

Guidance for Supervisors Regarding Stipend or Departmentally-Assigned Cell Phones

Eligibility

To be eligible to receive a cell/data phone stipend, or a departmentally-assigned phone (one provided during work hours only), the use of a cell phone is either required to fulfill one's job duties, or the use of a cell phone is considered highly beneficial to the institution. The following criteria describe these types of personnel:

- **Key Personnel**
 - The employee is considered key personnel for emergency or safety purposes, *or*
 - Employee supports or is responsible for programs, services or systems that necessitate frequent and immediate communications throughout the day, after-hours or while away from the office on travel.

- **Technical Monitoring**
 - The employee is required to be available 24/7 to monitor essential systems, which may include receiving text messages from such systems upon outages or conditions outside of operating standards, *or*
 - The employee must be available immediately for service calls or trouble-shooting during the work day.

- **No other communication source**
 - The employee does not have access to other communication devices while on the job either because the employee has no assigned office and/or primary work location changes based on assignments, *or*
 - The employee is required to travel on a frequent basis and must maintain regular communication while in travel status (i.e., regularly travels 100 miles or more on a work assignment and is out of the office an average of at least one day per week), *or*
 - The employee performs the majority of his/her job duties "in the field", where business either cannot be conducted by a landline telephone or it would be inefficient to use a landline telephone.

Guidelines for Stipend Levels

If an employee is eligible for a stipend per one or more of the criteria listed above, use the following guidelines to help determine the appropriate stipend level:

4-Tier System (see also grid on page 4)

\$35 - Tier One: Individual is considered key personnel for emergency or safety purposes, *and* the average monthly volume of business calls is modest (less than 200 minutes per month), *and*

- the individual has no office, or has an office but spends much of their workday out of the office and needs to maintain phone access (note that at the

supervisor's discretion, this need may be met through an institutional phone provided only during shift work), *or*

- the individual must be available 24/7 to monitor essential systems

\$60 - Tier Two: Individual meets one or more of the eligibility requirements (see page 1), *and*

- is a medium-to-high volume user (averages more than 200 business minutes per month) because of frequent travel or other job-related reasons, *or*
- is expected to use fewer minutes per month, but job description indicates the availability of smart phone capabilities is either required or a cost-effective benefit to the institution because the individual frequently works out of their office, and needs to maintain immediate communication capabilities throughout the workday

\$85 - Tier Three: Individual meets one or more of the eligibility requirements (see page 1), *and*

- travels out of town on a frequent basis, and the job may require extensive use of text messaging, *or*
- the individual does not travel frequently, but unique job requirements necessitate frequent out-of-office access to cell phone, institutional email, calendar functions, and/or text messages.

\$110 - Tier Four: Individual travels extensively on a frequent basis (averages one or more complete days out of the office per week). The individual's job description also requires frequent out-of-office access to institutional email and calendar functions, and heavy phone use.

Guidelines for Departmentally-Assigned Cell Phones

Vice Presidents must approve departmentally-assigned cell phones, and assign responsibility for distributing the phone/s and for reviewing and auditing month service bills to the appropriate supervisor. The supervisor must obtain a completed [Departmental Cell Phone Employee Agreement Form](#) from each employee who has cell phone access, and return the completed forms to Human Resources.

Background Data

Because we have individuals currently purchasing plans from a variety of vendors, it's difficult to get aggregate data, but for the majority billed through AT&T, note the following:

- Only 3 exceeded an average of 450 minutes per month, and the highest monthly average was 530 minutes (all three are senior development officers); assuming that existing usage is a mixture of personal and business use, it appears very few individuals need more than the basic 450 minute/month plan to meet business needs (current cost before discount is \$39.99)
- 26 used an average of 100 to 450 minutes per month, and of those, more than half (16) used fewer than 250 minutes per month
- 28 used fewer than 100 minutes per month

- We were paying \$40/month for 28 data plans; AT&T's pricing for individual plans is actually less expensive than their business plans (\$30/month before discount, for unlimited use for Windows Mobile users, \$35 for Blackberry users).

Selecting New Phones and Service Providers

Smart phones (those capable of accessing the internet and our Groupwise email and calendaring functions) have a variety of setup and support requirements, and not all work equally well with Groupwise. For instance, currently, we must purchase additional software to enable phones that run on non-Windows Mobile based software (i.e., Blackberrys) to access the calendaring function of Groupwise at a cost of \$2,000 per year per 10-pack. Therefore, please make certain you and/or your employees ***contact the ITS help-desk (Ext. 4444) prior to purchasing a new smart phone*** so they can be prepared to assist you with the required setup activities. If you have individuals who use a specific web-based application via a smart-phone, you may wish to recommend one or two preferred devices for individuals in your department to simplify your training needs.

Note that numerous buildings on campus have cell phone reception issues. ITS is currently in the midst of a 6-figure project to improve within-building service that involves purchasing equipment and getting re-transmission permission from individual carriers, and are focusing their efforts on this region's two primary carriers: AT&T and Verizon.

Expenditure Policy

Please note that once this policy is in effect, the following are the only items related to cell phones that should be charged to operating budgets:

- Phone equipment and service for departmentally-assigned phones. Service will be arranged by ITS. Monthly bills must be approved and reviewed by a supervisor.
- Individuals who do not receive a stipend for a cell/data phone may receive reimbursement for documented expenses.
- Phone equipment and service for loaner equipment maintained by ITS.

Tier System Framework

	Type of Service	Average Business Use	Likely qualifications and/or types of staff
Positions with modest travel requirements	Tier One*	Phone only Low to medium < 200 daytime min/mo	<ul style="list-style-type: none"> No office, or frequent response from remote locations <i>or</i> Emergency/safety/vital technical staff who must be available 24/7
	Tier Two	Phone only <i>or</i> Phone + data medium to high (>200 min.) <i>or</i> <200 min/mo phone + data	<ul style="list-style-type: none"> Tier One qualifications, but high volume phone, <i>or</i> Job requires frequent & immediate communication throughout the workday via smartphone capabilities
Positions with significant travel requirements	Tier Three	Phone + data medium to high phone (200 - 450 min/mo) + data	<ul style="list-style-type: none"> Individuals with above-average travel requirements necessitating high-volume phone use + data access or a high volume of text messages <i>or</i> Unique job requirements necessitating high-volume phone plus data access
	Tier Four	Phone + data very high phone + data >450/daytime min/mo	<ul style="list-style-type: none"> Individuals with unusually high travel volume (avg one or more 8 hour days out of office per week), and their job requires very high phone use (>450 daytime minutes/month) and access to email & calendar