

UCD Mobile Phone Acquisition and Usage Policy



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UCD Mobile Phone Acquisition and Usage Policy

1. UCD Mobile Phones

Mobile phones are an important communications tool in UCD facilitating improved availability and increased productivity among members of UCD staff.

At the request of a UCD Administrator (College and/or School or Unit Head), Telephone Services may issue a mobile phone to a member of UCD staff where it is deemed a requirement to support their University duties. Further approval by the College Finance Officer or College Principal may also be sought.

All mobile phones issued are on a single corporate contract negotiated and centrally administered by Telephone Services to achieve best value-for-money for the University as a whole. Telephone Services also carries out mobile phone and service account set-up, management, purchase/upgrade, fault rectification and billing services.

2. Application Process and Restrictions

Members of UCD staff may apply for a mobile phone or, where applicable, upgrade of an existing phone, through an appropriate UCD Administrator. The applicant must be a current UCD member of staff possessing a valid UCD Personnel Number.

The UCD Administrator must authorise order applications and provide a valid cost centre code for each applicant (successful applicant(s) are herein referred to as the User(s)).

The User is required to sign receipt for any equipment received.

3. Phone Procurement

Schools or Units may subsidise the full cost of a phone purchase however such a decision must be able to withstand public scrutiny in the event of an audit.

Users requesting a mobile phone upgrade may avail of the corporate account's discounted phone upgrade pricing where their existing contract has been in place for a minimum period of 18 months. Requests submitted to Telephone Services will be upgraded in accordance with the provisions contract. All unused mobile phones should be returned to Telephone Services.

4. Accountability

Users are accountable for the appropriate use of their UCD mobile phone and must abide by all applicable national and University policies, legislation and regulations. Users must agree to the UCD Telephone Services Mobile Phone Acquisition and Usage Terms and Conditions. Mobile phones must only be used in an efficient, lawful, safe and ethical manner.

The use of UCD mobile phones is restricted to UCD business and limited personal use only. Mobile phones must not to be used for personal income generating activities.

Personal use should not incur any additional charges to UCD (see Call Charges).

Where a User transfers their personal mobile number over to the UCD corporate account, the User consents to use the phone for UCD business and limited personal use only.

User accounts are subject to both internal and external auditing and must be able to withstand public scrutiny and/or disclosure. Users may be called upon to explain their use of University funded mobile phones.

5. Call Charges

Users may not claim expenses for any UCD business calls made on personal mobile phones. All UCD business call charges will be paid by UCD.

Where personal use results in additional charges to UCD, the User must identify these and arrange for a prompt and full reimbursement of the additional charges to the University.

Invoices are issued on or before the 5th day of each month. It is the Users responsibility to arrange payment no later than the 15th day of the month of the issued invoice. Unpaid invoices must not be allowed to accumulate.

The User's mobile service is liable for disconnection where unpaid invoices accumulate for more than 2 months on the User's account. Reconnection of service is dependent on the full payment of all unpaid invoices and can take up to 72 hours from receipt of payment.

Users who allow unpaid invoices to accumulate on their account are liable to have their UCD Corporate mobile service permanently disconnected.

Where a direct debit from a personal bank account has been set-up by the User as the payment method, a UCD Administrator is required to approve this payment method. Should any debts accrue on the User's corporate account, the UCD Administrator's School or Unit is responsible to clear the outstanding amount in full.

6. Security

The User must ensure the security and due care of their mobile phone at all times. The following conditions apply:

- The User must take reasonable care of their mobile phone.
- Mobile phones and associated equipment must not be left in unattended locations.
- Where a mobile phone is lost or stolen, the User must report the matter to Vodafone within 24 hours.
- Where breakages, damage or loss of mobile phones or equipment occurs, the User may be required to reimburse any associated costs incurred by UCD in relation to the repair or replacement of equipment.
- The User is required to keep their mobile phone clean and in serviceable condition.
- The User must use a PIN code to lock their mobile phone and must activate the lock at all times when phone not in use.
- Where a mobile phone is lent to a member of UCD staff, the User must make a record of when/to whom the phone was lent.

7. Mobile Coverage

Users are requested to inform Telephone Services of areas where poor mobile coverage is experienced whilst on University sites. All areas identified will be considered for inclusion in a campus based mobile coverage solution.

Users must inform Telephone Services of any intention to deploy a commercial off-the-shelf mobile signal enhancement phone in advance any deployment. As such phones are restricted to a limited number of subscribers, concurrent calls and public networks, they should only be viewed as an interim solution in the absence of campus based mobile coverage solution.

8. Emergency

All mobile phones issued to Users are done so on the specific understanding that, in the event of an emergency, Telephone Services reserves the right to request the return of any phone for the period of the emergency.

9. Use of Mobile Phones Whilst Driving

It is illegal to use mobile phones whilst driving. Most mobile phones have a voicemail facility that can be used when driving.

10. User Health Notice

There has been considerable speculation regarding the possible damaging effects on health as a result of prolonged use of mobile phones. To date there is no clear evidence to support these claims.

The Independent Expert Group on Mobile Phones (The Stewart Report) reported in May 2000 that:

“... The balance of the evidence available does not suggest that RF (Radio Frequency) radiation from mobile phones or base stations causes cancer or other brain diseases. However, there is now evidence that effects on biological functions, including those of the brain, may be induced by RF radiation at levels comparable to those associated with the use of mobile telephones. There is, as yet, no evidence that these biological effects constitute a health hazard, but at present only limited data are available. This is one reason why we recommend a precautionary approach.”

There has been some suggestion that using mobile phones via a “hands free kit” might reduce the amount of radiation delivered to the head. In two recent studies that used differing methodologies, one indicated that this was not the case, whilst the other indicated the use of such kits was beneficial. Some research has also indicated that the use of mobile phones in hands free mode by drivers does not reduce the risk of an accident.

Suggested Precautions

- it may be advisable to avoid continued use for prolonged periods.
- The use of an approved hands-free set may be advisable to reduce the proximity of the mobile phone to the head.

The intention of these precautions is to advise only, so that Users can make their own informed decisions.

11. Courtesy

As a matter of professional courtesy, Users are advised to either turn off their mobile phone or set the phone to “silent mode” during meetings. In exceptional circumstances, where it is necessary to take a business call during a meeting, it is courteous to inform attendees that an urgent call is expected.

When conducting business outside of UCD, Users must comply with all local restrictions on the use mobile phones.

12. Support

Support for mobile data services such as internet access, email, calendar integration and contacts transfer is provided by Telephone Services on a best-effort basis only.

13. Document History

This document was last updated on 01 June 2017.

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