07.400 REMOTE & MOBILE COMMUNICATIONS ALLOWANCE POLICY

Authority: Vice Chancellor for Information Technology Systems Division

History: Effective January 2010; Updated September 2013

Source of Authority: Office of State Budget and Management Manual 01/01/2013 Section 5.11 Employee-owned Devices

Related Links: Remote & Mobile Communication Allowance Authorization Form; UNCW Employee Discounts

Responsible Office(s): Resource Management (ITSD)

I. Purpose

To provide a policy and procedures for the administration of a Remote & Mobile Communications Allowance Program (RAMCAP) to compensate university employees for the utilization of their personal mobile device, or Internet service while conducting university business. Employee duties and responsibilities require the use of mobile communication devices/services or remote Internet access outside the normal work schedule or at times when employee is away from duty station.

The RAMCAP provides advantages to both the employee and the university which include: employees do not have to carry multiple devices, university does not have to manage the purchase, distribution and support of the mobile/remote devices and services, and department does not have to perform monthly audits to verify that all calls made on university-provided devices are business related.

II. Scope

This policy applies to all UNCW employees.

III. Definitions

A. Mobile Communications Service (MCS): any service that is used to make or receive telephone calls or transmit data on the public/private cellular networks.

B. Mobile Communications Device (MCD): any device that is capable of using the services provided by the public/private cellular networks. These devices include cell phones, smart phones and sim cards for iPads.
C. Remote Communications Service (Internet Access): any service that is used to access the commodity Internet outside the UNCW network to include dial-up access via the telephone line or high speed Internet access via DSL Internet service or cable Internet service.

D. Service Provider: the employee’s MCS or remote communications service provider.

E. Department Head/Dean: The head of the department/unit in which the employee works, or that individual’s designee. When this is ambiguous, the appropriate University vice-chancellor should be consulted for clarification.

F. Allowance: The monthly compensation the university employee would receive for the utilization of their personal mobile and remote devices/services, or Internet service for university business.

IV. Policy

A. The AVC, Dean or equivalent of each division is responsible for the oversight within their division and for the authorization of the allowance for each employee for whom it has been determined to be appropriate.

B. The department head is responsible for the assessment of the appropriate use of remote or mobile communication services for their employees and for recommending the allowance to the AVC, Dean or equivalent.

C. Employees may be considered for the allowance based on, but not limited to, the following criteria:

1. Safety requirements dictate that having mobile/remote communication capabilities is an integral part of performing job duties.

2. More than 50% of the employee’s work is conducted away from his/her work station and the employee is required to be contacted on a regular basis by other university employees.

3. Employee is on-call outside normal work hours.

4. Employee is a senior officer or other critical decision maker.

5. Employee monitors and administers mission critical systems during non-business hours.

6. Other special circumstances approved at the department head/dean level.

D. The amount of the allowance must be less than the cost for the plan. The department head is responsible for the annual review of the allowance to ensure that each employee continues to have a university business need and that the amount of the allowance is
appropriate. Employees and management must recertify Mobile Device Allowances using the employee’s last cell phone bill.

E. The employee is responsible for the procurement and payment for all services and equipment associated with the allowance. A UNCW web page contains information with regard to specials that are offered to UNCW employees (see above under ‘Related Links’).

F. Because the employee is using the personal mobile communications device for university business related purposes, all or a portion of the billing statement records may be subject to the North Carolina public records law and UNCW’s Public Records Policy 02.110. In consideration of receiving the allowance, the employee must produce the billing records immediately upon request by the university. The university may request the records for any reason, including but not limited to a workplace policy review, investigation, public records request, litigation or audit. In the event the employee receives a litigation hold notice from the General Counsel, the employee further agrees to maintain and preserve the billing records as directed.

G. Use of the device or service in any manner contrary to local, state, or federal laws will constitute misuse, and will result in immediate termination of the allowance.

H. Keep your MCD secure at all times; if it is lost, contact the ITSD TAC (962-HELP).

I. Encrypt any sensitive data that is taken off the premises on any type of device or media.

J. Insure that you use a method to secure your wireless data connection if applicable.

K. Utilize a secure means of telecommunications when conducting UNCW business.

L. Insure all UNCW data is removed from the device when it is no longer used for UNCW business.

V. Procedure

A. Appropriateness of the Allowance

1. The department head will determine those employees in their department for whom the RAMCAP is justified. For each employee for whom it has been determined there is an appropriate university business need, the department head will determine the service level appropriate for that employee.

2. Departments that have a justifiable business need to maintain university-provided communications devices must do so in accordance with the 07.200.06 Communications Standards and Practices Policy.

3. For each employee recommended to receive the allowance, the department head will complete and submit the Remote & Mobile Communications Allowance
Authorization Form (see ‘Related Links’ above) to their AVC, Dean or equivalent for authorization.

4. The AVC, Dean or equivalent will authorize the request for the allowance and submit to ITS Resource Management for processing.

B. Allowance payment processing

1. The Payroll Department will process the allowance payments for all employees for which a Remote & Mobile Communications Allowance Authorization Form has been submitted.

2. The Allowance for cell phone, internet or data is considered non-taxable.

C. Annual Review

1. Each employee who receives the allowance must retain copies of their monthly MCS and Internet Access billing statements for three (3) years. The employee shall present MCS and Internet Access billing statements to the department head upon request for the annual review. In addition, the university may request disclosure of the billing statement records on a more frequent basis due to a fact finding review, investigation, public records request, litigation or audit.

2. The department head will perform an annual review on each employee authorized for the allowance. This review will include:

   a. Assessing the employee’s current duties and responsibilities and the appropriateness of continuing the allowance.

   b. Determining whether the employee’s allowance should be upgraded, downgraded, remain the same, or canceled.

3. The department head will resubmit the Annual Mobile Allowance Annual Eligibility Form for each employee’s allowance that has changed to ITS Resource Management.

D. Termination or change in service prior to authorized allowance period

   If a decision is made by the university due to disciplinary action, including suspension, demotion, dismissal, or change in duties to terminate the allowance agreement, the employee will bear the cost of any fees levied by the service provider that are associated with that change or cancellation.

E. Other factors related to the use of the Allowance

   1. The employee is to ensure that personal calls on the MCD are kept to a minimum during the employee’s university working hours.

07.400 Remote & Mobile Communications Allowance Policy
2. The employee may use the device for both university business and personal purposes. The employee may, at his or her own expense, add extra services or equipment features, as desired.

3. The employee shall consider safety when using the MCD while traveling.

F. Remote & Mobile Communications Allowance Schedule

1. The Allowance is not intended to pay the full cost of the employee’s monthly service; rather it is intended to offset the use of the device or service for university business where such use is part of the duties and responsibilities of the employee’s position.