

University Policy 3.24, Mobile Communication Devices
Frequently Asked Questions

1. Now that the policy has been revised and published, what action should a unit immediately complete?

Each college and administrative unit will review all university-owned phones and job-related allowances (JRA) that are in place today. The review will be based on the criteria established in [University Policy 3.24, Mobile Communications Devices](#). Devices for positions that meet the "valid business need" criteria will be continued.

2. What is the process if I need to order a phone for an employee that meets the "valid business need criteria"?

Please refer to the [Cornell Cellular Account Guidelines](#) for complete details. If an employee has never been issued a university-owned phone (and does not receive a JRA), and it is determined he or she is required to have a device as part of a job function, new service can be established through the Cornell Cellular Request Form. The employee will complete the form and provide his or her supervisor's name and NetID. The form, which is available on the [Ordering Portal](#), will automatically be routed to the supervisor listed. The employee will receive confirmation of the submission.

3. If I have older phones in my group that need to be upgraded or replaced, what should I do?

If an employee currently has a university-owned phone and has been approved for continuation with a university-owned device, the employee may use his or her existing university-owned phone until a replacement device is needed. When the employee requires a replacement device, he or she must submit the equipment request, utilizing the same Cellular Request Form, which is available on the [Ordering Portal](#).

4. What should I do if I have JRAs in my group?

JRAs will be eliminated effective July 1 in accordance with University Policy 3.24. Recipients of JRAs should be notified by the unit whether or not the criteria of valid business need for a university-owned device has been met prior to June 30, 2015.

5. What should I do if I have home internet direct payments or reimbursements in my group?

The revised policy does not allow for reimbursement for home internet. Please notify the affected individuals prior to June 30, 2015 so they have sufficient time to make alternate arrangements. Please refer to [University Policy 6.6.13, Flexibility in the Workplace](#). If you have additional questions regarding that policy, please contact Michelle Artibee at mla64@cornell.edu.

6. Are Mi-Fi wireless routers, hot spots, or wireless cards included in the policy?

The revised policy does not prohibit these items, however, it is suggested that these devices be shared at a department level. These devices should be approved by the appropriate vice president or dean.

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7. What if I have someone that has been approved for a new phone (i.e. not included in the original master list)?

If an employee has never been issued a university-owned phone (and does not receive a JRA), and it is determined he or she is required to have a device as part of a job function, new service can be established through the Cornell Cellular Request Form. The employee will complete the form and provide his or her supervisor's name and NetID. The form, which is available on the [Ordering Portal](#), will automatically be routed to the supervisor listed. The employee will receive confirmation of the submission.

8. Where can I find out more information about this?

Please visit [Cellphones and Telecom Equipment](#) on the Procurement website. Also, please review the [Cornell Cellphone Account Guidelines](#).

9. My phone is under contract and I have been notified I no longer have approval for a JRA. How do I terminate the contract?

Contact Wireless Business Group (WBG). They will review the contractual obligations and guide you through the process.

- Tom Huegel – Phone: (315) 701-0855, Email: t.huegel@wirelessbusinessgroup.com
- Sam Serianni – Phone: (315) 701-0855, Email: s.serianni@wirelessbusinessgroup.com

10. How do I transfer the cellphone contract from a university contract to a personal contract?

If you have a Verizon Wireless contract, complete the [Assumption of Liabilities Form](#) to transfer from a Cornell wireless telephone account to a personal account. Fill out the form and mail it for signature to the Cornell Procurement Services, 395 Pine Tree Road, Suite 330, Ithaca, NY 14850. Procurement Services will fax the form to Verizon Wireless Customer Service and will request an e-mail confirmation to the Cornell user.

If you have an AT&T Mobility contract, please contact Cornell's customer service representative Steve Drake via email at smdrake@att.net or telephone at (315) 200-5948.