



MOBILE TELEPHONE POLICY

Date approved:	8 September 2004	Date Policy will take effect:	8 September 2004	Date of Next Review:	December 2010
Approved by:	Vice Chancellor				
Custodian title & e-mail address:	Deputy Vice Principal (Finance and IT)				
Author:	Ellen Manning				
Responsible Faculty/ Division & Unit:	Information Technology Services				
Supporting documents, procedures & forms of this policy:	University of Wollongong OH&S Website Australian Communications and Media Authority Website BuyIT Website				
References & Legislation:	IT Acceptable Use Policy (including the Requirements Governing the Use of IT Facilities) Student Conduct Rules Crimes Act, 1914 (Commonwealth) Telephone Policy				
Audience:	Public – accessible to anyone				
Expiry Date of Policy:	Not applicable				



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1 Purpose of Policy

1. The purpose of this policy is to:
 - a. outline the procedures to be followed when assessing business needs for the use of a mobile telephone;
 - b. ensure clear understanding of the responsibilities of users and management; and
 - c. provide guidelines for the acceptable usage of mobile telephones and/or mobile telephone accounts for the University.
2. The University of Wollongong is committed to the appropriate use of Information Technology and Services in support of its teaching, research, administrative and service functions. This policy is an adjunct to the University's IT Acceptable Use Policy which defines the acceptable behaviour expected of users and intending users of the facilities, including mobile telephones. The University requires users to accept the IT policies and associated Requirements Governing the Use of IT Facilities as a condition of their use. These are accessible on the University Policy Directory.

2 Definitions

Word/Term	Definition
University	University of Wollongong
User	University staff and other authorised users supplied with a University mobile telephone and/or mobile telephone account
Mobile telephone	Any mobile telephone handset that is provided to University staff and paid for by the University for the purposes of fulfilling individual work requirements. This may also apply to wholly owned subsidiaries
Usage	All calls, messages, data transfers, and services that are attributable to a mobile telephone account
IT facilities	Information Technology facilities operated by the University, whether owned or leased
Chief Technology Officer	The Chief Technology Officer, Information Technology Services
ITS	Information Technology Services at the University of Wollongong

3 Application & Scope

1. This policy and the associated requirements apply to usage of all mobile telephones and mobile telephone accounts owned by the University. The policy applies to all communication devices which can be used to receive and make telephone calls. This policy represents the University Institutional position and takes precedence over other relevant policies which may be developed at a local level.
2. All users should be aware of the policy, their responsibilities and legal obligations. All users are required to comply with the policy and are bound by law to observe applicable statutory legislation.
3. The University requires mobile telephone users to accept the Mobile Telephone policy and associated requirements governing the use of mobile telephones as a condition of their use.



4 Policy Principles

1. University mobile telephones are provided to assist staff and other authorised users to conduct bona fide academic and administrative pursuits. No mobile telephone calls are to be made on University mobile telephones outside of the requirements and procedures as indicated by this policy.
2. For users where mobile telephone usage is a requirement of the position, the intended use of University mobile telephones shall be to facilitate communication between staff and the external community. This is to allow users to better perform the duties assigned to them; and to allow greater efficiency in teaching, research, administrative and service functions.
3. All users must accept full responsibility for using their University mobile telephone in an honest, ethical, safe and legal manner and with regard to the rights and sensitivities of other people. Use must be in accordance with University policies and all relevant federal and state legislation. Such legislation shall include, but not be limited to legislation covering privacy, copyright, freedom of information, equal employment opportunity, intellectual property and occupational health and safety.

5 Use of Mobile Telephones

1. While the costs of mobile telephone calls continue to be higher than the cost of land-line telephone calls, it is recommended that land-line telephones are used to make outgoing calls whenever possible. University mobile telephones can be used for the following purposes:
 - 1.1. Receipt of all calls and messages, either work related or personal, provided non University related usage is kept to a minimum and does not incur significant costs or loss of work time;
 - 1.2. Making of telephone calls, text messages and other usage that is directly related to required work responsibilities, as stipulated in the individual work description, employment contract, and as directed by the user's supervisor; and
 - 1.3. For University staff who are frequently out of the office and have a University mobile telephone it may be appropriate to forward calls from their office fixed telephone to their University mobile telephone. Prior approval from the relevant Senior Executive, Dean, Director or University Librarian is required as the cost of forwarding fixed calls to a mobile telephone is automatically charged to the fixed telephone account.
2. Persons driving, working in a potentially hazardous area, or carrying out a potentially hazardous task, should turn off their mobile telephone or move to a safe location prior to answering their mobile telephone. The driver of a vehicle must not use a hand-held mobile phone while the vehicle is moving, or while it is stationary but not parked. For information on the safe use of mobile telephones users are required to view the relevant fact sheet on the University's Occupational Health & Safety page at <http://staff.uow.edu.au/ohs/>.
3. Users should make every reasonable effort to ensure that their University mobile telephone is secured at all times, kept charged and switched on when required by the University to perform work duties. Information on securing your mobile telephone can be found on the Australian Communications and Media Authority Website: http://www.acma.gov.au/WEB/STANDARD/pc=PC_1718
4. While overseas, email or text messaging is recommended for non-urgent matters due to the cost of mobile telephone use. Contact ITS for the current available options for telephone contact while overseas.
5. Users are required to contact ITS if they require added functionality for their mobile telephone account which includes the options of:
 - a. itemising personal calls on a separate account; or
 - b. managing incoming calls such as:
 - i. diverting business calls only to voicemail;
 - ii. receiving personal calls only while on leave.



6 Unacceptable Use of Mobile Telephones

1. A University mobile telephone must not be used for transmission, retransmission, or storing of any unlawful, obscene, indecent, profane, libellous, offensive, pornographic, threatening, abusive, defamatory, or otherwise objectionable information. Without limitation this includes any transmissions constituting or encouraging conduct that would constitute a criminal offence, give rise to civil liability, or otherwise violate any law.
2. Any action on a mobile telephone is not allowed that restricts or inhibits the use of University telephone services or generates excessive telephony traffic through the use of automated or manual programs or routines.
3. Users shall not cause, or attempt to cause, security breaches or disruptions to telephone communications. Examples of security breaches include, but are not limited to, accessing calls of which the customer is not an intended recipient or logging into a server or account using mobile telephony services that the user is not expressly authorised to access. Disruptions include, but are not limited to, WAP services, GSM information services and GPRS services.
4. Harassment is not permitted, whether through language, images, or frequency and size of telephone, text or multimedia messaging calls. Users must not send unsolicited text messages, including "junk mail" or other advertising material.
5. Mobile telephones hold and provide access to a range of data sources. The following requirements must be met when storing or accessing data using a mobile telephone:
 - 5.1. A user must not examine, disclose, copy, rename, delete or modify data without the express or implied permission of its owner. This includes data on storage devices and data in transit through a network;
 - 5.2. A user must respect the privacy and confidentiality of data stored or transmitted on the University's IT facilities. Any release of data to an unauthorised person is expressly forbidden; and
 - 5.3. Users storing data of a sensitive nature, such as information on individuals whether for academic, administrative or services use must ensure that the privacy of such information is unable to be compromised. In these cases access controls should be employed such as password locks or similar tools.
6. The University's IT acceptable use policy defines the acceptable behaviour expected of users of the facilities, including mobile telephones. All mobile telephone users should be aware of their obligations under this policy.

7 Non University Use of Mobile Telephones

1. Calls may be made on a University mobile telephone in the event of an emergency, or to assist in response to an emergency. To reach emergency services in the first instance, dial 000. If unsuccessful due to lack of service, dial 112 which may reach emergency services via an alternative service provider if one is available. Provided there is GSM coverage, 112 can be dialled anywhere in the world and is automatically translated to the emergency number for that country.
2. Where no land-line telephones are available for use by University staff, a University mobile telephone can be used for incidental personal purposes (non University use) but only if that use does not:
 - a. interfere with University operation of Information Technology;
 - b. interfere with access to facilities for other users;
 - c. burden the University with additional costs;
 - d. interfere with the user's employment or other obligations to the University; or
 - e. constitute an offence under any relevant legislation.



8 Mobile Telephone Accounts

Service Providers

1. University mobile telephones are to be connected to one of the ITS recommended plans unless approval has been granted by the relevant Dean, Director or University Librarian, and agreed to by Chief Technology Officer, to use an alternative plan. The current plans are available at the BuyIT website.

Access to account usage information

2. The University has the right to capture and inspect any telephone call information made on a University mobile telephone or on a University mobile telephone account to:
 - a. investigate system problems;
 - b. investigate potential security violations;
 - c. maintain system security and integrity;
 - d. prevent, detect or minimise unacceptable behaviour; and
 - e. review expenditure charged to a mobile telephone account.
3. Detailed telephone account information collected in the course of any investigation will not be released to persons within or outside of the University, except in response to:
 - a. permission from the user;
 - b. a request from the Senior Executive, Dean, Director or University Librarian, made in writing and accepted by the PVC (IT) or delegated persons, to investigate a potential breach of policy;
 - c. a request from the Senior Executive, Dean, Director or University Librarian, made in writing and accepted by the PVC (IT) or delegated persons, for access to be granted;
 - d. where deemed appropriate by the University in order to uphold the statutory rights of individuals in matters such as privacy, copyright, occupational health and safety, equal employment opportunity, harassment and discrimination;
 - e. a proper request from an appropriate law-enforcement officer investigating an apparently illegal act, including a court order; or
 - f. a relevant statute.
4. All telephone account invoice information is securely retained and access to the account information will always be via a financial administrator, or via persons nominated by the Chief Technology Officer. The University's policy and statutory legislation relating to privacy will be upheld in all cases. Itemised invoices will be provided to the relevant Senior Executive, Dean, Director or University Librarian for mobile telephone accounts under their control to enable normal accounting procedures to occur. ITS will provide an itemised invoice for a University mobile telephone account on request of the user of that mobile telephone.

9 Mobile Telephone Handsets

Acquisition

1. Purchase of mobile telephones must be in compliance with the University Purchasing policy and any conditions that may be associated with the account nominated for invoicing. University mobile telephones and SIM cards remain the property of the University at all times.
2. Under no circumstances will the University cover the costs or obligations for mobile telephone plans entered into without approval of the relevant Senior Executive, Dean, Director or University Librarian.
3. All staff authorised to acquire and use a University mobile telephone will purchase a handset of the recommended standard configuration unless additional options are required and have been



approved by the relevant Senior Executive, Dean, Director or University Librarian. Functions such as integrated camera and/or video capability are currently additional options not required for normal University business and must be approved prior to purchase. The standard specifications will be updated as needed.

4. Information for purchasing handsets is available at the BuyIT website. To order a mobile telephone and/or mobile telephone account from ITS complete the ITS Mobile Telephone Application form. ITS will manage mobile telephone usage costs only if an application form has been received with approval from the relevant Senior Executive, Dean, Director or University Librarian and with a valid account number included for invoicing purposes. For further information on mobile telephone handsets such as the exposure standard, which is known as the Specific Absorption Rate (SAR), refer to the mobile telephone reference guide or the supplier.

Allocation of Mobile Telephone Handsets and Accounts

5. The following provides a guideline on the categories of employees the University considers may require a mobile telephone to effectively perform their duties:
 - 5.1. Senior staff who work across multiple sites and need to be contacted regularly (and with some degree of urgency) for University business.
 - 5.2. Field staff who spend significant time outside of the office and who do not have reasonable access to landline telephones while having a regular and demonstrated need to be contacted.
 - 5.3. Staff required to be contacted outside their normal hours of work regularly.
 - 5.4. Staff who may have specific OH&S or security needs and responsibilities in relation to their work.
 - 5.5. Any other staff member or authorised user deemed eligible by the Senior Executive, Dean, Director or University Librarian.

Care of Mobile Telephone Handsets

6. Users must take due care when using University mobile telephones and take reasonable steps to ensure that no damage is caused to any supplied equipment. Users must report any damage to IT equipment to the relevant Senior Executive, Dean, Director or University Librarian who will determine the action to be taken. Users must not use equipment if they have reason to believe it is dangerous to themselves or others. Redundant handsets or peripherals should be returned to ITS for reuse or disposal through a designated recycling scheme.

10 Administration and Implementation

Compliance

1. Mobile telephone and mobile telephone accounts are issued on the basis that a user agrees to abide by the University's terms and conditions for acceptable use of Mobile Telephones and IT facilities as detailed in this policy and the associated requirements. The University treats misuse of its IT facilities seriously. Violations of the conditions of use of IT facilities may result in temporary or indefinite withdrawal of access, disciplinary action under the University's, or relevant entities, discipline procedures, and/or reimbursement to the University.
2. IT misconduct by students will be dealt with under the Student Conduct Rules. The Chief Technology Officer or their nominee will be the Primary Investigation Officer of allegations of IT misconduct by students. Detailed investigation procedures and the penalties that may be awarded to students engaging in IT misconduct can be found in the Student Conduct Rules.
3. A user's mobile telephone handset and/or mobile telephone account access will be withdrawn given a written request from an appropriate staff member of the sponsoring organisation. Access may also be withdrawn by ITS in response to a suspected policy violation.
4. A student whose access has been withdrawn as a result of an investigation under the Student Conduct Rules can appeal the decision or the penalty to the Student Conduct Committee.



Otherwise, a user whose access has been withdrawn may request reconsideration of the decision by the Chief Technology Officer who shall consider the withdrawal with the relevant Senior Executive, Dean or Director or the University Librarian. Following this the Chief Technology Officer shall confirm the withdrawal or reinstate access.

5. Misuse or unauthorised use of University IT facilities may constitute an offence under the Crimes Act, 1914 (Commonwealth) and/or other pieces of State or Commonwealth legislation. Nothing in this policy or the Requirements Governing the Use of IT Facilities may be taken as in any way diminishing or removing a person's obligations to comply with the law, or their liability to prosecution and punishment under law. Users are encouraged to report any misuse and any reports will be treated as confidential.

11 Roles & Responsibilities

1. The Chief Technology Officer or delegate can authorise 1300, 1900, 1930 and other information services
2. Senior Executives, Deans, Directors and University Librarian are responsible for:
 - a. determining staff eligible for a mobile telephone handset and/or mobile telephone account and have the discretion to withdraw access rights;
 - b. determining the level of access for individual users. The default for new users is national dialling only.
 - c. approving access to services which involve additional costs, such as International roaming, International dialling, and GPRS services.
 - d. ensuring employees who have been granted approval to use a mobile telephone are aware of the Mobile Telephone Policy;
 - e. ensuring mobile telephone handsets purchased are one of the recommended models from the University preferred supplier as described on the BuyIT website;
 - f. ensuring that mobile telephones are managed as an asset and, if appropriate, included in the University Asset Register;
 - g. ensuring that mobile telephone handsets and mobile telephone accounts are charged to appropriate University accounts. This includes ensuring that the purchase does not contravene the conditions of the nominated account for invoicing;
 - h. monitoring use of mobile telephones by approved users in terms of unreasonable call charges and determine the level of personal call costs considered to be excessive; and
 - i. notifying ITS of changes when cancelling or re-assigning a mobile telephone handset and/or account.
3. Individual Users are required to:
 - a. read and abide by the Mobile Telephone Policy;
 - b. ensure the proper use, care and security of University mobile telephone handsets;
 - c. report faulty, damaged, lost or stolen mobile telephone handsets to ITS immediately. Contact the service provider directly to block calls on the mobile telephone account if the mobile telephone handset is stolen out of normal business hours;
 - d. check to ensure their mobile telephone account charges are correct;
 - e. identify personal call charges and reimburse the University as required;
 - f. ensure the mobile telephone is used by eligible staff for University purposes; and
 - g. return the mobile telephone handset complete with SIM card if no longer employed by the University or if required by the relevant Senior Executive, Dean, Director or University Librarian. Additional accessories such as battery chargers must also be returned.



4. Individual users can request access to services which involve additional costs, such as International roaming, International dialling, and GPRS services. The request must be approved by the relevant Senior Executive, Dean, Director or University Librarian before it can be actioned by ITS. International roaming will only be activated whilst overseas on official University business;
5. ITS is responsible for:
 - a. determining and updating the policy and standard configuration guidelines for mobile telephone usage at the University;
 - b. providing a system for the procurement of mobile telephone handsets by the University;
 - c. creating and modifying mobile telephone accounts for approved users;
 - d. paying mobile telephone charges for all mobile telephone handsets and mobile telephone accounts which have been approved for use by the relevant Senior Executive, Dean, Director or University Librarian;
 - e. debiting the nominated account monthly for the costs of approved mobile telephone handsets and accounts; and
 - f. providing itemised invoices for all mobile telephone accounts.

12 Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	8 September 2004	Vice-Chancellor	Final approved version
2	17 March 2005	Vice-Chancellor	Revised and put into new ITS template.
3	6 May 2009	Vice-Principal (Administration)	Migrated to UOW Policy Template as per Policy Directory Refresh
4	9 March 2010	Vice-Principal (Administration)	Future review date identified in accordance with Standard on UOW Policy
5	1 March 2011	N/A	Updated links to Related Documents