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
- Kuali 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 Kuali
- 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
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/](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
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