



University Policy

Volume I1: Information Technology	I1.03.2 Telecommunications	Responsible Office: University Technology Services
Chapter 03: Electronic Communication		Responsible Officer: Chief Information Officer
Effective Date: 05/01/14 Last Revision: 03/24/2021 Date of Next Review: 03/01/2026		

POLICY STATEMENT

requires the use of telecommunications equipment and services. This policy provides the University with procedures for appropriate use and funding for telecommunications equipment and services.

PURPOSE OF THE POLICY

The purpose of this policy is to establish parameters for the use and funding of telephone equipment, mobile communication devices and services.

WHO IS AFFECTED BY THIS POLICY

University employees.

DEFINITIONS

Local Call: Phone calls placed from any Northeastern location telephone to local area codes. Local area codes include, but are not limited to 217, 224, 312, 331, 447, 630, 708, 773, 872, and 847 and are subject to change.

Long Distance Call: Phone calls placed from any Northeastern location telephone to a number outside the Local Calling area but within the United States.

International Call: Any call placed to connect outside of the United States.

Mobile devices: cell phones, tablets, laptop, hotspot, or similar equipment

Personal Calls: Phone calls placed or received on any Northeastern campus or mobile phone that are not for the purpose of conducting official University business.

De Minimis (Minimal) Benefits: a *de minimis* benefit is any property or service you provide to an employee that has so little value (taking into account how frequently you provide similar benefits to your employees) that accounting for it would be unreasonable or administratively impracticable.

REGULATIONS

[IRS Publication 15-B \(2020\), Employer's Tax Guide to Fringe Benefits](#)

COMMUNICATION OF POLICY

It is the responsibility of each department to communicate this policy and their departmental telephone policy to their employees and to monitor excessive personal use of campus phones and mobile devices.



COLLECT CALLS

Collect calls are not to be accepted except in the case of an emergency where the health and safety of a person may be at risk.

PERSONAL CALLS FROM UNIVERSITY PHONES AND MOBILE DEVICES

The University may provide telephones to conduct University business as a *De Minimis* and incalculable benefit to employees. Because employees spend a large part of their day at work, the University recognizes that some personal calls, including but not limited to, communicating with family, arranging transportation, or confirming a medical appointment are unavoidable, and are therefore allowed, but should be kept to a minimum. The University will not ordinarily seek reimbursement for calls made from University-issued phones and mobile devices as the cost to collect reimbursement is administratively burdensome and difficult to calculate. It is the responsibility of each department to establish and enforce departmental policy as it relates to limiting excessive personal telephone calls.

UNIVERSITY ISSUED MOBILE DEVICES FOR BUSINESS USE

Request for use

All requests for mobile communication devices and services must be made to the e
-owned mobile communication
devices will be borne by the department that requests such services. The University shall determine the mobile devices to be provided.

Requests for mobile communication devices for business use (including but not limited to laptops, cell phones, tablets, hotspot) must stipulate that the employee meets one of the following criteria:

- **Frequent Mobility:** The job requires greater than 50% of time outside the office (travel, meetings, conference call, etc.) and use of an electronic device in order to effectively maintain business operations while away.
- **On-call availability:** The employee is required to be on call a majority of the time to be contacted in the event of an emergency or to be immediately accessible to receive and/or make frequent business calls outside of normal work hours.
- **After hours availability:** The job requires the employee to be immediately accessible to receive and/or make frequent business calls outside of working hours. Employees must be readily accessible due to the specific nature of their job duties and must be available for time sensitive consultations after normal work hours.
- **Level of Position:** Any employee having a Dean/AVP position or higher with a justifiable business need.

If the employee does not meet one of the above classifications, the manager should not approve the request. The request should be returned to the requestor indicating that the employee for whom the mobile communication device is being requested does not meet the required criteria.

Any requests for exceptions to the provisions for issuing a mobile communication device as defined herein must be approved by the Vice



Data Plan Usage

University-issued mobile communication devices and the associated data plans are intended for business use only. Data usage will be monitored by supervisors for excessive or repeated overages or abuse. Any fraudulent or abusive activity will result in the suspension of data privileges and a requirement that the device be returned immediately. Future requests for mobile device technology may be denied due to repeated instances of abuse.

Return of Devices

It is the responsibility of the employee to personally return any mobile device directly to the Technology Help Desk upon separation from their department or the University. A receipt for any returned equipment can be provided at the request of the department. If the employee is unable to return an assigned mobile device, it is the responsibility of the department to retrieve the device from their (former) employee, and to arrange for the delivery of the equipment to the Technology Help Desk. The cost to replace lost or damaged mobile devices is the responsibility of the employee assigned to the mobile device. Stolen devices need to be reported to the Technology Help Desk and University Police as soon as possible.

PERSONAL MOBILE DEVICES OR INTERNET CONNECTIONS USED FOR UNIVERSITY BUSINESS

Use of Personal Devices

The University shall not be liable for the loss or damage of personal mobile devices. Use of personal devices or connections for public business is done at the discretion of the employee. The University reserves the right to establish and change reasonable rules for the use of personal devices or connections in the course of conducting public business at any time.



INTERNATIONAL TRAVEL

Any planned international travel in which the employee will use the University issued mobile device should be reported to the Technology Help Desk so that the appropriate data plans and services can be applied during the travel. Data plans and services should be canceled after travel is complete unless there is a business purpose to justify maintaining the plan.

ISSUING EQUIPMENT

Mobile devices will be issued by the Technology Help Desk. At time of device issuance, employees will be asked to sign the Mobile Device Agreement.

EMPLOYEE ADDITIONS, RELOCATIONS AND SEPARATIONS

The department will notify the Technology Help Desk via email in the event of a termination, any telecommunication services assigned to the employee that need to be deactivated. Employees changing positions should be evaluated to determine if they still need to have a device/plan. If so, they should obtain approval from the appropriate supervisor and area Vice President. The Technology Help Desk should be notified to ensure the plan is charged to the correct department.

LOST, STOLEN OR DAMAGED EQUIPMENT

- Technology Help Desk by phone at 773-442-4357 or by email at Helpdesk@neu.edu
- University Police at 773-442-4100

The cost to replace lost or damaged mobile devices is the responsibility of the employee assigned to the mobile device.

Damaged equipment must be reported to the Technology Help Desk at 773-442-4357.

HISTORY

03/24/2021: Revised mobile phone requirements, removal of reference JCAR 44, Chapter 1, Section 5030.130



CONTACT INFORMATION

Please direct questions or concerns about this policy to:

Contact	Phone	E-Mail
<i>University Technology Services</i>	<i>773-442-4357</i>	<i>Helpdesk@neiu.edu</i>



APPENDIX A

The image shows a document titled "Mobile Service Agreement" from Northeastern Illinois University. The document is almost entirely obscured by heavy redaction, appearing as a solid black block with some faint, illegible text visible at the top and bottom. The Northeastern Illinois University logo is visible in the top left corner of the document area.