



Royal Holloway University of London

Mobile Phone Policy

Document Id	Mobile Phone Policy
Sponsor	Laura Gibbs
Author	Nigel Rata
Date	5/10/2010

Version Control Log

Version	Date	Change
1.0	05/10/10	Initial draft for review
1.1	13/3/11	Updated from comments from ITUAG 19/10/10

Document Approval

Name	Approval Date
Laura Gibbs	October 2010
ITUAG	October 2010

Introduction

This policy governs the use of all mobile telephony equipment, including mobile handsets, SIM cards, SmartPhones and Personal Digital Assistants (PDAs), and mobile broadband equipment supplied by IT Services at RHUL.

Such devices should only be issued to members of staff directly employed by RHUL. Other types of user, including students, temporary staff, visitors, associates and third-party contractors are not eligible to receive a RHUL-sponsored mobile device.

Prices quoted in this document are correct at the time of writing, exclude VAT, and may vary. Up to date pricing information can be obtained from ITServicesdesk@rhul.ac.uk.

Contract and procurement

The contract and procurement section of this policy is detailed in Appendix A as this information related to contract management and not related to the policy. The appendix is attached to the policy document to ensure simpler referencing in the future.

Mobile handsets are procured on behalf of named individuals by IT Services. The member of staff's department is responsible for paying any cost associated with the device and all the charges (voice, data or otherwise) incurred by that user for the duration of the contract. Requests for equipment and airtime connections will only be accepted with a valid internal cost code. IT can provide, on request, information which outlines the minimum total cost of ownership¹ that a department will be committed to over the life of the contract. To request information or a telephone handset please e-mail ITservicedesk@rhul.ac.uk.

Usage

Mobile equipment issued by the RHUL should only be used for work-related communications. Please note: Mobile devices are supplied to staff for work-related use only.

¹ Please note: It is only possible to calculate the minimum cost as calls made/data used will affect the final total cost of ownership.

Members of staff who have a mobile device will be held responsible for the handset and all calls made and other charges incurred. It is therefore essential that devices must be kept secure at all times and use by anyone other than the named individual is at the staff member's risk.

Devices should not be re-allocated to others without first notifying IT Services obtaining permission from the department responsible for paying for the device/airtime contract.

Staff are responsible for ensuring that usage does not contravene the contract terms and conditions of use or the RHUL conditions of use of IT facilities. Copies of these are available separately, upon request, from IT Services. In particular, individuals are reminded that data stored on mobile devices is bound by the same legislation (Data Protection Act 1998, Freedom of Information Act 2000, Regulation of Investigatory Powers Act 2000) as data stored on other RHUL systems and computers.

Handsets that are lost or stolen must be reported immediately to the ITServiceDesk@rhul.ac.uk or 01784 414321 so that the handset can be deactivated. If this is not possible (i.e. outside working hours):

If your phone has been lost or stolen please see Appendix A on how to contact the contract provider. Staff members should contact the IT Service Desk as soon as possible to ensure we can help with reporting the phone as missing and also assist in providing an alternative if this is possible.

It is strongly recommended that users keep a separate note of their handset's IMEI number, which will need to be provided to the operator in order to deactivate the handset. This number can be obtained by following the instructions that came with the handset or by contacting IT Services. Please note: In most cases, users can input the following key sequence into their phone in order to display the handset's IMEI number: *#06#

Handsets remain the property of RHUL at all times and must be surrendered when a member of staff leaves RHUL or on demand by the head of department/IT Services.

Under normal circumstances, handsets supplied would be expected to last the duration of the contract. Upgrades may be available during the contract term but would incur additional cost and a case should be made to the relevant department to support an upgrade. In all cases, the 'old' handset must be returned with the SIM card to IT Service.

No other contracts for mobile telephony goods and services should be entered into without having received the prior permission from the RHUL Procurement Manager.

Types of handset and indicative charges

Handsets are provided according to need. Users requirements for a mobile telephone typically fall into two broad categories (the pricing in this section, although based on the current contract, will be indicative and updated as appropriate):

Basic mobile voice user – a standard specification voice and text enabled mobile phone will be provided. Typically, the handset is £50. The device is connected to the standard airtime contract. Monthly rental is £12 per month.

Mobile voice user who requires mobile email use – this would be for users who make voice calls but also require access to e-mail, the ability to access the Internet, and/or need to synchronise their mobile device with their Outlook calendar, for example. Please note: RHUL supports Microsoft's ActiveSync technology which allows email sent to the user's RHUL Exchange email account, calendar and contact information to be synchronized UPDATE with the mobile device. In many cases Email can be delivered straight to the mobile device using "Push" technology. Users in this category would typically be connected with a voice and data tariff at ~£21 per month. This would allow for up to 500Mb of data (UK only) usage per month. Devices would typically cost between £100-300 and departments/divisions will be liable for the cost of the handset. RHUL offer 3 types of handset in this category – Blackberry, Iphone and HTC Android Handsets.

Apple iPhone –the purchase price of the device is significantly higher than other mobile handsets (e.g. £400) for a 16Gb iPhone 3G; the iPhone tariff is ~£22.00 per month).

Mobile broadband – IT Services can supply mobile broadband typically via a USB dongle that can be plugged into a laptop computer or other device. The cost of this is £12 per month and includes 3Gb of data usage. Additional charges apply for use over this limit. IT Services are able to provide advice on the most suitable USB dongle/card for your laptop computer.

Phone handsets come with 12 month return to base warranty and RHUL IT Services will aim to supply a loan phones during the repair where possible.

International Use (Roaming)

The use of mobile devices on networks other than Vodafones UK network may incur substantial additional cost. These are listed in appendix B.

RHUL mobile devices will (whenever possible) be supplied with international and data roaming capability enabled. Members of staff should consider options for roaming – see below.

The use of SmartPhones with data roaming capability should be used abroad with extreme caution. This especially applies to the use of the Apple iPhone. As it is possible to incur substantial cost for international data roaming. It may be possible to find alternative ways of obtaining access to your email, e.g. by using a local wireless (WiFi) network rather than the mobile telephone network – we do offer additional bolt on packages to reduce the cost of roaming. See appendix B for details.

Mobile email

IT Services provide a number of solutions for accessing RHUL email on mobile devices.

The RHUL supported and preferred way of accessing email on mobile devices is by using Microsoft's "ActiveSync" technology. This allows email to be "pushed" directly to the mobile device without the user needed to specifically request new email. The technology also supports the synchronisation of contacts and calendar items with those held in the user's RHUL Exchange account.

IT Services also supports RIM-Blackberry devices for full mail and calendar synchronisation.

"On Net"

The contract provides a facility called "On Net" whereby mobile handsets belonging to the same organization and that have registered can make/receive calls at no call cost. Use of this feature is encouraged.

Porting of numbers

RHUL will aim to "port" telephone numbers from one mobile contract to another, including those that span different mobile operator where possible. Where a number has been ported to an RHUL sponsored contract/device, it will become and remain the property of RHUL.

Usage Monitoring

From time to time, RHUL or its chosen suppliers may monitor usage patterns to ensure that users are on the best possible tariffs and that RHUL is obtaining best value from its contract. In addition, RHUL IT Services will periodically check telephone bills for "out of character" or changed usage. This will enable IT to provide advice on packages or bolt-ons to the users bill to reduce cost e.g. extra text message allowance or increased data bundle.

Departments /budget holders will receive an electronic bill each month direct from IT Services, which will detail calls/texts made, and data downloaded. It is the responsibility of departments/budget holders to monitor the usage of mobile devices and regular checks of phone bills should be carried out. The cost

Issue 1.1

of each individuals bill will be debited from the cost code provided when the contract was started on a monthly basis.

Appendix A – Procurement and Contract

The RHUL mobile network operator is Vodafone/Yes Telecom. RHUL has entered into a contract with Vodafone/Yes Telecom to provide mobile handsets, SmartPhones, wireless airtime, text messaging and mobile data connectivity services (such as mobile broadband using USB dongles).

RHUL has negotiated a contract with Vodafone/Yes Telecom that provides monthly rental of approximately £20 including 500megabytes-1gigabyte per month (depending on handset type), 50 free text messages, free geographical calls and free call to other handsets on the contract. In addition all phones on the contract shares 3000 minutes monthly.

The RHUL contract with Vodafone/Yes Telecom runs until May 2012. At the end of the contract period, the contract will be re-negotiated and the management of handsets and number renewal/transfer would be managed by the IT department.

Contact Details for lost or stolen handsets:

If your phone has been lost or stolen please **contact VODAFONE straight away**, so that they can bar your SIM card to stop calls being made on the RHUL account – they can also apply an IMEI (serial number) block to stop anyone else from using your phone. Call **191** from another Vodafone mobile phone or **08700 700191** from a landline or **+44 7836 191 191** if you are abroad. If you recover your phone, you will need to contact Vodafone to unbar your SIM card. If you have asked for an IMEI block on the phone as well, this may take up to 48hours to clear.

Appendix B – the small print....

1. Calls to nominated landlines & company mobiles free for first 60mins, 10ppm after.
2. Calls UK landlines starting 01,02,03 (24 month) free for first 60min, 10ppm after.
3. Out of Bundle: Calls to Vodafone mobiles 10ppm, other networks 30ppm, National numbers 10ppm, Minimum Call Charge 3p.
4. UK Messaging: SMS @ 10p; MMS Picture @ 30.6p; Long Text @ 12.8p; MMS Video @ 51p; MMS Postcard @ 30.6p
5. UK International calls @ 12ppm to Europe/USA & Canada; 50ppm to Rest of World (min call charge 3p)
6. Roamed Calls @ Yes Telecom Vodafone World Rates see:
<http://www.abroad.vodafone.co.uk/business/price-change-2010/>.
7. Vodafone Passport is applied if European Roaming is not stipulated on the contract.: 64p connection charge for calls made or received in Europe, 75p outside Europe (includes calls between business mobiles). Each call comes out of any inclusive minutes. Vodafone Passport only applicable in certain countries.
8. Video calls @ 29.7ppm (preferred)/46.8ppm (other networks)
9. Remaining Voice minutes roll over 1 month.
10. Charges vary depending on country and roam network. Additional charges may apply.
11. Out of bundle UK data usage on Standard 500MB charged at £0.60/MB.
12. Data usage without a Bolt-on is charged at £1.50/MB in UK
13. Roaming Data Usage (without a Roaming bolt-on and out in excess of Roaming Bolt-On allowances) is charged up to £4.25 (Europe) / £12.75 (RoW) from midnight to midnight GMT with 25MB allowance and at £4.25 (Europe)/£12.75 (RoW) per 25MB over the initial 25MB allowance. "Up to" means the customer will pay £4.25 per MB in 1KB steps for the first MB and then get 24MB's for free in Europe and £4.25 per MB in 1KB steps for the first 3MB's and then get 22MB for free in RoW.
14. Out of bundle UK Messaging: SMS @ 10p.
15. Roaming bolt-ons: Fair usage applies. Out of bundle usage charged as above. Once added to a contract, the roaming bolt-on will remain active for the duration of the contract.
16. MMS are not inclusive in added value bundles & are charged at standard rates as published.
17. Call returns via Voicemail are charged out of bundle at standard mobile rate.