

- Why are we switching providers? CSU selected Verizon as its wireless partner based on two key factors: 1) a campus survey where the majority of respondents identified Verizon as their choice for a carrier under a corporate plan and; 2) a desire to provide the best coverage possible for employees located throughout Colorado.
- What are the benefits of going to a corporate plan, rather than just providing stipends? Some of the advantages of a corporate plan over a stipend (individual liability) are no contract between the employee and the wireless provider, unlimited data use, and the ability to upgrade devices on every 10 months vs. every 18-24 months. Additionally, corporate accounts are not subject to early termination fees.
- Who gets to decide if I get a stipend or a corporate plan? Your Department Head or Director will need to approve either option.
- Do I have to switch providers? Cell phones billed to the university must move to the Verizon Corporate plan. Existing laptops or tablets with built-in (non-Verizon) cellular data capabilities will be allowed to remain on the current plan. New devices must go with Verizon.
- How long do I have to move off of my current Sprint plan? The goal is to migrate as many phones as possible by late July, 2013.
- Should I add insurance for my device? This is a judgment call, and is very case specific. The replacement cost of the device, the employee's work environment, and perhaps the employee's track record with cell phones in the past are factors to consider.
- Will there be any early termination fees assessed because we're being forced to move off of Sprint? No
- What if I charge products or services to my phone, e.g. downloading personal apps or ringtones, donate to charity, travel internationally, etc.? You will be responsible for reimbursing your department for all personal charges made to your phone.
- If I already have a Verizon plan paid for by CSU, will it be automatically switched to a corporate plan? Yes, CSU and Verizon will work with each department to transfer existing Verizon lines to the master Verizon account.
- If you are going to offer a stipend, why would I instead want to consider opting in for personal use? As long as the corporate plan is used primarily for business purposes, opting in for personal use is a very cost effective option for employees (\$10/month + taxes and fees).
- If I have a CSU Sprint plan now, may I opt to move it to a personal plan and select the stipend option? Yes, pending department head approval.
- What exactly do I have to do to switch to Verizon? If you have a cell plan now that's billed to the university, your departmental representative will be contacted to begin the conversion process.
- Will I still have to sign a monthly attestation form regarding charges to my phone? No
- Is there a revised policy regarding cellular phone services provided by the university? Yes – the current draft policy is available at <http://policies.colostate.edu/PolicyConsideration.aspx>
- What will happen to my old phone once I make the switch to Verizon? You should surplus your old phone, and accompany that with an EACR. If your current phone has resale value, the majority of the resale revenue will be returned to the department.
- When will the stipend option be available? The current projection is Fall 2013.
- Why is there no longer an exemption process, if Verizon doesn't meet my needs? CSU will offer a stipend option as an alternative to the corporate Verizon account.
- Who do I call if I have a billing question? Your departmental representative can handle this by working directly with Verizon.

- I understand that Telecom is no longer responsible for administering the cell program at CSU - where will I go for technical support? Basic device configuration assistance is available from the Central Help Desk in Morgan Library, and may be available from your local help desk as well.
- What if my phone needs to be repaired? You'll need to work directly with Verizon's customer support or visit a local repair store
- What are the details on payroll deduction for the personal use option? There will be a flat fee of \$10/month (plus taxes and fees) deducted from your monthly payroll deposit.
- Who do I contact in my department if I need help with getting a new device, I have a billing question, etc.? Each department will have at least one representative who can assist you. If you're not sure who that is, inquire at your departmental office.
- Will I be able to keep my current cell phone number? Yes.
- What about all my contacts, pictures, music, or whatever else I have on my current phone? Contacts will be moved for you, but not personal content such as pictures and music.
- What do I do if I lose/damage my phone? If you are on a Verizon Corporate account, you should contact your departmental representative for assistance. If you are on the stipend plan, you are responsible for resolving lost/damaged phones.