



OFFICE OF ADMINISTRATION ADMINISTRATIVE POLICY

POLICY TITLE: Wireless Telephone Equipment and Services	AUTHORIZED BY:
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ISSUED: February 2003	REVISED:

I. General Statement

The statewide policy on Wireless Telephone Equipment and Services requires that each agency develop internal controls, establish a policy to define excessive use and establish a procedure to ensure corrective action is taken regarding excessive and/or repeated excessive use of wireless telephone service. This policy is established to meet the requirements for the Office of Administration and is in addition to Statewide Policy SP-3.

II. Procurement and Review

- A. Division Directors, or their designees, shall be responsible for the procurement and coordination of all wireless telephone equipment and service. The Division Director or designee shall:
1. Approve all purchases of wireless telephone equipment and service (acquisition of which should be based upon programmatic needs and adequate funding) and procure using the mandatory state contract. Obtain a waiver, approved by the Division of Purchasing and Materials Management, if a particular area, service or equipment is not available through the mandatory state contract.
 2. Ensure that all wireless telephone service procured include on the monthly invoice for each wireless telephone number "call detail" which records the telephone number, minutes used per call and any other charges associated for all calls.
 3. Meet with a Telecom Analyst in the Division of Information Systems on a quarterly basis to ensure that the correct rate plan and equipment has been obtained based on usage of the wireless telephone service for business use. Where demonstrated that the plan in which the employee is enrolled is not cost-effective, the rate plan shall be changed accordingly.
 4. Ensure that employees review invoices for accuracy and identify all non-business calls. Approve all invoices prior to payment and ensure that reimbursement for non-business calls made on state telephones (pursuant to the guidelines set forth in this policy) are collected within two weeks of receipt of the invoice.
 5. Maintain up-to-date records of all wireless telephone equipment and services procured by the division, including equipment tracking and personal reimbursements.



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III. Personal Use of State of Missouri Wireless Service

- A. Wireless telephone service purchased with State of Missouri funds is intended for business-related communications only. Employees traveling on state business are authorized to make short duration calls to their residence/family member(s) to let them know they have reached their destination, to make arrangements for family needs due to late arrivals or for emergencies.
- B. Employees who use a state purchased wireless telephone for unauthorized and excessive non-business reasons will receive a warning the first time the non-business use is incurred. Any future unauthorized and excessive non-business use, except as described in paragraph III. A, will result in the loss of use of a state-purchased wireless telephone, reimbursement to the state for charges incurred and possible disciplinary action, including dismissal.
- C. Excessive use is defined as any unauthorized non-business call that would cause a charge to be incurred by the state in the amount of \$10 per call.
- D. Employees shall identify all non-business calls on the wireless telephone service invoice. Calls that contribute to the State incurring cost above the purchased rate plan shall be reimbursed to the State of Missouri at the per-minute charge listed on the invoice. The employee shall also reimburse any other fees incurred for non-business calls, such as roaming and toll charges, as identified on the invoice.
- E. Employees shall submit to his/her Division Director or designee a check, payable to the wireless telephone vendor, for call reimbursement.

IV. Business Use of Personal Wireless Service

- A. The State of Missouri discourages the use of personal wireless telephone service for business use on a regular basis.
- B. Reimbursement to employees for business use of personal wireless telephone service shall be allowed if the business related call results in an additional cost incurred to the wireless telephone service bill. Reimbursement will not be allowed for business calls included in the free minutes of the employees rate plan, nor for pro-rata share of the basic charge which would have been incurred whether the call was for business use or not. Authorized reimbursements will be made for the actual charges (airtime, roaming air time, long distance charge) incurred at the per minute rate for the call(s) that can be identified on the "call detail" of the employee's invoice.



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- C. Reimbursement to employees will not be allowed for any recurring monthly charges, taxes or any other charge not detailed on the invoice.
- D. Employees shall request reimbursement on the Monthly Expense Report claim form and must provide a copy of the telephone "call detail" for which reimbursement is being requested.
- E. All reimbursements are subject to supervisor or management approval.