



## Frequently Asked Questions (FAQ's)



### **Who decides if an employee can have a cell phone allowance or use a city issued phone?**

Your department director will be the one to decide what positions will get city issued cell phones or if the employee will get an allowance. The Department Director will also decide the amount of the allowance for those employees that are allowed to get one.

### **What are the steps in getting a city issued cell phone or blackberry?**

If you currently have a city issued cell phone you will be asked to sign a new User Agreement (Exhibit II). The User Agreement states you acknowledge that there is **no personal** use allowed on the phone. This agreement will go to your Department Director and then comes to Financial Services.

### **Will I still have to fill out a personal use form each month?**

Since there is no personal use allowed on city issued cell phone this form will be discontinued.

### **Will there be any reviews on the use of the city issued cell phones or blackberries?**

Financial Services will be doing audits on the city issued cell phone bills. A report will be generated on any personal use found on the phone and sent to the Department Director. The policy states that Financial Services will be looking for a pattern of abuse and not an isolated incident. Financial Services will also send a bill to the cell phone user at \$1.00 per minute for any personal use found. The Department Directors will determine if any additional disciplinary action should be taken.

### **How do I get maintenance on a city issued cell phone?**

Financial Services will still be assisting with the maintenance on the city issued cell phones.

We have setup a category on the IT Service Desk program. **All cell phone issues must now go through this program.** You will be contracted by email or phone with further instruction. If from your description it requires us to send your phone away for repair or replacement you must have the Maintenance Repair or Replacement Form signed by your Department Director prior to bringing the phone over to Financial Services.

### **How do I get accessory items for a city issued cell phone or blackberry?**

Form Exhibit III must be filled out and approved by your Department Director. The form will then be sent to Financial Services who will obtain the standard accessories available under the current service package the City has. If a special item is not included within the current service package and with Department Director approval the employee may obtain the item and get reimbursed by the department through established procedures.

### **What are the steps in getting a cell phone or blackberry allowance?**

Once your Department Director has determined your position can have a cell phone allowance you will need to complete the Form Exhibit IV requesting an allowance and submit it to your Supervisor for their signature and then it will go to the Department Director. Once the Department Director signs the form it will come over to Financial Services. At this point you will need to obtain a cell phone or blackberry and give the number to your department supervisor and to Financial Services. Once Financial Services has that number they will set your allowance up on your payroll check. It will show up on the first full paycheck for the next month. You will receive this allowance once a month

on your payroll. The amount will be determined by your Department Director. Please be aware that the maintenance on the phone will become your responsibility.

**Can I take my current city issued cell phone/blackberry and use it as my personal phone?**

If your city issued cell phone/blackberry is over 2 years old then you may take that phone and attach it to a personal cell phone account. If the phone is less than 2 years old it must be returned to Financial Services.

**Can I take the city cell phone number over to my personal cell phone?**

The City will release your current cell phone number and you can use it on your personal phone. However, be aware there may be a transfer fee by the phone company to do this. This will be a cost you will have to pay.

Please realize that the city number is a business number which is different from a local number (what you would get if you went to the phone company as an individual). While it can transfer to a local service package and you can receive the discount on your service it cannot be part of a bundle package.

Steps to transfer a city number, figure out the package of services you want for your personal phone and the price. Schedule an appointment with Dee Chinn in Financial Services. We have setup a category on the IT service desk. You can use this to schedule a time if you want. You and she will call the city's contact and release the city number and setup your private package and attach the city number to it. Some companies will send you the new phone in the mail or some will allow you to go to a local store and pick up your phone.

**If I get a personal blackberry can I use the city's server?**

You may use the city server for your blackberry if the city has sufficient licenses. We have discovered that some blackberry providers may charge an additional fee if you do not use their server. Be aware that if you stay on the city server there will be restrictions on the amount of bandwidth. That may mean you cannot use all the latest functions provided by the newer blackberries. If you chose to use the private providers' server please understand we can forward your email, but we cannot maintain the city calendar system on your blackberry. To keep the calendars in alignment you will have to enter the appointment in your computer and in your personal blackberry.

**Can I receive a governmental discount on my personal phone?**

Yes, there is a 15% discount available for all governmental employees on your monthly service fee. It is our understanding that most of the major phone companies will honor this discount. Please remember to tell the phone company you are a governmental employee at the time you setup your package. They may ask you for our FAN number which is 79947.

**If I have further questions where can I go?**

Please send any questions through the IT service desk request system. We will attempt to answer them as soon as possible.