

# County of Harnett Cellular Phone Policy

## POLICY

County cell phones are provided to improve customer service and to enhance business efficiency. Cell phones are not a personal benefit and should not be used as a primary mode of personal communication.

Using a cell phone while operating a motorized vehicle is strongly discouraged. Employees should plan to allow placement of calls prior to driving or while on rest breaks. When an employee must use their cell phone, while driving, they should keep conversations brief, avoid unnecessary calls, and no calls should be made if driving is hazardous. If it is necessary for the employee to read or write while taking the call, the employee should pull off the road.

All employees should take time to become familiar with the various cell phone functions. The cell phone should be placed where it is easy to see and reach. Employees should bear in mind that cell phone calls can be intercepted and should take proper precautions when discussing confidential information.

## ESTABLISHING NEW SERVICE

Supervisors, Department Directors, or their Designees should evaluate those employees that need to be issued a County cell phone. After making the decision, the Supervisor, Department Director, or Designee must complete the "Cell Phone Request Form" included at the end of this policy. It is also available on the State Purchase and Contract Website ([www.doa.State.nc.us/PandC/](http://www.doa.State.nc.us/PandC/)). The only plan not available for Harnett County to choose is the Nextel option of State Contract Number 915A. All request forms must be approved by the Department Director and submitted to the Finance Department for Budget Officer Approval. Upon approval a copy will be submitted to the Information Technology Services Unit (ITS).

ITS will contact the cell phone representative after receiving the completed request form. ITS will give the representative the necessary information to establish the new service. All signed paperwork must be forwarded to Finance after service is established.

## REPAIRS, REPLACEMENT AND SERVICES

Whenever an employee needs to have his/her cell phone serviced for any reason, they must complete the "Cell Phone Request Form" included at the end of this policy. Forward the completed request to ITS, who will contact the cell phone representative to advise him/her of the request in advance.

## ACCOUNTABILITY

A copy of the ITS bill is available on the P Drive (P:\ITSPhonebills) for approval by the Department Director. Employees are responsible for the cell phones that have been issued to them. If calls have been made or received, it is the employee's responsibility to annotate all personal calls and to reimburse the County. **Department Directors are responsible for reviewing all cell phone bills of their staff for proper reimbursement of personal calls.**

Employees must pay for **all** personal phone calls within 10 working days after receiving the bill. The fees for personal phone calls are:

0-100 Min	\$.24
101-150 Min.	\$.19
151-200 Min.	\$.16
201-250 Min.	\$.14
251-400 Min.	\$.12
Over 400 Min.	\$.10

All equipment purchased by the County remains the property of the County. When an employee leaves the County, all equipment must be returned to the County.

If an employee no longer needs a cell phone, the Supervisor, Department Director, or Designee should notify the Finance Department and ITS so that this service may be discontinued.

## PERSONAL CELL PHONES

An employee who is **not** assigned a County cell phone and uses their personal cell phone for business calls may seek reimbursement. The employee should annotate all business calls and submit this along with an employee reimbursement form that has been approved by their Department Director. If an employee must use their personal cell phone on a regular basis for business, the Supervisor should consider issuing the employee a County cell phone.

## REQUIREMENTS

All employees issued a County cell phone should familiarize themselves with this policy. Failure to adhere to established rules and regulations might result in the loss of their cell phone privileges.

FORM

See “County of Harnett Cell Phone Request Form” included at the end of this Policy.

**Department Directors are responsible for reviewing cell phone bills for their staff for reimbursement of personal calls and the Finance Department will rely upon the Department Director’s authorization for accuracy of personal vs. work-related calls.**