



Chargeable Line Policy

Background:

PSFA (Agency) makes mobile devices available for the purpose of staff communicating with each other, PSFA stakeholders and PSFA network systems. As nearly half of agency's staff is regularly mobile or permanently remote at any time, a significant expenditure is allocated annually to support mobile connectivity objectives. Mobile connectivity is facilitated through the use of "chargeable lines" enabled by SIM cards installed in mobile devices. As long as a chargeable line demonstrates "*reasonable minimum usage*", the chargeable line may remain active.

Definition(s):

"Chargeable Line": cellular voice and/or data services enabled by provisioning of a SIM card,

"SIM Card": A "chip" that when installed in a mobile device expands capability to utilize cellular services inclusive of one or more of the following: voice, text messages and internet data,

"Mobile Device(s)": phones, tablets, laptops, access points and/or other devices with the presence or ability to have present, a cellular SIM card,

"Reasonable Minimum Usage": A standard of usage describing one call **OR** one text **AND** at least 500kB of internet data usage during any 30-day billing cycle.

"3-Zeros Rule": A trigger-metric where chargeable lines do not meet the definition of "*reasonable minimum usage*". Further, absolute zero activity across all three measures (calls, texts, and data) will mean the mobile device for which the chargeable line is assigned is in a "powered down" state as a small amount of traffic flow will be present even if the chargeable line is not otherwise actively used.

Purpose:

IST is the steward of mobile technology and owner of mobile networks and technologies some of which utilize chargeable lines. Therefore, IST has an obligation to manage chargeable line costs supporting the work of the agency as they may relate to mobile connectivity. As of September 1, 2023, IST will begin auditing chargeable lines to determine "*reasonable minimum usage*". The intent of the *IST Policy for Chargeable Lines* is to discontinue service for underutilized chargeable lines and redirect funds for other agency use.

Policy:

SIM cards capture chargeable line usage of voice, text and internet data; as such, a chargeable line that does not meet or exceed the "*reasonable minimum use*" standard will be placed on a temporary hold to avoid unnecessary charges. If no action is taken by the user to restore service on the chargeable line for a period of 60 days thereafter, the chargeable line will be permanently cancelled. IST will communicate changes on the chargeable line to managers via the help desk ticketing system. It is the responsibility of managers to coordinate chargeable line changes and requirements with direct reporting staff.



Exceptions:

- Commencing with this policy, staff assigned chargeable lines on mobile devices will have a grace-period of 30-days to demonstrate “reasonable minimum usage” prior to enforcement of the “3-Zeros” rule.
- In some cases, a staff member must remain accessible even if they do not usually use the device to conduct business; in these cases, a manager of sufficient authority may request the chargeable line remain active. The approving manager is accountable for ongoing costs of the chargeable lines they have authorized under this exception.
- Mobile devices capable of placing 911 emergency calls (such as cell phones) may still do so even if the line is suspended, deactivated, or SIM has been removed as per federal statutory regulations. IST has no control over this capability.

User Responsibilities:

If a chargeable line is cancelled, the user is responsible for returning mobile device(s) to the IST department. If a staff member requires chargeable line service later, they must go through the approval process anew and this policy will again apply. If a staff member discovers their chargeable line has been suspended, the user must create a ticket to IST for restoration of services. Permanently deactivated chargeable lines (90 days or more) require approval by an authorizing manager.

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