

# **UWL MOBILE PHONE POLICY 2018**

## **IT SERVICES**

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Responsibility of:	
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## Contents

1.	Introduction	Page 3
2.	Policy	Page 4
3.	Employee owned mobile phones	Page 6
4.	Call monitoring & Personal use of UWL Mobile phones	Page 6
5.	Loss or theft	Page 6
6.	Health & Safety	Page 7
7.	Best Practice	Page 8
8.	Travelling abroad	Page 8
9.	Text Messaging	Page 9

# 1. Introduction

## 1.1 Purpose of Document

The purpose of this document is to set standards which will regulate the use of mobile phones, Smartphones and 3G/4G/5G enabled devices within the University where those devices have been provided by UWL for identified business needs.

## 1.2 Scope

All UWL employees (permanent, temporary and contractors) using a mobile phone provided by UWL.

Specifically the following areas are governed by this policy document:-

- ④ Eligibility for allocation of a UWL mobile phone
- ④ Ownership of UWL mobile phones, Smartphones and 3G/4G/5G enabled devices.
- ④ Management Responsibilities
- ④ Rules of usage and best practice
- ④ Fleet Usage

## 2. Policy

- 2.1. UWL only provides a mobile phones, smartphones or 3G/4G/5G enabled devices if there is an essential business need specific to the individual role.
- 2.2. All mobile handsets and accessory purchases must be made via the IT Service Desk by completion of a **Mobile Phone Request Form** and will only be accepted if the form is correctly completed and are signed by the agreed signatures.
- 2.3. The local Cost Centre Manager or line manager is responsible for regularly reviewing the ongoing necessity for UWL providing a mobile phone to any individual job role within his/her own team. UWL reserves the right to withdraw mobiles if they are not being used in conformance with this policy.
- 2.4. The Cost Centre Manager or line manager is responsible for providing all data relating to the user of the mobile phone whenever any relevant details are changed and this must be logged via the IT Service Desk who will liaise with provider (Tangoe Communications) to make the change.
- 2.5. When a mobile phone user changes job, their new Cost Centre Manager must re-authorise their phone if it is business essential for the new job role. (They will retain the existing number). All details relating to the change of cost centre must be notified and logged with the IT Service Desk who will liaise with provider (Tangoe Communications) prior to the new user taking ownership of the mobile. If no details are supplied the mobile will remain being charged to the old cost centre and the cost centre will carry the costs until the next billing period.
- 2.6. If the mobile phone is not required for their new job it will be passed to their successor in their old job retaining the existing number. All details relating to the change of user must be notified to IT Service Desk who will liaise with provider (Tangoe Communications) to make the changes on the Wireless Expense Manager (WEM) system prior to the new user taking ownership of that mobile/smartphone and or 3G/4G/5G enabled device.
- 2.7. All associated costs (i.e. Purchase, accessories, fitting, repair, line rental, call charges etc.) will be borne by the appropriate cost centre.
- 2.8. All Users and their Managers must be aware that the usage will be monitored on an on-going basis through Wireless Expense Manager (WEM) service.
- 2.9. The Cost Centre Manager or line manager is responsible for the collection of the mobile phone and accessories in accordance with the HR leavers' policy. If the mobile is to be re-allocated to a Users successor then point 2.6 above is to be followed. If the mobile is not to be re-issued then it should be returned for re-allocation to IT Service Desk, Room PE.04.013, St Mary's Road, 4<sup>th</sup> Floor, Peter John Building as soon as the device and any accessories have been collected from the leaver.
- 2.10. All cost centres not recovering the mobile handset and any accessories when an employee leaves will be charged the full replacement cost.
- 2.11. All mobile phones will be set up with bars placed on the following (not limited to) WAP and premium rate numbers. Authorisation will be required to lift any bars as per point 2.2 above.
- 2.12. Only UWL approved Cellular Service equipment and accessories are to be purchased from the UWL IT Services ONLY.
- 2.13. All mobile phones/smartphones where applicable will be set up with the eduroam wifi and UWL email services.

- 2.14. UWL will not be held responsible for any legal action taken against the user for non-business related messages
- 2.15. Do not send any UWL sensitive information or make any written commitments to clients or suppliers in business related emails, SMS messages or voice calls.**

### **3. Employee Owned Mobile Phones**

UWL will not reimburse the costs of acquisition, rental and maintenance. Call costs for a private mobile phone used for business purposes may be reimbursed only with the agreement of the Director of Finance.

### **4. Call Monitoring and Personal Use of UWL Mobile Phones**

Employees are permitted to make and receive personal calls on UWL mobile phones.

Access will be given to each mobile user via 'Wireless Expense Manager' to make personal call submissions. Users MUST complete the personal usage declarations each month.

- Ⓜ Failure to complete the declaration is a disciplinary matter
- Ⓜ Incorrect submissions are a disciplinary matter
- Ⓜ All users personal call submissions will be available to their manager for inspection

Personal calls will be deducted from the user's salary through Payroll. For reference, the standard tariffs of calls are as follows: (VAT?)

<b>Call Description</b>	<b>Tariff</b>
UWL mobile to other Vodafone mobile	3.0 pence per minute
UWL mobile to other network mobile	9.4 pence per minute
UWL mobile to standard rate UK landline	2.7 pence per minute
UWL mobile text message to other mobile	3.5 pence per text

### **5. Loss or Theft**

In the case of loss or theft of a mobile phone or accessories, the appropriate cost of a replacement phone will be charged to the Cost Centre it was registered to.

If any one employee loses more than two mobiles within any two-year period UWL reserves the right to charge the employee for the full replacement cost of the third handset.

In the event of the theft or loss, the mobile phone user MUST report the theft or loss to UWL Security and IT Services immediately and request for a two-way bar to be activated. The mobile phone User is responsible for all calls made until the theft or loss is reported

In the event of theft the user must report the incident to the local police and obtain incident number and or a copy of the report.

## 6. Health & Safety

The Department for Transport has warned that companies should issue clear guidance about the use of mobile phones and ensure that users are fully aware of the circumstances.

In particular the following points should be noted:

- Ⓜ That it is illegal to use a hand-held mobile phone when driving.
- Ⓜ To keep any mobile phone switched off when driving and use voicemail, a message service or call diversion so that messages can be left when the phone is switched off.
- Ⓜ That a mobile phone should only be used after the driver has stopped in a safe place. (Never stop on the hard shoulder of a motorway except in an emergency).
- Ⓜ Avoid taking calls on a hands-free phone. But if the driver must, they should say that they are driving and end the conversation quickly.
- Ⓜ Drivers may use a mobile phone when driving to call for assistance in an emergency. (On a motorway it is best to use a roadside emergency telephone, as the emergency services will be able to locate you easily).

### Driving and the Use of Mobile Phones

UWL accepts that driving on UWL business is a demanding and responsible task requiring 100% of the drivers' attention at all times. However, any form of distraction is likely to increase the risk of the driver being involved in a road traffic accident. Therefore, mobile phones should be diverted to the appropriate messaging service whilst you are driving and drivers should interrogate their voicemails when the car is not being driven.

**UWL DOES NOT APPROVE ANY USE OF MOBILE PHONES WHILST DRIVING. THIS INCLUDES MAKING AND RECEIVING CALLS AND TEXT MESSAGES EVEN IF YOU HAVE A CAR KIT. – DO NOT MAKE OR RECEIVE CALLS WHILST DRIVING.**

The Highway Code specifically advises against the use of a hand-held telephone whilst driving and against the use of a hands-free microphone as it will take your mind off the road. Recent court cases show police have successfully prosecuted drivers for dangerous driving, careless driving or failure to exercise proper control of a vehicle that has arisen from the use of a mobile phone whether hand-held, hands-free or in some circumstances in a fixed car kit. Drivers are legally obligated to have proper control of their vehicle at all times. The existing maximum penalty for unsafe driving can be an unlimited fine, up to two years in prison, between 3-9 penalty points, a discretionary disqualification and extended re-test.

**IF YOU ARE DISQUALIFIED FROM DRIVING YOUR JOB AND POSITION WITHIN UWL MAY BE AFFECTED.**

## **7. Best Practices**

While we make every effort to reduce our mobile tariffs, calling from a mobile phone remains more expensive than from a UWL desk phone. The following guidelines should help you to minimise your mobile calling costs

Do not use your mobile phone to make call while a UWL desk phone is available. The desk phone tariff is much cheaper

If you make a call from your mobile to another UWL colleague, and your colleague is on a UWL site, ask your colleague to call you back

Do not use your mobile to call into potentially lengthy conference calls.

Do not dial premium rate numbers, e.g. 09xx xxxxxxx

Avoid calling international numbers as these carry a significant premium

Do not use your mobile to call chat lines, sports results lines and other 'entertainment' lines under any circumstances

When in a hotel, use a UWL Mobile Phone, in preference to the hotel phone to make calls

Do not use your mobile phone as a data device, e.g. as a modem connected to a laptop. If you are regularly travelling or off site and need a data card, please submit a request to your Line Manager for a data card.

## **8. Travelling Abroad**

Some UWL mobiles have 'roaming' enabled meaning that they will make and receive calls while abroad. If roaming is enabled when you travel abroad you have the ability to choose which network to operate on. Your phone has a default setting that enables it to select the most appropriate network based on agreements with UWL's network service provider and radio signal quality. It will constantly monitor these factors and will change networks when appropriate. You do not need to change any network settings.

If you do not currently have roaming enabled but you believe that you may have a requirement for this please contact the IT Service Desk.

Care must be taken when roaming to avoid high call costs. When you are roaming you pay for any calls that you receive as well as for calls that you make.

Roaming call costs, for both 'made calls' and 'received calls' are very expensive and best practice tips (see above) should be followed to avoid high bills.

Text messaging is more expensive when roaming and usage should be kept to a minimum.

## **9. Text Messaging**

Text messaging is an effective and efficient method of communication and is permitted via a UWL mobile phone, subject to similar limitations to voice calls. Users should be aware that each text message sent carries a cost and should, therefore, it should not be used as a 'chat medium'.

It is an unavoidable fact that the SMS text messaging service is used to propagate 'spam', i.e. junk and unsolicited messages. Although receiving these messages does not incur a charge, they often ask you to make a phone call, normally to a premium rate number, to claim a prize etc... This type of message should be recognised as spam and deleted immediately. Do not respond or reply to these messages.

The media often offer mobile users a text message reply service to allow us to respond to advertising, surveys, competitions, voting, events etc... These reply services always carry a premium cost, in addition to the normal text fee, and should not be used. Text message usage is monitored in the same way as voice calls.