

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

POLICY STATEMENT

Northeastern Illinois University (the "University") recognizes that the performance of many job responsibilities 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 employee's supervisor and receive the area Vice President's approval. All costs associated with University-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 President for Finance and Administration or designee.

Shared Devices

Devices may not be shared among employees. Employees must turn in their devices to the Help Desk if they transfer to a new department, and before the device can be reassigned to another employee.

Data Security

Employees assigned to a mobile device are responsible for ensuring that steps are taken to secure the device and the data stored within it by using a security schema (PIN, password, biometric (fingerprint, face/voice recognition, etc.). If audit, inspection, or as a result of a lost or stolen device determines that appropriate measures are not being taken to ensure the security of the device or the integrity of the data stored on it, the device can be confiscated and future requests for a mobile device may be denied. Mobile communication devices used for business are subject to audit by the University. This includes personal mobile communication devices used for business as the content in question is subject to FOIA requests/responses. See Related Policies and Other Informational Material below.



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.

COMPLIANCE WITH RULES AND REGULATIONS

Employees are required to follow all federal, state, and local laws and regulations as applicable.

Employees are also required to adhere to all University policies including the Acceptable Use of Information Technology Resources policy regarding information access, security and usage.

University-issued mobile devices must be made available for inventory purposes as requested.

An employee's failure to adhere to any requirement of this policy or applicable federal, state, or local laws or regulations will be subject to established University disciplinary actions, which may include restitution, termination, and/or prosecution by federal, state or local authorities.

EMPLOYEE ADDITIONS, RELOCATIONS AND SEPARATIONS

Departments are required to notify University Technology Services when a department hires, transfers, relocates, or terminates an employee.

PROCEDURES

REQUESTING MOBILE DEVICES FOR BUSINESS USE

Mobile devices can be requested for personnel who need them to carry out their job duties as noted above. Supervisor's may request a mobile device for their employee's use via email to the area Vice President who will then forward the approved request to the Technology Help Desk. Written justification must include how the recurring charge enables the employee to perform their job duties. See the Regulations section above for qualification criteria.

MONITORING USE

Departments with employees assigned a mobile device will receive a monthly statement listing call and data usage. Upon receiving the monthly statement for the assigned mobile device, departments are responsible for reviewing the report to ensure accuracy or patterns of abuse. Any statement discrepancies should be immediately reported to the department administrator responsible for financial reporting. The department administrator should then immediately report these inaccuracies to the Technology Help Desk so that the service provider can be notified of the error and issue the appropriate correction in billing.



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 employee's travel. International Plans 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

It is the employee's responsibility to report lost or stolen mobile devices immediately to:

- Technology Help Desk by phone at 773-442-4357 or by email at Helpdesk@neiu.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 Telephone Usage Policy because it no longer applies to current communications technology (VOIP) and billing processes. Billing processes are no longer charged on a call-by-call basis enabling reimbursement.

02/15/2017: Revised due to new billing procedure

Formerly Administrative Memorandum No. 73 – Authorization Codes, effective 8/15/1995

APPENDIX

Appendix A - Mobile Device Agreement

RELATED POLICIES AND OTHER INFORMATIONAL MATERIAL

[FOIA Binding PAC Opinions - Public business conducted through personal email or on personal devices](#)

[Acceptable Use of Information Technology Resources](#)



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@neu.edu</i>

DISCLAIMER

The University reserves the right to modify or amend sections of this policy at any time at its sole discretion. This policy remains in effect until such time as the Responsible Officer calls for review. Requests for exception to any portion of this policy, but not to the policy statement, must be presented in writing to the Responsible Officer.



APPENDIX A



Mobile Device Agreement

Employee _____ Employee ID _____ Email _____

Department _____ Office Location _____ Ext. _____

Fund _____ Organization _____ Program _____

FOP Name _____

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Device Description _____

Phone Number _____ Electronic Serial Number _____ Subscriber Identity Module _____

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Notes:

I understand and agree that I may be held responsible for the loss and/or any damage to the equipment and items listed above that I am signing receipt of.

I understand and agree that Northeastern Illinois University is providing this device and its usage is solely intended for University business.

I understand that usage and operating costs will be charged to the FOP indicated above.

I agree to return this device and accessories when no longer needed.

_____ Recipient – Please Print Legibly	
_____ Signature	_____ Date
_____ Returned By – Please Print Legibly	
_____ Signature	_____ Staff - Received By/Date
_____ Signature	_____ Date

Additional Notes on Reverse Side of This Page.

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