

HEADQUARTERS MOBILE PHONE POLICY

1. Mobile telephones are provided to assist UNFPA authorized users in the performance of their official duties by improving communications capabilities while traveling or away from the office based phone system. As such, they must be used in an efficient, lawful, safe, cost-effective, responsible and ethical manner.

A. Policy objectives:

2. The purpose of this policy is to create a framework for effective and efficient use of mobile phone services; to ensure a clear understanding of responsibilities for the assignment, use, funding and monitoring of UNFPA mobile phones; to outline procedures when assessing business needs for mobile phones; to provide guidelines for the mobile phone acquisition and acceptable usage; to inform UNFPA staff members of their rights and responsibilities associated with the use of mobile phone services; to prevent the misuse of resources.

B. Intended audience:

3. This policy covers all UNFPA staff members with contracts over 6 months in duration in the Headquarters of UNFPA. Staff members separating from the organization will return their assigned mobile phone prior to departure.

C. Definition and general information of mobile phone services

a. Cellular providers

4. There are currently four main operators in the US: Verizon; AT&T; Sprint; and T-Mobile.
5. Considering the nature of UNFPA's mandate and global distribution, the need for: comprehensive global mobile coverage; an optimal level of support services; and ease of administration for the organization and end users, are necessities. Therefore, based on these and costing considerations, T-Mobile is UNFPA headquarters' current mobile provider.

b. SIM card

6. The SIM (Subscriber Identification Module or Subscriber Identity Module) card - holds a subscriber's personal information and phone settings and is the subscriber's authorization to use the network. It also holds the phone number, personal security key and other data necessary for the handset to function. The card can be switched only from T-Mobile to T-Mobile phone, allowing the new phone to receive all calls to the subscriber's number.

c. Local Use

7. The standard T-Mobile SIM card can operate in the United States. Every phone has the ability to make and to receive local and international calls within the United States.

d. International use (Roaming)

8. Roaming is a mobile service facility (such as email) which can be used with the networks of operators in other countries which have a roaming agreement in place. Such operators allow subscribers of other networks full or partial access to their network. A SIM with international roaming can be used anywhere in the world where a roaming agreement is in place.

D. Policy Statement

a. Guidelines and responsibilities for issuance and use of mobile phones and SIM card

9. Issuance of a mobile phone for UNFPA staff members, and/or SIM card, is for official business only.
10. The following staff members are eligible to receive a mobile phone:
 - Senior management staff (Branch Chiefs and higher).
 - Other staff members, due to the exigencies of their work. The provision of mobile phones for such staff members requires division director or chief of office clearance and must be approved by MIS on a case-by-case basis.
11. In consideration of cost, use of a mobile phone and/or SIM card is specifically for allowing an individual to carry out his/her task where no other means of communication are available.
12. Directors may also establish an internal directive on priority for mobile phone requests given that the organizational capacity to support this service is limited.
13. On an annual basis, each Division Director or Chief of Office (or designated focal point) should review mobile phone assignments to ensure that they are provided to appropriate staff.
14. MIS should provide UNFPA's Procurement Services Branch in a timely manner the corresponding annual budget to cover the cost of official phones assigned according to Division Director and Chief of Office requests. MIS mobile phones budget should cover cost of devices, licenses and service charges and running costs based on a calling plan and estimated usage. Mobile phone charges of project staff should be charge to corresponding project accounts. An advance of US\$2,000 annually/user is required.
15. The MIS Telecommunications Unit (Telco Unit) acts as the Technical Centre, responsible for: relations with the mobile services provider; purchase of mobile phones; choice and provisioning of services, reporting of monthly charges and other costs (usage and roaming), individual usage reports, distribution and collection of mobile devices, user guidelines, technical assistance and minor repair.
16. Assignment of mobile phones for eligible staff (Paragraph 10, Branch Chiefs and higher) shall be made in accordance with the following procedure :
 - The staff member makes a request for a device via DMS Service Desk and fills out the Mobile Phone Request Form (Annex I).

- The request, with the required information, is submitted to the Telco Unit for processing (minimum 1 week).
- The Telco Unit verifies that capacity is available to support the request. If the request cannot be supported, due to budget, logistical, or technical constraints, MIS notifies the staff member. Final approval for cell phone provisioning lies with Chief of MIS.
- When the equipment is ready for pick-up the Telco Unit notifies the user.
- Standard mobile phones will be issued without international email roaming, as it does increase monthly costs. International email roaming activation should be requested at least 2 days prior to travel through the Telco Unit - travel destinations and duration are required.
- The user retrieves the equipment and signs the Receipt form acknowledging receipt of the equipment and understanding of the Usage Policy. The Telco Unit records the assignment and gives the user the basic operation information.
- Mobile telephones and/or SIM cards are assigned to individuals and may not be transferred to other staff. When a staff member has no further use for a mobile phone, leaves UNFPA, or changes functional responsibilities, he/she must return it to the Telco Unit.
- Only devices that are at least two years old will be considered for replacement.
- Any reassignment of mobile phone must be processed via the standard Mobile Phone Request Form and be in line with this policy.

17. Assignment of mobile phones for other staff shall be made in accordance with the following procedure:

- The staff member makes a request for a device via Integrated Service Desk and completes the Mobile Phone Request Form (Annex I).
- The staff member's immediate supervisor endorses the request and submits it to their Division Director for approval.
- An approved request, with all the required information, including funding source for project staff (complete CoA required), is submitted to the Telco Unit for processing (minimum 1 week).
- The Telco Unit verifies that there is capacity available to support the request. If the request cannot be supported, due to budget, logistical, or technical constraints, MIS notifies the staff member and Division Director. Final approval for cell phone provisioning lies with MIS.
- When the equipment is ready for pick-up the Telco Unit notifies the user.
- Standard mobile phones will be issued without international email roaming, as it does increase monthly costs. International email roaming activation should be requested at least 2 days prior to travel through the Telco Unit - travel destinations and duration are required.
- The user receives the equipment and signs the Receipt form acknowledging receipt and understanding of the Usage Policy. The Telco Unit records the assignment and gives the user the basic operation information.
- Mobile telephones and/or SIM cards are assigned to individuals and may not be transferred to other staff. When a staff member has no further use for a mobile phone, leaves UNFPA, or changes functional responsibilities, he/she must return it to the Telco Unit.

- Only devices that are at least two years old will be considered for replacement.
- Any reassignment of mobile phone must be approved by the responsible Division Director via the standard Mobile Phone Request Form and be in line with this policy.

b. Cost and Billing

a) Phone devices

18. As a result of its minimal cost, the use of smart phones with email capability (such as Samsung Android phones) are endorsed for staff in UNFPA HQ, New York.

b) Calling plan

19. UNFPA HQ utilizes a postpaid calling plan for official use of mobile phones based on total organizational minutes. The postpaid plan enables staff members to stay connected based on monthly, contractual obligations. Therefore, all calls made are paid on a monthly invoice.

20. The calling plan is reviewed by MIS periodically to determine the need for change based on: required services; new service offerings; and the opportunity to reduce monthly costs.

c) Billing

21. Declaration of phone usage:

- Each month, MIS electronically submits the declaration forms with itemized bills.
- Staff members are required to mark on the bill all official calls, to identify personal calls made and to complete the declaration. Staff members are required to submit the completed form and the phone usage to MIS within a month.

d) Reimbursement for Private Calls

22. Mobile phones are provided for the use of UNFPA staff in support of their duties for officially approved purposes only. The private use of UNFPA mobile phones is discouraged and should be restricted to exceptional circumstances when they do not interfere with the UNFPA operations and provided that there are no alternative means of communications.

23. Private usage of official mobile phones in excess of US\$5 necessitates the reimbursement to UNFPA by the staff member.

24. The penalties for non-compliance with conditions of this Policy will be commensurate with the infringement. When the Telco Unit determines that there has been excessive use, the Division Director will be notified and service may be cancelled and the equipment returned.

e) Excess of usage

25. Incoming and outgoing calls in excess of the maximum number of minutes defined in the corporate calling plan are charged individually to each number by the service provider.

26. In cases where staff mobile communications are related to specific projects, the project should be charged the call costs.

f) Personal Mobile Phones for Official Call

27. Alternatively, if staff uses personal mobile phones for official calls, an F-10 form may be utilized for reimbursement of itemized business calls.

c. SIM Card or Phone loss and damage

28. In event of mobile phone loss, the staff member must contact the Telco Unit and/or provider at the earliest opportunity to have the SIM card blocked.

29. The staff member who loses his/her mobile phone must report the loss to the Telco Unit without delay and complete an incident report which is signed by the Division Director and provided to the Telco Unit.

30. Staff members will be held liable for all calls made on a mobile phone up to the time of the loss reported in the incident report. In addition, the staff member may be required to reimburse UNFPA for regenerating the SIM card and phone device.

31. Damaged phones, still under warranty, will be sent back to vendor for repair or replacement in-line with the vendor policy. If the claim is not covered by the vendor's warranty and return policy, the staff member may be required to reimburse UNFPA for replacement of the mobile phone and regeneration of the SIM card.

32. If the loss or damage of the mobile phone is attributable to negligence on the staff member's part and the phone is under a year old, the staff member is liable for replacement with a phone of the same specifications as the one they were provided with.

33. If the mobile phone is over a year old and the loss or damage is attributable to negligence, the staff member can replace the phone with a model they choose (assuming required functionality) for the remainder of the contract at their cost.

34. Similarly, should the loss or damage be not attributable to negligence, and the mobile phone is over a year old and a contract replacement is not a viable option, then the organization can replace the device with a low cost option until a contract replacement becomes viable.

d. Mobile phone usage control

35. The mobile phone may not be used for illegal purposes, including, but not limited to obscenity, libel, slander, fraud, defamation, harassment, intimidation, forgery, impersonation, gambling, illegal photos, and other staff responsibilities listed in the MIS Security Policy.

36. Staff must be aware of and practice the Mobile Phone Usage Saving Tips found in Annex II.

37. Staff should refrain from operating mobile phones while driving. Use of a mobile while driving must be with a hands-free device. In emergency situations when it is not safe or possible to

stop or park a vehicle, drivers must keep their mobile communications short. This stipulation must align with the observance of host country traffic laws.

38. UNFPA reserves the right to audit the mobile phone usage in order to review for possible violations of this Policy. Without prejudice to ability of staff members to use mobile phones to their discretion, to facilitate the verification of compliance with obligations under this Policy, the MIS Technology Manager has the authority to require that an explanation of the detailed individual usage statements be provided on request.
39. When MIS or Division Directors determine that there has been abuse of trust and a deviation from the rules and procedures indicated by this Policy, the service may be cancelled and the equipment returned to MIS.
40. The responsibility for compliance with the Policy lies with the mobile phone staff member. The burden of proof that incurred charges are derived from operational requirements resides with the end user and the Division Directors concerned. For this purpose, MIS may request additional information from users, which should be supplied without undue delay.
41. The MIS Chief in co-operation with Division Directors shall be able to impose obligations for covering the excess fees from the Division's budget, or by the user, in situations where the call analysis indicates that the user concerned might have used the phone at an excessively high level.
42. The Telecommunications Unit will provide senior management with monthly usage reports tracking excessive usage.
43. Based on current cost and service levels, monthly usage charges exceeding \$300 are considered excessive. Monthly usage charges exceeding \$300 require formal justification by the staff member and approval by the Division Director. The Telco Unit will provide a standard form for this purpose.
44. The Telecommunications Unit will notify the MIS Chief when the capacity to support approved mobile phone numbers is exceeded.

E. Related Policies

45. ICT Hardware Policy (http://www.unfpa.org/sites/default/files/admin-resource/MIS_Hardware%20Policy_0.pdf)

F. Policy date:

46. The Mobile Phone Policy was approved and issued on 18 July 2012, will remain in force without time limit, and will be reviewed annually to ensure relevance.

G. Policy owner:

47. The MIS Technology Services Section Chief is responsible for the Mobile Phone policy.

48. Change authority:

49. The MIS Chief and Technology Services Section Chief have the authority to change the policy. The MIS Chief, Technology Services Section Chief, and the Chief of the Office of the Security Coordinator can give exception waivers to it.

Annex I Mobile Phone Request Form

REQUEST FOR MOBILE PHONE

To be completed by the staff member and signed by Divisions Director

Staff member: _____ **Date:** _____
Title: _____ **Ext.:** _____

I have read and understood and will abide by the terms and conditions of cell phone usage described in the HQ Mobile Phones Policy.

If project funded, please provide the appropriate CoA (to be charged US\$2,000 annually):

Justification

(Outline the impact of mobile phone usage on performance of the staff member's official functions):

Staff member's immediate supervisor

Date:

I herewith approve the assignment of an official mobile phone for the staff member.

Division Director

Date:

Division/Office

Annex II Official mobile phones usage saving tips

The mobile phone devices are issued to facilitate communication in times and places where other means are not possible and for emergency contacts. Use of this facility is a privilege that should be managed judiciously and with due consideration to cost implications to the organization. Specifically, it is recommended that:

- When land-line phones are available, staff member's first preference should be to use the land-line phone - which have considerably lower rates.
- Barring exceptional circumstances, there is no justification for anyone to make extended *long* international calls from the mobile phone when in the office. UNFPA has excellent rates and service for international calls from the office phones. Mobile calls are primarily short urgent calls. In the same manner, it is prudent not to receive long calls while traveling.
- When traveling abroad, use blackberry email and, if possible, acquire local SIM cards for local calls. International roaming charges are very expensive. Do not use the Internet or click on Internet links in emails unless it is critical – almost all countries charge exorbitant rates for this facility.
- Make sure that you give out your Office/hotel land line phone number to people to call you back.
- Users are encouraged to use UNFPA's Google Hangouts. This feature allows authorized users to communicate at no cost.
- Staff members are required to examine their call accounts for the use of mobile and land-line phones, identify personal calls made and reimburse the organization for all personal calls. <https://www.myunfpa.org/Apps/HQPhoneUsage/>