

FROSTBURG STATE UNIVERSITY'S POLICIES AND PROCEDURES FOR
CELLULAR TELEPHONES AND SERVICES

Purpose:

The Department of Budget & Management (DBM), Telecommunications Division has issued this revised statement of policies and procedures pertaining to the acquisition, assignment and use of cellular telephone equipment and services by units of the University government. (Section 3-702 of the University Finance and Procurement Article).

The Secretary or Head of an Independent Agency is the approving authority for cellular service. The Department of Budget and Management has the obligation to maintain contracts with cellular providers from which agencies can obtain service. At their choosing, the Secretary or Head of an Independent Agency may appoint a designee(s) to manage cellular services.

Each agency is requested to establish agency specific policies and guidelines using this document as a guideline.

Questions regarding this policy or its requirements should be directed to DBM at (410) 767-4640, Ms. Myrna Williams. An electronic copy of this policy can also be obtained on our web site: www.dbm.maryland.gov.

Assignment of Cellular Telephones:

Cellular telephones shall be assigned for business needs only. Typical business needs are employees that are mobile for most of a work period; respond to emergencies, responsible for restoration of services, integral to the University's decision process, or manage constituent services.

- The University is responsible for establishing and maintaining an accurate inventory of cellular assets and accessories within the statewide cellular inventory application.
- The inventory should identify to whom and when the assets were assigned. Typical assets and accessories are the cellular/wireless instrument, chargers, spare batteries, carrying cases and vehicle mounting hardware.

Use of Cellular Telephones:

- As is the case with all University assets, the University provided cellular service is to be used only for official University business.
- It is expected that there will be occasions when a University issued cellular telephone is used for personal calls. In those instances the employee is expected to reimburse the University for the costs incurred for those calls. The University is expected to establish a specific method for reimbursement.
- When a cellular service is no longer required, the service should be terminated as soon as possible within the scope of the contract with the service provider.
- The University, when plausible, will establish a pool of cellular telephones to be distributed on a temporary basis. This pool of cellular telephones could be used to address short-term extemporaneous requirements. Distribution to employees should be on an as-needed basis, thereby reducing the need for permanent assignment of these devices to individuals. A University issued long distance calling card may be a more cost efficient way to communicate in these situations. The University can perform a cost benefit analysis to determine if telephone credit cards or temporary use cellular telephones are the most effective.

Request for Cellular Telephone Equipment and Services:

- The University President or appropriate Vice-President must approve all requests for cellular telephones and services originating from any individual under their supervision.
- The University is to include requests for cellular telephones in their annual budget submissions to the Department of Budget & Management.
- Cellular telephone equipment, service and maintenance shall be acquired using the open contracts for cellular telephone equipment, service and maintenance established by the Department of Budget and Management, whenever possible and feasible.

Agency's Responsibility:

- The University is responsible for assuring that employees within their organizational authority are aware of the provisions of this policy and that compliance by the employee is expected. Employees should be notified that inappropriate use of cellular service might result in disciplinary action. It is each agency's responsibility to enforce and manage this policy.
- The University, unless stated differently in the contract with the vendor, is responsible for the replacement of lost, stolen or damaged equipment.

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- It is the responsibility of the University designee to maintain a master listing of all cellular telephones and ancillary devices issued by them. This master listing should indicate the users name, location, and cellular phone number. Each month, when billings are received from the vendor, the designee will review the bill for any discrepancies. Discrepancies will be resolved with the vendor by the designee. As part of the monthly review, the Department Head shall be responsible for identifying any personal calls. They also have the responsibility for collecting reimbursement for calls identified as personal, from the assigned cellular telephone user in accordance with the University's procedures.

Employee Responsibility:

- University employees have an obligation to use their cellular telephones and services in a responsible, informed and safe manner; conforming to network etiquette, customs, courtesies, safety practices and any or all applicable laws or regulations.
- Employees using cellular telephones are responsible for securing them at all times. All losses shall be reported to the University designee immediately.
- Employees may be held liable for lost, stolen or damaged, University-owned cellular telephone equipment.
- Employees are responsible for payments to the University for the costs incurred on University owned cellular phones as a result of personal calls. Employees should avoid "operator assisted" calls such as person-to-person, credit card calls, directory assistance (411) or any other calls requiring the services of an operator, while using a University provided cellular telephone.

Wireless Phone Safety Tips:

- Employees should use extra caution while driving a vehicle and using a cellular telephone, and are encouraged to safely move their vehicle from the traveled portion of the roadway when using the cellular telephone, whenever practicable.
- When using your wireless phone behind the wheel of a car, practice good common sense and remember the following tips:
 1. Get to know your wireless phone and its features such as dial and redial.
 2. Whenever available, use a hands free device.
 3. Position your wireless phone within easy reach.
 4. Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
 5. Do not take notes or look up phone numbers while driving.
 6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
 7. Use your wireless phone to call for help. Dial 911 or other local emergency numbers in the case of fire, traffic accident or medical emergencies. Such calls are a free call on your wireless phone.
 8. Use your wireless phone to help others in emergencies.

The Telecom Wireless Services Division Of the Department of Budget & Management and/or contract auditors will conduct random reviews of cellular telephone usage and charges to verify the recommended cellular telephone policy and procedures guidelines are being followed. Any anomalies discovered during this review will be brought to the attention of the University's designee for cellular service. Use of a University-owned cellular telephone is a privilege that may be revoked at any time for inappropriate conduct. Any abuse of this policy may result in revocation of cellular access, notification to agency management, and disciplinary action.

ATTACHMENT A
CELLULAR TELEPHONE ASSIGNMENT

The following described Cellular Telephone Equipment is being issued to:

Agency: Frostburg State University

User's Name: _____

Location: _____

Telephone No.: _____

Equipment Manufacturer Name/Model: _____

Equipment Serial Number (ESN): _____

Vendor: _____ Account #: _____

I _____, agree to assume full responsibility for the use and maintenance of this cellular equipment and agree to promptly reimburse Frostburg State University for any billing of personal calls, which may be incurred through the use of this equipment.

I understand that if this equipment is lost, damaged or stolen, I may be personally responsible to reimburse the University for the cost of the replacement of the equipment.

I understand that I may be legally responsible for any liability associated with the use of the assigned cellular telephone. I have received a copy of the University's Policy and Procedures pertaining to cellular phone usage and I understand I must follow those policies and procedures and that a failure to do so may result in revocation of the privilege of using assigned University cellular equipment and services.

Signature of End User

Date _____

Department Chair/Head

Date _____

College Dean

Date _____

Provost/Vice-President

Date _____

11-05-03