Guidelines for the Purchase and Use of Mobile Phones at UWA

Mobile phones are an integral part of business in today’s society. The University recognises this and provides for mobile phones to be purchased by business units for employees for business purposes.

These guidelines are intended to assist business units and individuals in purchasing mobile phones and the associated services for business purposes. Business units wishing to provide personal mobile phones and associated services to an employee as part of their employment contract should contact Human Resources as FBT may apply.

Staff members wishing to purchase mobile phones for personal purposes cannot use the contracts that the University has negotiated for mobile phone services. Individuals wishing to purchase their own personal mobile phone should contact their preferred provider directly.

Useful Definitions

**Carrier** is the telecommunications company providing the phone service.

**Mobile Phone** means a phone, smart phone including iPhone or Blackberry, Personal Digital Assistants (PDAs) or any other emerging voice or data device that accesses a commercial mobile telecommunications service.

**SIM (Subscriber Identity Module)** is a card that enables a mobile phone to connect to the carrier’s network.

**MicroSIM** is a smaller SIM (see above) required for some mobile phones.

**Smart phone** is an advanced mobile device with multimedia, Internet, email and personal information management capabilities.

**Usage** includes all calls, messages, data transfers and services that are attributable to a mobile phone account.

**FBT (Fringe Benefits Tax)** is tax payable by an employer when a ‘benefit’ is provided to an employee. A ‘benefit’ is deemed to have been provided when an employer provides an employee with a personal item or service, e.g., a mobile phone that can be used for personal purposes.
Pre Purchase Checklist

Prior to organising for the purchase of a mobile phone, a number of questions need to be asked and answered to determine the most appropriate handset, carrier and plan for the intended use of the phone.

Who is eligible for a University provided mobile phone?

UWA will provide a mobile phone to those staff members where it is necessary for the performance of the duties of their position. Ordinarily this will be staff whose duties require them to spend time away from their normal workplace and/or be contactable outside the normal hours of work.

It should be noted that FBT will apply to any phone or device provided to an employee that is not primarily for business purposes. Refer to the University’s Finance Manual or contact Financial Services for further details.

Will the mobile phone need to be used in regional or remote areas?

Not all handsets are suitable to use in regional or remote areas. In addition, not all carriers have a presence in regional or remote areas. In some cases, where there is no mobile coverage, a satellite phone may be required. Do your research and ensure your choice meets the requirements.

Will the mobile phone need to be used on University business overseas?

Different countries use different frequencies for mobile telecommunications transmissions. A mobile handset has to support a particular frequency in order to be able to use it. A handset that is going to be used overseas needs to support multiple frequencies. These types of handsets are referred to as multi-band, tri-band, quad-band or penta-band.

Australian carriers enter into arrangements with their overseas counterparts to provide mobile services to their Australian customers. However, not all Australian carriers have arrangements in all countries or arrangements outside the major cities. Ensure the carrier you select for your domestic usage provides the coverage you require overseas as well.

Will email or the Internet need to be accessed via the mobile phone?

In order to access email or the internet via a mobile phone, the handset needs to support data. These types of handsets are generally referred to as smart phones. An Apple iPhone is an example of a smart phone.

Before purchasing a smart phone or other mobile device such as tablet or broadband stick, please check with your local IT Support Team as support may only be provided for specific makes and models.

In addition, you will need to determine which carrier provides the most suitable data plan for your needs. To do this you will need to estimate what your likely data usage may be. Your local IT Support Team should be able to assist with this. Some carriers provide ‘data buckets’ where the plan is set up at the account level and all mobiles on that account share the data allocation. It is recommended that you select a data plan that is likely to exceed your data usage requirements as the cost of using data in excess of your allocation is exorbitant.

If you require further information or advice please contact the self-service Service Desk, or ithelp-is@uwa.edu.au or Ext 1515.
How do I purchase a mobile phone and associated services?

The University, through its business units, may approve the purchase of mobile phones for employees to conduct University business.

The authorisation of the purchase of a mobile phone must be in compliance with the University Delegations Policy. The appropriate Purchasing Officer should make the purchase of mobile phones for business purposes.

All mobile phones and associated accessories purchased through the University remain the property of the University.

1. Contact your business unit’s purchasing officer and provide details of the type of handset you require as well as the preferred carrier. If you have already been given the appropriate authorisation please provide this to the purchasing officer as well.

2. The purchasing officer finds out the price of the handset and if required as per the Finance Manual gets a quote. The purchasing officer ensures appropriate authorisation has been granted prior to purchase. TIP: If the handset is purchased from a carrier’s dealer it will be locked to that carrier. Additional charges will be incurred to unlock the handset.

3. The purchasing officer purchases the handset as per University purchasing procedures.

4. The purchasing officer contacts the self-service Service Desk, (or ithelp-is@uwa.edu.au) to arrange for connection to the preferred carrier. The following details need to be provided:
   a. the phone number, account number and current carrier, if an existing mobile number.  
      TIP: Transfer forms will be required to be completed. Information Services will forward the relevant forms for completion.
   b. the account number, if the mobile needs to be attached to an existing account that the business unit has with the carrier.
   c. the billing address for the invoices. if it is a new service. This must include the mailbox delivery point (MBDP) number.
   d. whether international roaming is to be provided.
   e. the appropriate data plan, if data is required. Data will be barred if no information is provided re data.
   f. the type of SIM card the handset requires.
   g. Any special requirements

5. Information Services will arrange for the connection including the appropriate SIM card. The purchasing officer will be contacted once the service has been set up and the SIM card is ready.

Who is responsible for the running costs of the phone and are there restrictions on this.

Business units will be responsible for all costs associated with the purchase of mobile phones, as well as the ongoing costs associated with maintenance and the costs of all calls.

It is the responsibility of business unit managers to maintain adequate control of the supply and costs associated with mobile phones.

All mobiles will be data barred unless a data plan is purchased. This is to prevent accidental and excessive data charges.

What are my responsibilities as a UWA mobile phone user?

The registered user of a University mobile phone is responsible for its proper use, care, maintenance and safe-keeping. A business unit may require a handset to be replaced at the employee’s expense if it has been damaged or lost due to carelessness.

All users are responsible for the correct, appropriate and cost effective use of University mobile phones. All users are to make themselves familiar with the University policies. The University will not tolerate any use of the University facilities that contravenes the University’s Code of Ethics and a Code of Conduct.
If you are a staff member that is expected to be available via mobile phone then the mobile should be kept turned on, even when in the office. Where a fixed telephone is available to make outgoing calls then use of the mobile phone is discouraged. When you are out of the office it may be appropriate to divert incoming calls from the fixed telephone to the mobile service.

Use of data services from mobile phones is subject to the University’s Computer and Software Use Regulations.

**What do I do if I have any problems with the phone or the carrier?**

If a mobile phone is faulty then the registered user should report this to the purchasing officer as soon as possible to organise repair or replacement under any warranty agreement.

Issues with the carrier or service need to be reported to Information Services via the [self-service Service Desk](mailto:ithelp-is@uwa.edu.au). Exact details of the issue(s) need to be provided in order for a satisfactory resolution to be achieved as quickly as possible.

**What do I need to do if travelling overseas/within Australia with a UWA phone?**

If you are travelling overseas or interstate with a UWA phone you will need to check the following.

### International Roaming including data

In order to use an Australian mobile service overseas, international roaming must be activated. Please be aware that the cost of making mobile phone calls overseas is expensive. Before international roaming can be activated the appropriate authorisation must be given.

International data roaming is allowed only in special circumstances and you will need permission from appropriate authoriser to have this activated, otherwise international data roaming is not allowed and all international data roaming costs must then be paid personally by the user of the mobile phone or data device. International mobile data is extremely expensive but most carriers have limited international data plans that help to offset the cost.

For International Roaming to be activated you will need to know what countries the staff member is travelling to and the dates they will be leaving and returning as this is a monthly charge and dates need to be accurate. Contact Information Services through the [self-service Service Desk](mailto:ithelp-is@uwa.edu.au) to arrange international roaming. For more information on the relevant charges please contact Information Services on Ext 2819.

### Interstate Travel

Your present data plan should be adequate for your interstate needs.

**What do I do? Who do I contact if the phone is lost or damaged?**

The registered user must report the loss or theft of a mobile phone as soon as possible to the carrier and to their purchasing officer/manager. In circumstances where it has been shown that the employee’s carelessness contributed to the loss of the phone then the employee may be required to contribute to the replacement cost.

It is the responsibility of the registered user to ensure that any outstanding costs associated with personal calls are reimbursed before the mobile phone is either transferred to another user or deregistered.

**What happens if I leave the University?**

Before terminating their employment with the University a registered user is required to return the mobile phone to the business unit.
Can I take my phone number with me?
On request arrangements can be made for the departing employee to retain the number. Contact Information Services to arrange for the appropriate transfer forms.

Other
Employees who are required to use their own mobile phone may claim the cost of work related calls

The use of mobile phones in certain parts of the workplace and in vehicles can create unsafe or potentially unsafe situations. It is the policy of the University that employees provided with a mobile phone shall use a portage hands-free earpiece or similar and operate within the parameters of the University health and safety requirements and any relevant laws.

Related Policies or legislation:
University Code of ethics and a code of conduct
http://www.hr.uwa.edu.au/publications/code_of_ethics

University’s Computer and Software Use Regulations
http://calendar.publishing.uwa.edu.au/latest/partd/compandsoftwareregs

If you have any more questions or require any more information on any of the topic please contact the Information Services Help Desk on Extension 1515.