

**STANDARD OPERATING PROCEDURE: #601**

**SUBJECT: CELLULAR PHONE GUIDELINES**

University-provided cellular telephones may be issued to employees when management determines there is a business related reason to do so, such as to improve customer service and/or business efficiencies. Requests for a cellular phone are to be made through the PFD cellular phone coordinator, and shall not be made directly to any vendor.

**PURPOSE AND SCOPE**

The purpose of this Standard Operating Procedure is to provide guidelines to PFD employees regarding the use, operation and care of University-issued cellular telephones. The provisions of this SOP apply to cellular telephone equipment, accessories, and service, as well as any other function or related service (i.e., walkie-talkie service, long distance service, text messaging, Internet access, group connections, and all other similar services.)

**GUIDELINES FOR EQUIPMENT CARE**

Cellular phones are inherently exposed to harsh conditions at times. Nonetheless, any PFD employee issued a cellular phone by the University – whether it be full-time or for a shift – is expected to take reasonable and prudent care of the equipment at all times. Gross negligence, carelessness, or intentional damage may require that the employee reimburse the University for repairs/replacements. Loss of the phone or damage shall be immediately reported to supervision. When directed to do so by management, employees will immediately return their University-issued cellular phone and all accessories. If an employee is no longer employed by the University he/she shall stop using the phone, and shall immediately return the cell phone and all accessories to their supervisor.

**GUIDELINES FOR USE OF CELLULAR PHONE SERVICE**

Being issued a University-provided cellular phone is a privilege, and employees are expected to use the device and service responsibly, and only for University-related business reasons. Managers of each work unit are expected to regularly monitor the billing and usage data to ensure accuracy, and to ensure that phones are being used appropriately by employees, and in compliance with this SOP.

If a “maximum minute plan” is utilized by the work unit, every attempt will be made by each employee to keep usage below the maximum plan minutes. When practical, employees are to make business calls using their desktop phone instead of their cellular phone. Employees are to be prudent when giving out their cell phone number so as to discourage usage of “minutes” for non-immediate, convenience types of uses.

Employees using a University-issued cellular phone shall only operate the phone when doing so does not interfere with other tasks, or with the use and operation of any equipment or vehicle. However, in no case is the phone to be used contrary to law.

## PERSONAL USE

University-provided cellular phones are not a personal benefit, and are not to be used for personal communications. **IMPORTANT:** Employees using the phone for personal communications may be subject to discipline, to include counseling, reprimand, demotion, or dismissal. Additionally, the University may seek restitution from the employee for costs incurred for personal use, including any long distance and/or roaming charges.

Exceptions may be made on a case-by-case basis for verifiable emergency circumstances (i.e., calling police, fire, ambulance, or emergency roadside assistance services for personal reasons.) If an employee uses the phone for emergency notifications as noted above, the employee shall reimburse the University at the rate of \$ 0.25 per minute or actual costs, whichever is greater, plus any long distance, roaming, or other fees incurred, even if under overall plan limits. Reimbursements shall occur in a timely manner.

Routine calls home, or to/from friends or family members during the business day or during the commute to/from work and home are personal in nature, and shall not be made using the University cellular phone. Additionally, personal calls shall not be made during “free” periods, such as nights and weekends, even though the “minute plan” might allow for free calls during these periods.

If University policy allows an employee to call home – such as during University travel out of town – then the employee is permitted to use the cellular phone to make routine calls home. Additionally, if an employee is returning from an extended daytime business trip, or returning home from a secondary work location other than the employee’s principal work site, the employee is permitted to call home. All such calls made under this provision are expected to be infrequent and of short duration.

Employees may take advantage of the University’s cellular contract to establish a personal account and cellular service. If the University’s cellular service provider offers a second line that can be configured to utilize the University-provided phone, such arrangements will be allowed so long as the contract is wholly and completely between the employee and service provider. The billing is to be sent directly to the employee, and not the University. Additionally, the employee will be expected to ensure that a disruption of service to the personal line – for any reason – shall not interfere in any way with the University’s cellular service. The employee shall ensure that other persons do not use the University phone. If the employee is issued a cellular phone that will not permit a secondary personal line to be established, that employee may be allowed to use the University phone for personal calls, but such exceptions will be considered on a case-by-case basis, and reimbursement for all personal calls will be required.

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