

Mobile Device Policy Frequently Asked Questions

Last updated: November 30, 2012

1. I have read the policy but can you summarize the three options available to employees who have mobile communications needs?

1) University-provided mobile device,

or

2) \$30 monthly stipend to offset cell, data plans, internet, etc.,

or

3) Submit an expense report for any business costs incurred beyond existing monthly plan; however:

a) Employees cannot allocate a portion of their regular monthly costs as a business expense

b) If regular monthly plan includes a necessary business component, employee should apply for the stipend (#2 above)

2. Why is Notre Dame implementing this new mobile policy now?

Most people around the world now have personal cellular services. As a result, many businesses, government organizations and universities are no longer providing employees with full coverage for cellular services, home Internet services or mobile devices.

3. What if I use my mobile device for university business?

From time to time, University employees may incur costs associated with their personal mobile devices that result in costs to them that are beyond what they would normally pay for their personal service. In those cases, employees may submit documentation of the costs and seek reimbursement through TravelND (e.g., if you participate in several calls that result in you exceeding the numbers of minutes in your plan or if you travel overseas and

need to have a brief international plan activated). Employees should attempt to keep costs reasonable when these additional expenses must be incurred.

4. Will the University purchase new mobile devices for employees?

No. Individuals who have not been authorized a University-provided mobile device will be responsible for choosing their own mobile service plans and devices.

5. Can I get assistance as I purchase a new mobile device and service plan?

Yes. If you currently have a mobile device on a university-funded service plan and are transitioning to a personal plan, please contact Denise Hock (1-8100) of the OIT and she will work with you to help you terminate your existing contract and find a new contract that meets your needs.

6. Will I get any discounts from local providers?

Each vendor offers a variety of plans. Local mobile service providers are aware that Notre Dame is making this change and they are ready to help you select a device and plan that meet your needs. When you discuss your needs with each vendor, be certain that they know that you are a Notre Dame employee so you receive all discounts that you are eligible for.

7. Am I eligible for the University's mobile device stipend program?

If you meet certain criteria as outlined by the new policy guidelines, you may be approved to receive a mobile services stipend. Approval will be at the Vice President or Dean level.

8. Am I eligible to have a University-provided mobile device and service plan?

Individuals will only receive a University-provided mobile device and service plan in extraordinary circumstances and participation in these plans must be approved by the Executive Vice President or Provost.

9. Can I keep the University-provided mobile device if I currently have one?

Please check with your supervisor, but in most cases, you will be able to keep the device

10. I have a University provided phone. What is the process for replacement of my mobile device? Upgrade of my device? Repair of a damaged device? Purchase of accessories for my device?

Contact Denise Hock (1-8100) about any kind of mobile device replacement, upgrade or damaged device.

Replacement: Replacement device must be purchased at a discounted price as part of a contract renewal. If the contract is not up for renewal, a replacement device cannot be purchased. A newer model device can be purchased (e.g., an iPhone 5 from an iPhone 4S), but only as part of a contract renewal.

Upgrade: A newer model device cannot be purchased with University funds unless purchased at a discounted price as part of a contract renewal. If the contract is not up for renewal, an upgraded device cannot be purchased.

Damaged: A damaged device can be taken to a local store for repair and paid for by the employee. The cost of the repair is eligible for reimbursement through normal travel and expense procedures. Communications Services (POC Denise Hock 1-8100) can help with those repairs beyond the scope of a local cell phone provider (e.g., Verizon, AT&T) store. In the event the device is damaged and the contract is eligible for two year renewal, Denise Hock can facilitate renewing the contract and ordering the new device.

Accessories: If a user has a legitimate need for accessories (e.g., headsets, travel case, additional plugs) and their appropriate supervisor /manager approves, the user can purchase those accessories and expense them through normal travel and expense procedures.

11. Can I keep the phone number assigned to my University-provided mobile device?

Please check with your new service provider, but in most cases, you will be able to port your current phone number to your new device and service provider.

12. If I have been approved for the stipend program, why is the stipend set at \$30 when most plans are far more expensive than that?

The \$30 stipend was not intended to be a reimbursement of all monthly costs pertaining to use of your cell phone. The University is recognizing there is a

personal use component by every user. Rather, the \$30 is representative of the business use component including partial coverage for features such as texting, e-mail and Internet access.

13. Why is there only one \$30 stipend? I have a business communications need that includes both cell phone and internet. Why can't I get a second stipend for my home internet plan?

Most employees have high speed internet connection at home and use that arrangement to communicate with campus and colleagues. In the event of travel away from home, an employee required to communicate with campus and colleagues can claim reimbursement for any additional expense incurred due to business communications needs during that trip.

14. When will this policy go into effect?

The policy went into effect on August 1, 2012.

15. Where can I find the written policy?

The policy is available at <http://policy.nd.edu/repository.shtml>.

16. What if I have a contract that comes up for renewal in early August, and it is determined I don't qualify for a University owned cell phone, do I have to disconnect anyway?

Yes. The program will be implemented on August 1, 2012. Any disconnect fees will be paid for by the University.

17. Who will be responsible for contract termination or disconnection fees?

When you move from a University mobile services contract to a personal mobile services contract, the University will pay any fees associated with early termination of a contract. After you have established a personal mobile services contract, you will be responsible for all costs associated with your service.

18. If my department has it in our budget to pay for my cell phone do I still need to give up my University-provided cell phone?

Yes. This cell phone policy is being implemented as part of the Advancing our Vision (AOV) initiative, and represents an opportunity for the University to utilize savings to pursue strategic goals.