

Mobile Communications Program

May 30, 2013



Overview

- ▶ Background
- ▶ Financial Aspects
- ▶ Operational Aspects
- ▶ Discussion and Questions

Background

- ▶ April 1st, 2013 - Verizon named the official cell phone provider for Colorado State University
 - ▶ After receiving input from the campus and a formal purchasing process
 - ▶ Expectations: better service, lower costs and benefit to the institution (internships, scholarships, student recruitment, speaking engagements, etc.)

Implications

- ▶ All cellular accounts billed to the university must be moved to Verizon
 - ▶ Not limited to Sprint accounts
- ▶ Exemptions
 - ▶ Stipends (“allowances”) will be available if Verizon corporate plans just don’t work; requires dept. approval
 - ▶ Existing laptops/tablets with built-in wireless for carriers other than Verizon
- ▶ CSU’s existing Verizon accounts will need to be migrated to the new (master) Verizon account.

Financial Aspects

- ▶ Billing
- ▶ Plans & Devices
- ▶ Deployment credits
- ▶ Personal use option
- ▶ Stipends (“allowances”)

Billing

- ▶ Verizon will send one master invoice for all accounts
- ▶ Kualu will allocate charges to account/sub-account on record for each line invoiced
 - ▶ Payroll deductions for employees who opt-in for personal use will be credited back to the account/sub-account
- ▶ No more printed invoices routed for employee signature!
- ▶ All account number changes to be handled by BFS (details pending)
- ▶ After initial migration, new service activation will require contacting BFS to specify CSU account/sub-account

Plans

- ▶ Two voice plans - eliminates frequent plan changes
 - ▶ Both voice plans include mobile-mobile, nights & weekends
 - ▶ Smartphones - 400 minute plan, includes unlimited data and text messaging
 - ▶ **\$49.99/month**
 - ▶ Non-Smartphones - 100 minute plan, includes 100 text messages
 - ▶ **\$23.98/month**
 - ▶ Unlimited text messaging can be added for \$12/month
- ▶ Unlimited data for mobile broadband card, tablets **\$39.99/month**
- ▶ Pooled minutes
 - ▶ Allows users to exceed their plan's maximum, within reason
 - ▶ A great benefit of the corporate plan - will keep costs down
- ▶ Very high-volume users may be asked to change to a higher-tier plan, pending quarterly reviews

Devices

- ▶ Variety of good devices available at a discounted price
- ▶ Blackberry users - if you insist on a Blackberry device, please select one of the latest models (Z10 or Q10), which natively synchs with Exchange and does not require Blackberry Enterprise Server (BES)

Deployment Credit

- ▶ Lines with smartphone and 400 minute plan qualify for a one-time credit of \$100
 - ▶ Line must be migrated by July 25, 2013
 - ▶ Lines already on Verizon are excluded
 - ▶ One check will be issued to the university and the appropriate accounts will be credited in Quali
- ▶ New, unlimited mobile data plans (i.e. for laptops or tablets) also qualify

Personal Use Option

- ▶ Users may opt-in for personal use
- ▶ Flat fee \$10 (+taxes and fees) per month via payroll deduction
 - ▶ Typically a better deal for the employee than stipend
 - ▶ Primary use of the phone must be business related
 - ▶ If additional charges are incurred due to personal use, the employee must reimburse the department for those charges

Stipend option for using personal cell for business purposes

- ▶ Assumes employee has their own plan/contract, cell phone, handles support issues, etc.
 - ▶ Employee currently on Sprint has the option of migrating current (CSU) Sprint phone to personal plan and collect stipend
 - ▶ When no longer in use, Sprint phone to be returned to CSU
- ▶ HR/Payroll developing this option, expected Fall 2013
- ▶ Will be added to employee's monthly payroll deposit
 - ▶ Considered taxable income
- ▶ \$25/month for cellular voice service, with or without text messaging
- ▶ \$40/month when a data plan is also required for business use
- ▶ More information will be provided when available

Operational Aspects

- ▶ Declaring Unit Contacts
- ▶ Migration Process
- ▶ Policy and Attestation Form
- ▶ Surplus Old Phones
- ▶ Technical Support
- ▶ Resources

Contacts

▶ Departmental Contacts

- ▶ Will be provided individual access to Verizon's online business portal
 - ▶ New service activation, cancelations, device upgrades, billing disputes, etc.
- ▶ We need your help identifying these individuals

▶ Division/College Contacts (“SPOCs”)

- ▶ Recommend 2 - 3 individuals per Division/College
- ▶ SPOCs also have access to Verizon's online business portal, but are also
- ▶ Authorized to call the Verizon toll-free number for additional assistance, e.g. to authorize International service activation

Contacts (cont'd)

- ▶ The Office of Telecommunications will no longer be a point of contact for cell phones
 - ▶ Departments will manage their accounts directly via Verizon's web portal, calling toll-free number, or by working directly with CSU's account representative
 - ▶ Telecom's 14% administrative fee eliminated as accounts are transitioned from Sprint
 - ▶ HR will continue to charge 1% overhead for payroll deductions (e.g. employees opting in for personal use)
 - ▶ Telecom is assisting with the transition process

Migration Process

- ▶ Once Departmental and Division/College contacts are identified:
 - ▶ Verizon will schedule training for online business portal
 - ▶ Verizon will schedule the migration for your unit
 - ▶ Unit contacts must provide required information to Verizon at least one week prior to migration
 - ▶ Telecom will provide each department: phone number, name and CSU account number associated with active Sprint and Verizon lines

Policy & Attestation Form

- ▶ Mobile Communications Program policy
 - ▶ Available on Office of Policy and Compliance website
 - ▶ <http://policies.colostate.edu/>
 - ▶ Currently posted for review & comment
- ▶ Wireless Device Attestation Form
 - ▶ Available on Office of Policy and Compliance website
 - ▶ All individuals on CSU's corporate plan or receiving an allowance must complete the attestation form
 - ▶ Departments required to keep attestation forms on file

Surplus your old phones

- ▶ Per university policy, phones no longer in service must be sent to Surplus Property
 - ▶ Phones may be re-assigned or kept as spares
- ▶ Need to complete an EACR, specify Acct. Number
- ▶ Marketable phones in working condition will be “data wiped” and re-sold. Proceeds will be credited back to the department after Surplus deducts its costs.

Technical Support

- ▶ Central Help Desk (Morgan Library) will assist in basic device setup, e.g. synching with Exchange
- ▶ Departmental help desks should also be able to assist with this
- ▶ Device failures, etc. handled by Verizon

Miscellaneous

- ▶ If your department has any Nextel push-to-talk users, please send an email to cellphones@colostate.edu immediately as Nextel service is being discontinued
- ▶ Lines are eligible for an equipment upgrade every ten months (upgrade fees may apply)

Resources

- ▶ For questions about the migration process
 - ▶ Email: cellphones@colostate.edu
 - ▶ Phone: 491-5133
- ▶ FAQ and other information will be available on Telecom's site
 - ▶ <http://www.telecom.colostate.edu/Mobile.aspx>

Discussion

- ▶ And questions are most welcome