Policy Number: CS-1503-2007  
Policy Title: Wireless and Cellular Technology  
Policy Owner: Chief Information Officer  
Effective Date: April 2007  
Last Revised February 28, 2020

1. Purpose
This Policy outlines the College’s position on the acquisition of wireless and cellular devices, management of usage and data plans, acceptable use, and invoicing.

2. Application and Scope
This Policy applies to all College employees who have been granted access to a College-owned cellular device, with network access provided through the College’s mobile service provider. These users are referred to as “Subscribers” for the purposes of this Policy.

Wireless and cellular communication technology has become an important tool for efficient operation of the College. This technology including mobile phones and mobile devices promote productivity and expand the traditional workplace office. To optimize the College’s investment, standardization of usage, compliance, and controls to manage devices and services are essential.

3. Definitions
“LTE Device” is a portable device that is not capable of placing and receiving voice telephone calls using a service provider-assigned telephone number, but is capable of using a cellular network for internet access. This includes laptops, tablets, LTE USB sticks, and portable Wi-Fi hubs.

“Mobile Device” is general term for any electronic device that is capable of connecting to a cellular network using the mobile service provider’s SIM card installed within it.

“Mobile Phone” is a mobile device that is capable of placing and receiving voice telephone calls using a service provider-assigned telephone number.

“Service Provider” is the administrator of the cellular network and provider of mobile devices. This refers to the “Bell Mobility” Corporate Plan.

4. Accountability and Compliance

4.1 Accountability Framework
This Policy has been approved by the Senior Leadership Team.
4.2 Compliance
The Chief Information Officer will monitor and ensure compliance with this Policy.

5. Usage

5.1 Usage – College Business
Cell phone and other wireless devices are to be used primarily for College business use, although limited personal use is permitted at the discretion of the employee.

Department Managers are responsible for ensuring within their department that the use of College cellular telephones is in accordance with the provisions of this Policy, including potential reimbursement to the College for any personal calls and for any overuse of data (see section Appendix A, P6).

5.2 Personal Use
Limited personal use is permitted. In the event a subscriber exceeds the allowable personal amount, they must reimburse the College for any charges incurred for personal use that exceed the standard monthly service charges, as per Appendix A- Procedures for Wireless and Cellular Technology Usage (line item P6).

6. Roles and Responsibilities

6.1 Chief Information Officer
The Chief Information Officer is responsible to ensure adherence to and alignment of all IT policies within the College.

- Responsible for the acquisition of all College-owned cellular and mobile devices.
- Responsible for maintaining device inventory.
- Telecommunications Specialists are authorized contacts to Bell Mobility and Bell Enterprise Customer Care for all inquiries related to service and equipment.
- Responsible to provide support to individual users as needed.

6.2 Individual Department Manager
Accountable for ongoing management and approval for cell phones and other mobile devices assigned to their department for business use, including budgeting for, paying for and monitoring costs for wireless communication/data services.

6.3 Individual Subscribers
- All authorized subscribers are responsible to comply with the Procedures as outlined within Appendix A- Procedures for Wireless and Cellular
Technology Usage.
- If wireless/cellular technology is required within a given role, subscribers must rely exclusively on college-owned equipment and services.
- Ensure that equipment and services paid for by the College are used primarily for College-related business.

7. Policy Review

7.1 Next Review Date
February 2025

7.2 Responsibility
This policy will be reviewed by the Chief Information Officer (CIO) every five years or earlier when required.

8. Attachments
Appendix A- Wireless and Cellular Technology Procedure
Attachment 1 - Request and Acknowledgement of Responsibility for Mohawk College Communication Devices

9. Specific Links
CS-1306-1979 Conflict of Interest
CS-1500- Web Posting and Electronic Notifications Policy
CS-1501-2007 Electronic Communications Policy
CS-1502-2002 Acceptable Employee Use of IT Resources Policy
CS-1506-2017 Acceptable Student Use of IT Resources Policy
GC-4101-2013 Copyright Policy
GC 4200–2013 Social Media Policy
Employee Code of Conduct
Appendix A
Procedures for Wireless and Cellular Technology Usage

P1. The use of mobile devices paid by the College will be allowed under the following consideration(s):

- The job function of the employee requires them to be physically outside of normal office or work settings, and it is important to the College that employee(s) are accessible from these areas; and/or,
- The job function of the employee requires access to a voice network; in locations where internal voice services are not available (e.g., travel between campuses); and/or,
- The job function of the employee requires them to be accessible outside of scheduled or normal working hours.

The departmental Manager is responsible for determining that the purchase of College mobile device is warranted based on the criteria above.

P2. Criteria for upgrading a mobile device will be allowed under the following conditions of current device and subject to the departmental Manager’s approval:

- Damaged phone where repair is more costly than upgrade
- Features do not adequately support job function (i.e. storage, screen size)
- Battery life has declined

P3. Employees who require mobile devices to support their business function must acquire College-owned equipment through Telecommunications Services.

After managerial approval has been obtained, the request for wireless equipment must be submitted to the IT Help Desk and include the signed form - “Request and Acknowledgement of Responsibility for Mohawk College Communication Devices” (See Attachment 1) and all additional information as specified in the Telecommunications web page instructions.

P4. Employees may be permitted to port in existing mobile numbers from any carrier to the Mohawk College corporate plan, if there is a compelling
business case to do so. This would be subject to the CIO’s approval and porting expense to be paid by the department.

P5. In the event an employee(s) requires additional features beyond the standard Bell Mobility contract services to support business function(s), they will require departmental Manager approval and need to specify these features in the request form. The cost of additional features would be paid by the department.

P6. All equipment and services are invoiced to Mohawk College and expensed to departments directly. Managers are responsible for monitoring usage and any additional costs incurred. Managers are also responsible for working with employee’s to identify and collect reimbursement for charges incurred by subscribers for personal use when exceeding the standard monthly fee and $5.00 in personal use. In such cases employee’s must go to accounting and pay the difference and attach receipt to their bill along with completed Wireless and Cellular Expense Summary Form (FSD Form 2009-02-26) which is available on MyMohawk.

Completed Wireless and Cellular Expense Summary Forms must be signed by the department Manager and submitted to Accounting Services.

P7. **Holiday/Leave Usage**

Employees maybe entitled to continue to use cell phones during extended leaves or absences from the College, subject to approval of their department Manager and subject to the subscriber agreeing to cover pertinent cost during the period.

In some cases, the department Manager may request cell phones be returned when the absence is considered long, exceeding 3 months or more, and Manager would like to temporarily re-distribute the cell phone to another employee, as warranted by the employee’s business function.

P8 **Stolen Property Procedure** (Notification within 24 Hours)

Should a mobile phone be lost or stolen, the responsible subscriber must immediately report loss by contacting the IT Help Desk – this is for the purpose of potential replacement, insurance claim, and / or filling a Police report if applicable and depending on the circumstance.

P9 **Safe Keep of Cell Phones**

Responsible subscribers must use and care for the phones in their possession in a responsible manner. Breakages, damage or loss of equipment may lead
to the need for a reimbursement to the College of any associated costs incurred to the College, in relation to the repairs or replacement of the affected equipment.

Responsible subscribers are required to keep mobile phones clean, and in serviceable condition to the best of their ability. Mobile phones should have a protective cover, and when not in use, be securely clipped onto the employee’s belt or clothing where possible, or in a secure place (e.g., locked desk or work bag).

Keep batteries charged at all times and report all irregularities immediately to the IT Help Desk.

There are a number of built in protection mechanisms subscribers should be aware in the day to day use of their mobile phone. They includes:

- Activate the “Keypad Lock” and PIN code (Check your user manual)
- For extended periods (i.e. vacation days, etc.) switch the phone off when not in use.
- If the phone is subsequently stolen or lost, a PIN code must be used to unlock the phone.

**Home Usage**
Secure the phone at home, as if it is your personal possession. Use the keypad lock if needed, as you may be responsible for the unauthorized call charges billed to “your” mobile phone if used without your knowledge or consent.

**In Vehicle Usage**
Mobile phones are not to be left in vehicles while unattended. There is a tendency for vehicles to be broken into for the sake of stealing a mobile phone. These costs while not necessarily claimable under insurance, may be charged back to subscriber(s).

The use of mobile phones whilst driving is forbidden unless hands free function is activated. It is an offence (driving without due care) to use mobile phones whilst operating a motor vehicle and the incursion of expiations and fines will be solely at the subscribers cost. Any vehicle damage incurred as a result of this practice, which is not recoverable through insurance, may be recovered from subscriber(s).

**Office Usage**
While in the office, store the phone and associated equipment with due care.
If lending the phone to a co-worker for business use, document this use with who, time, and call destination and duration for own records.

Security – PIN numbers

- PIN numbers are applied to mobile phones. Please ensure this facility is used at all times to minimize security risks as discussed elsewhere in this Policy.
- Do not share/disclose PIN with other people or co-workers

P10. Computer Systems Usage Policy

Those provided with a Cell phone or other mobile device must be aware of and comply with the conditions outlined within College’s relevant usage policies as per section 13 “Specific Links”.

P11. Violations

Violations of this Policy will be handled in accordance to the nature and severity of the specific violation. An employee (subscriber) who violates the Wireless and Cellular Technology Policy will be subject to disciplinary action under College’s Code of Conduct and employment terms and conditions. As a result, the College reserves the right to revoke use of a mobile telephone at any time.
Attachment 1
Request and Acknowledgement of Responsibility for Mohawk College Mobile Devices

This signed form must be submitted when requesting a new or upgrade to mobile device(s).

Subscriber Name: ____________________________________________________________

Department: ________________________________________________________________

Justification for new or upgrading device (please see Appendix A, Procedures for Wireless and Cellular Policy):

__________________________________________________________________________

By signing below, I acknowledge the following:

1. Device(s), associated phone numbers and accessories are College property and must be returned to the IT Help Desk upon completion of the contract term, change in position, termination of employment, after a device upgrade, or sooner at the discretion of the Manager.
2. Lost or stolen devices are to be reported immediately to Bell Mobility and the IT Help Desk.
3. Hardware upgrades maybe eligible after 24 months at the discretion of Manager and working condition of the hardware.
4. It is required at minimum to set a password or pin to access the device.
5. The cost of repair to devices not covered by warranty due to mishandling of device is the responsibility of subscriber.
6. Limited personal use is permitted, however, the College expects employees to exercise prudent judgement in keeping personal use to a minimum.
7. Monthly review of expenses with Manager is required and payment for personal use is to be made to Accounting Services.
8. The Corporate voice, text and data plans are applicable to Canada only. Roaming charges will be applied when services are accessed outside of Canada and are my responsibility unless approved in advance by Manager.

For additional information on Mobile Devices, including the order process for a new or upgraded device, the Wireless and Cellular Policy and Procedures please follow the link: https://www.mohawkcollege.ca/information-technology-services/explore-it-services/communication-and-collaboration . Select “Mobile device purchase or upgrade” menu option.

Device model, storage size, color: _____________________________________________
Accessories (as available on Teletron.ca website only) _______________________

Current mobile number (for upgrade); or existing Department Bell Mobility Account to add net new monthly services fees: _____________________________

For upgrade, replaced hardware (including all accessories) must be returned to IT.

Signature of Subscriber: __________________________ Date: __________________________

Name of Manager: __________________________ Date: __________________________
(Please print)

Signature of Manager: __________________________

Note: Approval for expenses of device(s) and accessories is required by my Manager at the time of order.