



OTAGO POLYTECHNIC MANAGEMENT POLICY		Number: MP0311.01
Title:	Mobile and Electronic Communications	
Classification:	Operations	
Chief Executive Approval:	Effective Date: 1 October 2019	Review Date: 1 September 2022
Previous Policy No:	n/a	Status: Current
Contact Authority:	Deputy Chief Executive: Corporate Services	

Purpose

To provide policy and procedures outlining the accepted business and private use of Communications equipment.

Statutory Compliance

Unsolicited Electronic Messages Act 2007, and all subsequent amendments.

Failure to comply with this policy may be a breach of Otago Polytechnic's Code of Conduct refer to policy *MP0444 Resolving Performance Problems*.

Policy

Mobile Phones/Devices:

- 1 Where eligible, a mobile phone will be provided by Otago Polytechnic. Staff that are eligible for provision of an organisationally provided mobile device should satisfy some or all of the following criteria:
 - 1.1 Required to be contactable at all hours;
 - 1.2 Role requires you are mobile across campus and must be contactable during business hours;
 - 1.3 Require a mobile device for health and wellbeing reasons;
 - 1.4 A formal leader where staff rely on contacting you in a timely manner;
 - 1.5 Customer engagement outside of business hours or internationally.
- 2 Where a mobile phone is provided, Otago Polytechnic will not pay for home land line rentals or calls.
- 3 The relevant department/school or unit will fund all costs associated with the use of the device including purchase, monthly plan, call, text and data costs, these costs are updated and published regularly in the Otago Polytechnic [service knowledgebase](#) - search 'mobile'.
- 4 Password/pin security must be enabled on the mobile to secure the device and data stored on the device. The user is responsible for the care and safekeeping of the mobile device and for all calls and activity made from it.
- 5 Devices must be set up to use the Otago Polytechnic wireless or the eduroam network when within range rather than the cellular data.
- 6 All mobile device purchases and voice/data contracts must be made through the preferred supplier. Exceptions must be agreed by the Chief Information Officer and Formal Leader.
- 7 Mobile phone numbers will be published in Otago Polytechnic directories unless there are specific security/privacy reasons why they should not be. Exceptions will be approved by the staff member's Formal Leader.
- 8 Prior to making an International toll call the staff member should consider if this is the most effective method of communication or whether other internet based calling/ video systems such as Skype or similar should be used.
- 9 It is recognised that from time to time staff need to make private local and national calls to landlines and other mobiles. It is expected that these calls will be as brief as practicable and that employees should use their discretion;
 - 9.1 Subject to the calls being of a reasonable number and duration calls are permitted with no charge being passed on to the staff member.
 - 9.2 If the issue arises as to reasonableness, reasonable use will be determined on a case by case basis by the staff member's formal leader having regard to the individual staff member's circumstances.
 - 9.3 Costs on your mobile account will be summarised to you on a monthly statement, for personal payment. Refer to payment information in Appendix 1.
- 10 The decision on the type of mobile phone and specification levels for the organisation will be made by the Chief Information Officer based on the mobile hardware refresh cycles, and fit for purpose technology requirements.
 - 10.1 The organisationally chosen supported mobile hardware will become the benchmark cost for staff devices, this will also set the maximum amount payable by Otago Polytechnic for Mobile devices. The current benchmark hardware will be updated and published regularly in Otago



Polytechnic [service knowledgebase](#) - search 'mobile'.

10.2 Staff are able to contribute personal funds to make up the cost difference between the benchmark cost and the total value should they choose to buy a higher cost device. If this occurs the mobile handset remains the property of Otago Polytechnic until it is either retired, after 4 years in service, or the staff person ceases employment at which time the following cost depreciation table applies. By contributing to the total cost of a mobile device the staff member is agreeing to these conditions. Refer to depreciation information in Appendix 1.

10.3 The staff member can purchase their own device outright provided that it is compatible with the Otago Polytechnics mobile networks. Eligibility for connection to contract still applies as per clause 1. Note also where device is independently owned all support (i.e. Vodafone support), repair and replacement is at owners cost.

Usage:

- 11 No employee is to use an Otago Polytechnic phone for the purpose of illegal transactions, harassment, or obscene behaviour, in accordance with other Otago Polytechnic policies. This includes mobile txt donation services.
- 12 Where staff are on overseas travel they may, with formal leader approval, use a workplace mobile being careful to utilise the best rates for roaming. All staff expecting to travel for business must visit our mobile carrier's website to ascertain mobile costs and requirements prior to travelling.
- 13 Mobile phones in vehicles - refer to policy *MP0417 Driving and Vehicle Safety*
- 14 Email to SMS - Otago Polytechnic provides an organisational approach to the sending and receiving of SMS messages using Microsoft Dynamics CRM or email2sms.net.nz. **This system is for Business use and must not be used for personal messaging under any circumstances.**
- 15 All Otago Polytechnic mobile users agree to operate within the limits set in the monthly plan allocations. This can change from time to time, the latest information is available from Otago Polytechnic [service knowledgebase](#) - search 'mobile'.

Damage:

- 16 If an Otago Polytechnic owned mobile phone is damaged, lost, or stolen, it must be reported immediately to the ISS. The staff member's formal leader will determine if the repair/ replacement costs will be met by the mobile device user or by Otago Polytechnic.
- 17 ISS can arrange for repair or replacement of the staff members device and have low cost contracts in place to reduce retail prices for repairs.
- 18 In the case where the staff member has contributed to the overall cost of the device, refer section 10.2, the staff member is required to cover fully any repair or replacement costs to ensure they remain contactable with a fully functional mobile device.

Computer Voice and Video:

Skype for Business, Teams, SIP Phones, Unified communications - *The term Skype for Business is in transition to Microsoft Teams. This along with the term SIP, are all interchangeable for the purposes of this policy.*

- 19 All Otago Polytechnic staff are allocated a Skype for Business account on commencement of employment irrespective of what campus they work at, or are remote from. In addition to this all staff are provided with a headset to use with their computer.
- 20 Skype for Business allows free national calling, and free calling to Vodafone mobiles. Tolls will be charged for international and mobiles calls to non-Vodafone mobiles.
- 21 Staff may make personal calls using Skype for Business provided they do not incur a cost to the Polytechnic, and that the length of call does not impede work time.
- 22 Skype for Business as well as providing voice calling capability also provides video conferencing facilitates and should be used as a preference to travelling or making national or international phone calls where applicable.
- 23 Skype for Business is the only supported unified conferencing solution offered by Otago Polytechnic. This detail can be found in the Otago Polytechnic [service knowledgebase](#) - search 'supported systems'.

Referral Documents MP0417 Driving and Vehicle Safety
MP0444 Resolving Performance Issues
MP0343 Use and Security of Information Systems

Approved by Chief Executive



Date: 01 October 2019



Appendix 1: Payment of personal communications costs

Costs on Mobiles:

- Costs occurring on you mobile account will be summarised into a personalised statement monthly for payment at customer services.
- You are required to pay for all roaming costs related to personal trips
- Payment for other incurred costs is at the discretion of your formal leader/ budget holder.

Costs on Business lines:

- Costs incurred on your computer phone for personal use (Skype for business or Teams) should be recorded by the call maker and made aware to ISS, so on receipt of the months invoice the true cost can be assessed, and passed on to the person.
- Payment for incurred costs is at the discretion of your formal leader/ budget holder.

Payment Procedure:

- Payment for personal calls must be made prior to both the due date of account and Finance - Accounts Payable monthly close off.
- The amount of reimbursement must have GST added as the Polytechnic is unable to include personal calls in its GST input tax claim.
- Payment can be made at the Forth Street or Cromwell Campus Customer Services desk.
- Payment can be made by cash and EFTPOS only
- A copy of the reimbursement receipt should be attached to the original invoice and forwarded to the appropriate administrator for processing.
- Mobile Phone depreciation table

End of Year 1	Benchmark cost less 25% payable by staff member
End of Year 2	Benchmark cost less 50% payable by staff member
End of Year 3	Benchmark cost less 75% payable by staff member
End of Year 4	Written off \$0 Payable