3/28/2017

Business Managers and Department Administrators:

Managing cellular costs in operating budgets effectively requires constant effort to review and control costs. To support the best oversight possible of constantly changing mobile/cellular costs, University IT offers several strategies.

1. Business managers and administrators receive detailed IT statements each month that include all mobile/cellular costs for their department. If you are not receiving this statement and would like to sign up, please submit an online service request form or contact the University IT help desk

2. Business managers and administrators can request a department audit at any time for all or a subset of IT charges that they see on their detailed statement. This can be very helpful if your department has incurred significant change in space or head count recently.

3. Downloading capabilities for ringtones, music, video, and Verizon cloud have been disabled on all devices in the University program. If a user requires these capabilities for their role at the University, they must submit an online service request form with department head approval to University IT.

4. The **hot spot** feature is also disabled on all smartphone devices when ordered. A program update is currently being rolled out to disable the feature on all devices effective April 5, 2017. If someone in your department finds that their service has been turned off as a result of the program update and they require the service, they must submit an online service request form with department head approval to University IT to reactivate the feature.

5. New equipment orders and upgrades with equipment costs exceeding $199 require department head or administrator approval on the service request. There are no exceptions to this requirement.

6. When staff are traveling internationally please add a global plan by contacting University IT at least a week in advance of the travel. Significant charges are incurred if this is not pre-arranged for the traveler.

For more information on cellular price plans and cost containment strategies at the University, please visit https://tech.rochester.edu/services/cell-and-data-plans/. If you have any questions regarding this information, please contact the University IT Help Desk at 275-2000 or email UnivITHelp@Rochester.edu. Thank you.