio connectivity, b) monitoring the related costs, and c) prohibiting personal or non-job related long distance telephone calls from State and non-State telephones and charging the costs to the state, whenever possible.
- Prohibit use of charge based directory assistance such as 411 and (area code)-555-1212.
- Prohibit use of 511, 900, and 976 phone service unless job related.
- Control the costs of wireless access by carefully managing the use of state devices for unauthorized purposes.
- Control the costs of auxiliary communications equipment by limiting the personal use of facsimile equipment, computer communications, scanners, printers, pagers and other state provided technology.
- Ensure that fixed services are utilized by employees rather than wireless devices generating usage sensitive charges when fixed services are readily available.
- Maintain an inventory of all wireless devices that lists each individual device, the service provider for such device and the individual or unit to which the device is assigned. Such inventory must be kept current and made available for inspection by the Department of Audits, the Governor's Office of Planning and Budget and/or the Georgia Technology Authority upon request.

**DEFINITIONS**

Usage Sensitive Services – services whose recurring charges are based on a per unit measure such as minutes used or per occurrence of use. Examples include wireless Internet service, cellular airtime or 800 MHz with interconnect, roaming charges and long distance calling, where such services are charged on a per minute or per occurrence basis.

Wireless Communications Device (WCD) – WCDs, for purposes of this policy, include devices that receive or send transmission for the purpose of providing business related, personal voice and text messaging communications services. Examples of such devices include, but are not limited to: cellular or PCS phones, blackberries, personal digital assistants with connectivity, two-way radios (traditional and trunked-technologies), and pagers. By contrast, cordless telephones, headsets and other devices not subject to incremental usage charges are not included. Wireless devices which do not provide business-related, personal voice and text messaging communications services, but instead are used solely as access points in wireless LAN communications systems, or used solely for the collection and transmission of research data in an automated process and/or to control and monitor automated research systems, are not included. Wireless devices in these categories must follow the UGA Wireless LAN Standards ([www.uga.edu/netinfo/standards/wireless.html](http://www.uga.edu/netinfo/standards/wireless.html)) as well as University policy and procedure for procurement and inventory control of such equipment.

## 1.1 Wireless Communications Devices

### General Guidelines

It is the responsibility of the University of Georgia to implement procedures to effectively use communication services and equipment at the lowest possible cost. With the rapid growth in wireless communication devices (WCDs) being used for both personal and business reasons, it is essential the University appropriately evaluate their applicability to improve business operations and approve and monitor their business use where appropriate.

### Guidelines for Acquisition and Use

Specific University offices will assist as resources to determine the necessity for WCD/cellular telephone service and monitor usage.

- The cognizant Vice President, Dean, or Associate Provost shall determine if WCD/cellular telephone service is necessary for a faculty or staff member to perform his or her duties;
- The cognizant Vice President, Dean, or Associate Provost will specify authorized and unauthorized uses of wireless or mobile devices (Use of 411, 511, 900, 976 numbers should only be used in emergency situations);
- Telephone Services/Office of the CIO will maintain the approval justification for each WCD/cellular telephone device and service issued or approved;
- Telephone Services/Office of the CIO will maintain an inventory of wireless devices in shared pools and individually-assigned, by type. The inventory of WCDs shall document: each individual device type, the service provider for such device, the number of the wireless device, the monthly service cost, the department number, the assignee (individual user or organizational unit in the case of shared/pool devices), the justification for necessity, and the authorized uses of the wireless or mobile device(s). Such inventory must be kept current and made available for inspection by authorized offices or agencies;
- The Controller's Division and Telephone Services/Office of the CIO will maintain procedures for ordering and payment administration;
- Telephone Services/Office of the CIO must be notified of all changes to assigned WCD/cellular telephones; and
- The individual to whom a WCD/cellular telephone is assigned is responsible for safeguarding the equipment and controlling its use. Employees are expected to avoid the use of the equipment under any circumstances where such use might create or appear to create a hazard.

### Criteria for Determining Need

A WCD/cellular telephone service may be acquired for an employee where communications needs cannot be met with other available alternatives such as a paging device, a radio, or standard telephone equipment and funding is available to support the acquisition. Examples of conditions under which WCD/cellular telephone devices and service may be obtained include the following:

- A WCD/cellular telephone may be needed for employees whose job includes responsibility for protecting the physical safety of the general public and/or responding to environmental emergencies;

- A WCD/cellular telephone may be needed for on-call personnel required to respond to critical system failures or service disruptions;
- A WCD/cellular telephone may be needed for additional protection for the employee in potentially hazardous working conditions and/or isolated areas;
- A WCD/cellular telephone may be needed for an employee that is expected to do business while commuting and moving from appointment to appointment and/or has frequent travel;
- A WCD/cellular telephone may be needed for an employee who cannot adequately meet communications needs with other available alternatives such as a paging device or a radio;

The Vice President, Dean, or Associate Provost will determine need and whether the device should be issued full-time to an individual employee for exclusive use, or be maintained as a part of a shared pool where the device can be used by several employees on an as needed basis. The Vice President, Dean, or Associate Provost will not delegate this responsibility to other personnel. An appropriate airtime package that meets these needs should be selected from an approved contract.

Once approval is granted, monthly billing is to be reviewed by the designated Telephone Services Representative of the unit to ensure that the appropriate airtime bundle (minutes per month) has been selected and that no unauthorized additional charges were incurred (i.e. calls, text messaging, downloads, etc.). If the WCD/cellular phone is used in an unauthorized manner, the Vice President, Dean, or Associate Provost will take any appropriate disciplinary actions including revocation of the WCD/Cellular telephone, and if required, collect the cost of unauthorized use from the employee. The Vice President, Dean, or Associate Provost is also required to annually review and approve the continued use of wireless or mobile devices. This approval is part of an annual inventory coordinated each year by Telephone Services.

### **Personal Usage**

University approved WCD/cellular telephones are PRIMARILY for official business use. While incidental personal use is reasonable in order to prevent the employee from carrying two devices, this use should not result in additional charges to the University. If a situation arises that requires extensive or extended use of the WCD/cellular telephone for personal calls, the staff member is to notify their Vice President, Dean, or Associate Provost and reimburse the University for those calls that create additional charges. Reimbursement under such circumstances will be submitted to the departmental Telephone Services Representative along with a copy of the phone bill indicating the additional cost due to such circumstances. Such reimbursement should be deposited in the Bursar's Office with an appropriate deposit transmittal form. A copy of this documentation should remain in the user department's files.

### **Ordering and Payment Administration**

The following ordering and payment processing options shall be used for all WCDs/cellular telephones issued for positions meeting the requisite criteria.

#### **a) Ordering WCD/Cellular Telephones and Service**

The unit Telephone Representative initiates a request for a WCD and/or service. That request is forwarded to the department/division head and then to the appropriate Vice President, Dean, or Associate Provost for approval. Once approved, an authorization number is assigned and is required for the initial purchase request and on all payment requests including check requests and P-Card statements.

After an authorization number is assigned, a purchase request for WCD/cellular telephone device and/or services should be submitted to the Procurement Office. Wireless devices and services are available under statewide contracts with carriers as noted on the Georgia Technology Authority website for wireless communication contracts. Devices/services may also be obtained from carriers having contracts directly with the University or the University System. If carriers under statewide or University or University System contract cannot provide required service, a waiver may be requested from the Procurement Office. Documentation of the need for the waiver must be provided. Any contracts signed by an unauthorized employee are in effect, **personal obligations** of the employee.

Upon discontinuation of WCD/cellular service, the equipment should be forwarded to Telephone Services/Office of the CIO and the unit telephone representative will enter the appropriate annotations in the WCD System to update the inventory of wireless devices. Telephone Services will then forward the equipment to Property Control.

**b) Reimbursement for University Usage on Personal Service Plans and Devices**

Reimbursement to employees for business related communications made using minutes or measured service of a service plan will be reimbursed in proportion to the percentage of business use as outlined below:

- Business related communications which are less than 25% of the total usage of the service plan will not be reimbursed.
- Business related communications which are 26%-75% of the total usage of the plan will be reimbursed on a pro-rata basis. The percentage of business use will be applied to the monthly service charge applicable to the rate plan as printed on the vendor's bill (excluding usage charges, local air or data charges, long distance charges, roaming charges, surcharges, fees, taxes, and other miscellaneous charges).
- Business related communications which are in excess of 75% of the total usage of the service plan will not be reimbursed. If business use of a personal device routinely exceeds 75%, such use should be reviewed to determine if the employee's communication needs meet the criteria for a University issued device.

Reimbursements shall be processed on a check request and must include a copy of the service provider statement/invoice and a signed statement by the employee certifying that all calls for which the employee requests reimbursement were for official University purposes.

**Right to Monitor Communications and Open Records**

The University reserves the right to investigate, retrieve and read any communication or data composed, transmitted or received through voice services, online connections and/or stored on its servers and/or property, without further notice to employees, to the maximum extent permissible by law. Express notice to employees stating that there is no right to privacy for any use of University telecommunications equipment and services should be included in the approval form granting access to University WCDs/cellular telephones and/or services.

## **1.2 University of Georgia Long Distance Telephone Usage**

### **General Guidelines**

It is the policy of the University that the use of its long distance telephone services is limited to official University business. Personal use is prohibited. State law precludes University employees from using State resources for personal gain or benefit.

### **Unofficial Calls**

Long distance calls other than those of an official University business nature are to be charged to home telephones or personal telephone calling cards. If in exceptional circumstances, unauthorized long distance calls are made using University telephone services, the employee must reimburse the University as follows:

- The employee shall notify the departmental Telephone Services Representative so that unofficial long distance calls are identified;
- The Telephone Services Representative will collect the reimbursement from the employee for the cost of all unofficial long distance calls;
- The Telephone Services Representative will complete a deposit transmittal form and submit the deposit to the Bursar's Office to record as a reimbursement to the account number used to pay telephone service charges.

If an employee has terminated employment with the University, the Telephone Services Representative may have an invoice issued to the former employee through the Accounts Receivable Department or reimbursement may be withheld from the employee's final paycheck.

Telephone Services Representatives should notify their department or division head if University employees routinely make personal long-distance phone calls using University telephone services. Department or Division heads shall inform the employee of University policy and take disciplinary action if appropriate.

### **Right to Monitor Communications and Open Records**

The University reserves the right to investigate, retrieve and read any communication or data composed, transmitted or received through voice services, online connections and/or stored on its servers and/or property, without further notice to employees, to the maximum extent permissible by law. Express notice to employees stating that there is no right to privacy for any use of University telecommunications equipment and services should be included in the GIST Card request form granting access to telecommunications equipment and/or services.

## **1.3 Home/Off Campus Internet Access**

### **General Guidelines**

It is the responsibility of the University of Georgia to implement procedures to effectively use and monitor internet access which is not provided by the University's computing infrastructure. For the purposes of this policy, home or off campus internet access is defined as connectivity to a private residence or location which is not funded by the University or its affiliates. In those instances where the duties and responsibilities of a faculty or staff member require home or off campus internet service as a job requirement and the use of such internet service is for business purposes, the cost of internet service may be authorized and paid for directly by the University. If faculty or staff use home or off campus internet services for both personal and business use, a partial reimbursement to the faculty or staff member, may be authorized and paid for by the University.

### **Guidelines for Acquisition and Use**

Various University offices will assist as a resource to determine and monitor the necessity for home or off campus internet access or partial reimbursement to employees for such access costs.

- The cognizant Vice President, Dean, or Associate Provost shall determine if home/off campus internet access or partial reimbursement of internet access costs is necessary for a faculty or staff member to perform his or her duties.
- Telephone Services/Office of the CIO will maintain the approval justification for each instance where internet access to be paid directly by the University is approved;
- Telephone Services/Office of the CIO will maintain an inventory of approvals for access;
- The Controller's Division will maintain procedures for processing direct payment to vendors and partial reimbursements to faculty and staff for home/off campus internet access costs.

The inventory of approved internet access to be paid directly by the University shall document the faculty or staff member's name and address, the internet service provider, the justification for access, and the authorized uses of such access. Such inventory must be kept current and made available for inspection by authorized offices or agencies.

### **Criteria for Determining Need**

The Vice President, Dean, or Associate Provost may approve home/off campus internet access for an employee for such access cost in those instances where the duties and responsibilities of a faculty or staff member warrant University provided access.

The unit Telephone Representative initiates a request for home internet service. That request is forwarded to the department/division head and then to the appropriate Vice President, Dean, or Associate Provost for approval. Once approved, an authorization number is assigned and is required for the initial purchase and on all payment requests including check requests and P-Card statements. All contractual agreements with Internet Service Providers must be reviewed by the Procurement Office to review conformity with state contract guidelines. Any contracts signed by an unauthorized employee or signed without review by the Procurement Office are in effect, **personal obligations** of the employee.

If a Vice President, Dean, or Associate Provost or designee(s) identifies circumstances where internet service or partial reimbursement is paid with University funds and is unauthorized and is not related to

business purposes, the Vice President, Dean, or Associate Provost will collect the appropriate amount from the employee and if appropriate, take disciplinary action(s). The Vice President, Dean, or Associate Provost is also required to annually review and approve the home/off campus internet access cost. This approval is part of an annual inventory coordinated each year by Telephone Services/Office of the CIO.

### **Reimbursement Procedures**

Reimbursement to employees for business related communications via home or off campus internet access will be for 50% of the monthly access fee (excluding taxes and other charges) or \$20 per month, whichever is less.

Reimbursements shall be processed on a check request and must include a copy of the service provider statement/invoice and a statement signed by the employee certifying that the reimbursement request is for internet usage for official University business purposes.

### **Right to Monitor Communications and Open Records**

The University reserves the right to investigate, retrieve and read any communication or data composed, transmitted or received through voice services, online connections and/or stored on its servers and/or property, without further notice to employees, to the maximum extent permissible by law. Express notice to employees stating that there is no right to privacy for any use of University telecommunications equipment and services or personal telecommunications equipment and services used for University business purposes, should be included in the approval form granting reimbursement to a faculty or staff member.