

## **D. CELLULAR PHONE USE**

### **PURPOSE**

1. Minimize cellular phone costs while prioritizing the ability to reach all GLPC employees and commissioners through voice, email, and text, both in daily and in emergency situations. The term 'employee' in this policy refers to full-time employees.
2. Establish the guidelines for procurement, possession/appropriate use, and cost allocation of GLPC provided cellular phones/services.
3. Define the guidelines for reimbursement from the employee to the GLPC for charges deemed personal on the GLPC provided network.
4. Define the guidelines for reimbursement by the GLPC to the employee/commissioner for business calls and services made on personally provided networks.

### **STATEMENT**

Due to the critical nature of the GLPC's mission, it is in the best interest of the GLPC that all employees and commissioners have access to cellular phones with voice, email, and texting capabilities. Cell phones are indeed productivity enhancement tools; however, accessibility is of the utmost importance to the GLPC in daily operations and in times of emergency. It is acknowledged that carrying more than one telephone is burdensome when there is a need for both business and personal communications. Therefore, it is the intent of this policy to establish base costs and usage limits that are to be willfully incurred by the GLPC for constant access to all employees and commissioners. These threshold limits will allow and include personal use as long as the use does not conflict with other established GLPC policies and procedures. It is not the intent of this policy to create an employee entitlement nor is this policy to be construed as part of any recurring employee benefit plan.

### **PROCUREMENT**

1. The Director of Information Technology (Director of IT) will establish voice, email, and text services with the most cost-effective provider.
2. Employees will be provided with a GLPC owned cellular phone meeting the needs of the GLPC on a GLPC chosen provider network.
3. Employees will be provided protective carrying cases and are required to be used. Personally, provided protective carrying cases **MUST** be pre-approved by the IT Department. Comments regarding use of protective carrying cases

must be included when filing any 'GLPC Cellular Phone Incident Report Form' (Attachment "B").

4. Commissioners will be provided with a GLPC owned cellular phone meeting the needs of the GLPC on a commissioner-procured provider network.
5. The Director of IT will inventory and distribute phones and accessories as deemed in the best use for the GLPC.
6. All employees and commissioners will execute a declaration agreeing to adhere to the rules of this policy (see Attachment "A").

### **POSSESSION/APPROPRIATE USE**

1. Employees are required to regularly monitor their GLPC issued cellular phones during all working and on-call hours and during emergency office closures. At least daily monitoring should be done during non-working schedules.
2. Commissioners are strongly encouraged to monitor their GLPC issued cellular phones as often as possible.
3. Employees and commissioners who are not using the GLPC issued cellular phones because they chose to carry only one will be required to provide their personal cell phone number for use by GLPC as required by their employment position. Additionally, only personally owned cell phones that allow the employee to receive email through the employee's assigned email address will allow the employee not to have to carry a GLPC issued cellular phone.
4. Employees are ***strongly discouraged*** from using cellular phones for receiving and/or transmitting voice information while operating a motor vehicle. 'Hands-Free' mode is more encouraged. Emergency situations should be taken into consideration.
5. Employees are ***prohibited*** from reading and/or transmitting text or email information while operating a motor vehicle. Emergency situations should be taken into consideration.
6. It is imperative that any device is utilized in an appropriate, responsible, and ethical manner and remains in compliance with other established policies and procedures.
7. Reasonable precautions should be made to prevent theft, vandalism, or physical damage to any cellular telephone. Notification should immediately be made to the Director of IT/designee of any such incident followed by a

written report (see Attachment “B”) fully describing the incident. The Director of IT will handle the replacement of the device as deemed best for the GLPC and submit a copy of the report along with additional findings to the employee’s supervisor for evaluation purposes. Patterns of loss or blatant misuse of devices can lead to loss of GLPC provided cellular access.

8. Cellular transmissions are not secure. Discretion should be used in relaying confidential information.
9. Cellular telephones are not to be used when a less costly alternative is safe, convenient, and readily available.
10. Employees with equal access to both landline telephones and cellular phones are strongly encouraged to contact ‘cellular access only employees’ via cell, thereby maximizing free provider mobile to mobile benefits.
11. The GLPC corporate account that is set up with the chosen provider is not to be used in any way as an internet charge account whether personal or business.
12. The GLPC only authorizes voice, text, email, and certain approved business apps. ALL OTHER SERVICES ACTIVATED BY THE EMPLOYEE WILL BE DEEMED AS PERSONAL UNTIL PROVEN TO BE BUSINESS NECESSARY (i.e.: ringtones, push-to-talk, non-approved apps, music, etc.).
13. All GLPC cell phones are on a managed network which allows IT to push out approved Business Apps and manage your cell phone remotely.
14. Global Positioning System (GPS) by default will be turned on for GLPC asset management of the device. GPS is **NOT** to be turned off of the GLPC provided cell phone during paid or on-call working hours.
15. The GLPC does **NOT** allow iTunes or any comparable service to be downloaded onto any GLPC owned computers including but not limited to MDT's (mobile data terminals) and laptops. GLPC owned cell phones can be used, however, for such services as long as there is no hindrance to network processing resources.
16. The GLPC will not be backing up your GLPC issued cell phone that may include any personal stored data. All Business Apps, email, and phone setup will be done remotely by IT via the managed server.
17. The GLPC IT department has the right to remote wipe your device if it is reported lost or stolen. The GLPC or the IT Department will not be responsible for the loss of personal pictures, data, or apps on the cell phone.

18. All TEXT/PIX/FLIX/MMS messages along with any email information generated from your GLPC issued cell phone are subject to being retrieved and reviewed for any purposes that the GLPC deems necessary. No information generated or stored on these cell phones are private and could potentially be used for litigation purposes if and when required.

## **COST ALLOCATION**

1. All charges for GLPC owned cellular phones/accessories along with voice, email, and text services will be reviewed and approved by the Director of IT/Designee on a monthly basis before payment to provider.
2. The GLPC overall voice, email, and text pool plans will determine charges due to the service provider from the GLPC.
3. GLPC individual employee voice, email, and text threshold limits will determine charges to the employee that are owed to the GLPC. Charges owed from employees will be at the same rate at which the GLPC is charged or comparable charges that would be assessed to the GLPC by the service provider for pooled plans.
4. If employee threshold limits have been exceeded, the billing data will be provided to the employee. Once the billing data has been provided to employees, they will be given seven calendar days to provide personal versus business breakdown information to the Director of IT/Designee.
5. Commissioner charges for cell phones, accessories, email capabilities, business text messages, business voice minutes, and/or approved business apps from a personal cellular service provider are to be reimbursed through the monthly expense reporting process.

## **VOICE**

1. The employee monthly threshold or limit for cellular telephone VOICE service is **1,000 minutes** (hereafter referred to as 'billable minutes'). This threshold EXCLUDES any other type of free minute plans in effect (i.e.: Mobile-To-Mobile, Nights & Weekends, etc.). Consequently, if the employee does not exceed this 'billable minute' limit, no further analysis will be done by the Director of IT/Designee. If the 'billable minute' limit is exceeded, then the employee will be mandated to identify all personal minutes used for the month. If 0% of the 'billable minutes' were personal, the Director of IT will evaluate the possible need for establishing a new employee 'billable limit'. If any personal 'billable minutes' exceed the 'billable limit', then those minutes will be assessed at the established rate, and that total amount will be deducted from the employee's gross pay at the next scheduled payroll. The following examples assume a \$.25/minute charge rate:

- a. Example #1: 1,000 or less 'billable minutes' = no further action needed
  - b. Example #2: 1,001 'billable minutes' = analysis by employee establishes 1,001 business 'billable minutes' (No effect on employee. Threshold limit to be review by Director of IT)
  - c. Example #3: 1,001 'billable minutes'= analysis by employee establishes 1,000 business 'billable minutes'  
1 personal 'billable minute'  
(1 x \$.25 = \$.25 to be deducted from gross income at next payroll)
  - d. Example #4: 1,001 'billable minutes' = analysis by employee establishes 700 business 'billable minutes'  
301 personal 'billable minutes'  
(1 x \$.25 = \$.25 to be deducted from gross income at next payroll)
2. Roaming Minutes will ALWAYS require personal versus business identification, as every usage of roaming minutes constitutes an additional charge to the GLPC. Two reasonably timed personal calls per day are allowed when in approved travel status. Charges due from employees for personal roaming minutes will be at the same assessed rate as to the GLPC by the service provider. Charges for roaming minutes deemed personal will be deducted from gross income at next payroll.

### **TEXT/PIX/FLIX/MMS MESSAGES**

The employee monthly threshold or limit for cellular phone TEXT/PIX/FLIX/MMS MESSAGE service is **unlimited**. PIX/FLIX/MMS Messages are picture or video messages.

### **EMAIL/INTERNET**

1. The employee monthly kilobyte (KB) threshold or limit for cellular phone EMAIL service (this also includes internet surfing) is **unlimited**.
2. National Access Roaming (data transmission in Canada or Mexico) will always require personal versus business identification as every roaming kilobyte in this category will generate an additional charge to the GLPC and will be deducted from gross income at next payroll.

### **BUSINESS APPS**

If you feel there is a business application (Business App) that would allow you or your department to do your job more efficiently, you are to discuss the cost/benefit with your supervisor. If agreed your supervisor should send an email to the HELP DESK (michellee@portfourchon.com) along with copying IT Director (aprild@portfourchon.com) and Network Technician (joec@portfourchon.com) with the cost/benefit justification for a business use case. Cost/benefit case along with IT implementation and maintenance requirements will be presented to the Executive Director for final approval. If approved, the Business App will be purchased through the GLPC charge account, and it will be pushed out through the managed server to those employees deemed beneficial.

## **PERSONAL APPS**

Personal Apps can be downloaded onto GLPC issued cell phones only through setting up a personal charge account. Technical issues regarding these personal apps are the responsibility of the employee.

## **MOBILE Wifi HOT SPOT**

If an employee wishes to allow their GLPC issued cell phone to act as a mobile Wifi (hot spot) thereby allowing you to connect any personally owned internet-capable device to the internet, you can sign up with the Helpdesk and the quoted monthly charge rate will be payroll deducted from your next payroll.

## **OTHER CHARGES**

This category is the catch-all for any charges to the employee's cell number for unauthorized services (i.e.: ringtones, push-to-talk, , non-approved apps, music, etc.). These charges due from employees will be at the same assessed rate as to the GLPC by the service provider. All Other Charges will be deducted from gross income at next payroll.

**ATTACHMENT "A"**

**EMPLOYEE/COMMISSIONER DECLARATION**

I, \_\_\_\_\_, have read and understand the above  
'GLPC Cellular Phone Policy' and consent to adhere to the rules outlined therein.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Information Technology Signature

\_\_\_\_\_  
Date

**Charge rates when exceeding threshold limits as of June 15, 2012:**

VOICE: \$.25/minute

TEXT/PIX/FLIX/MMS: unlimited messages

EMAIL/INTERNET: unlimited kilobytes

NATIONAL ACCESS ROAMING: \$.002/kilobyte

MOBILE WIFI HOT SPOT: \$10/month

OTHER CHARGES: As charged to GLPC

**ATTACHMENT "B"**

**GLPC CELLULAR PHONE INCIDENT REPORTING FORM**

1. Reasonable precautions including use of protective carrying cases should be made to prevent theft, vandalism, or physical damage to any cellular phone.
2. This report **MUST** include comments describing use of protective carrying case.
3. Notification should immediately be made to the Dir of IT/Designee of the incident followed with a written report fully describing the incident.
4. The Director of IT will handle the replacement of the device as deemed best for the GLPC and submit a copy of the report along with additional findings to the employee's supervisor for evaluation purposes.
5. Patterns of loss or blatant misuse of devices can lead to loss of GLPC provided cellular access.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Cellular Phone Number

\_\_\_\_\_  
Date

**DESCRIPTION OF INCIDENT:**

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**COMMENTS BY DIRECTOR OF IT:**

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\_\_\_\_\_  
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**COMMENTS BY EMPLOYEE MANAGER:**

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