



**Broward
Community
College**

Procedure Manual

Title: College Telecommunication Services	Number: 6Hx2-8.06
Legal Authority: Florida Statutes: Chapter 119 – Public Records, Chapter 815 – Computer Related Crimes, Chapter 1001.65 - Community college presidents; powers and duties	Page: 1 of 3

Request for Telecommunication Services. New telephone installations, moves of telephones, changes of existing telephone numbers, additional extension numbers, voice mail, long distance service and/or authorization codes, ordering of beepers, scheduling of conference calls and directory changes may be requested by completing an on-line helpdesk request at <http://www.broward.edu/helpdesk> or by sending a college email to helpdesk@broward.edu.

Departments will be responsible for any replacement or repair charges incurred. Most repairs can be made within 24 hours of receipt of the request during the regular business hours, Monday through Friday. In the event of an emergency, individuals should contact the Helpdesk by calling (954)201-7521 and leave a voicemail for a priority one ticket. Requests for long distance service must indicate the level of service desired (tri-county, state, national, or international). Semi-annual reviews of the long distance service reports will be conducted to ensure appropriate use of the services provided.

Emergency Communications. Technology Staff will provide telecommunication services in support of the college’s policy on crisis communication. These services include desktop notifications, voicemail broadcasting, instant messaging, text messaging and email blasts. Methods used for emergency and non-emergency situations are documented in the Emergency Operations and Business Resumption Plan.

Wireless/Cellular Services. Broward Community College will establish a recommended cell phone provider. A college wide cell phone provider must be used by all First Responders that need to be part of the Emergency Response Team. Employees can receive special offers designed specifically for Broward Community College.

EMPLOYEE WIRELESS PROGRAM:

Eligibility. The stipend program, with a Cabinet member’s approval, is available to College employees who are required to have a cell phone for business purposes. If a College employee’s job duties include the need for a wireless device, then the employee may be eligible to participate in the stipend program to cover such expenses. To be eligible for an allowance, employees must agree to provide the College with proof of an active wireless contract during the stipend period.

Establishment and Payment Stipend. If a College employee’s job duties include the need for a wireless device, then the employee may be eligible to participate in the Wireless Program to cover such expenses. Regardless of when they are established, stipends will cease at the end of the fiscal year (June 30). The stipend does not constitute an increase to base pay, and will not be included in the calculation of percentage increases to base pay and is not considered reportable wages for college paid retirement plans. Refer to broward.edu/forms Wireless Program documentation for additional information.

Recommending Officer’s Signature 	Date 5/1/08	President’s Signature 	Date 5/1/08
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Determination of Stipend Amount. The dollar amount of the stipend will be selected based on an employee’s projected business-related expenses only. Stipends will be charged against the requesting department’s cost center, unless other funding sources are authorized. The amount of the stipend represents the current market price for a cell phone plan to cover the number of business minutes used by each individual.

The stipend will be divided into one of the following options:

Plan Type	Stipend Amount	Plan Details
Plan A	\$12.00	Flat Rate Cell – 175 cellular minutes
Plan B	\$23.00	Flat Rate Cell with mobile-to-mobile – (175 cellular minutes)
Plan C	\$33.00	Flat Rate Cell with mobile-to-mobile & enterprise text messaging (175 minutes)
Plan D	\$34.00	450 cell minutes (450 cellular minutes w/rollover and mobile-to-mobile)
Plan E	\$50.00	Flat Rate Blackberry (175 Cellular minutes & unlimited data)
Plan F	\$60.00	Flat Rate Blackberry with mobile-to-mobile (175 cellular minutes and unlimited data)
Plan G	\$71.00	Flat Rate Blackberry with mobile-to-mobile & enterprise text messaging (175 minutes)
Plan H	\$72.00	450 cell minutes, unlimited Blackberry data with rollover and mobile-to-mobile)
Plan I	\$35.00	450 cell minutes (450 cellular minutes w/rollover, mobile-to-mobile and enterprise text messaging)
Plan J	\$82.00	450 cell minutes, unlimited Blackberry data with rollover, mobile-to-mobile, and enterprise text messaging)

All plans include caller ID, voicemail, long distance, and no roaming charges. Plans that include mobile-to-mobile minutes are for calls on the AT&T Network only. Only Plans D, H, I & J include rollover minutes.

Use of wireless device. Because the employee owns the wireless device personally, and the stipend is taxable income, the employee may use the wireless/cellular device for both business and personal purposes, as needed.

Documentation and Review Requirements. To be eligible for a stipend, employees must agree to provide the College with proof of an active wireless contract during the stipend period. The authorizing department is responsible for reviewing of employees business-related wireless device use, to determine if an existing stipend should be continued as-is, changed, or discontinued, and to determine if any new stipend should be established.

Contract Changes or Cancellations. The College will not be responsible for ANY fees associated with a change or cancellation in contract. The employee will bear ALL cost of any fees associated with their plans. A corporate contract that is 90 days past due will be cancelled and the employee will no longer be eligible for the corporate discounts. Any outstanding or late payments must be paid by employee. Cost of replacing or repairing phones will be the responsibility of the employee. The College, at its discretion, may discontinue the stipend at any given time. All expense records are subject to review during the audit processing cycle.

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Email Synchronization. The Information Technology department at BCC will provide the licensing of the software to be used for synchronization with Blackberry phones and the college wide email system for all participating employees. Please see the authorized hardware and software list for supported devices and software..

Appropriate Use:

- The authorization code is assigned for the exclusive use of the requesting person and shall be for the sole purpose of conducting College business.
- Employee web pages should be updated concurrent with telephone moves or number changes.
- Collect calls should be accepted only in an emergency situation or with prior approval of the appropriate College administrator.
- Such calls should be reported to the telecommunications office immediately and arrangements should be made to pay for the charges as indicated above.
- An employee who receives a stipend must retain an active wireless device contract as long as the stipend is in place.

Inappropriate Use of Telecommunication Services (but not limited to):

- Usage of a college telecommunication device for non-business purposes
- Usage of emergency phones and satellite phones for non-emergencies
- Usage of the long distance authorization code for personal calls.
- Shared usage of long distance authorization codes.
- Acceptance of unauthorized collect calls.

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