

# RBC Members Mobile Telephone Policy

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## Rationale

Mobile phones are a key business tool in today's working world and also have such strong information and health and safety risks associated with them, this policy is designed to ensure that mobile phones are used in a safe, responsible and cost-effective manner.

## Summary

- Mobile phones are issued to all Members.
- Individuals must declare if they intend to make private calls from their Council provided mobile and if so then they must pay for any costs incurred (unless specifically authorised).

## 1 Introduction

### 1.1 Definitions

Mobile telephones provide an invaluable means of keeping in touch with colleagues, clients and customers are provided by the Council as a business tool.

### 1.2 Scope

The policy:

- This policy applies to all RBC Members.
- Covers all calls, all text messages (SMS & MMS), data usage, cost of any downloaded applications and any costs whatsoever incurred outside of RBC corporate contract.

### 1.3 Authority

This policy is authorised by Helen Lockwood, Chief Executive, Rossendale Borough Council (RBC).

## 2 Objectives and Basic Principles

### 2.1 Objectives

- To mitigate the risks associated with mobile phone use by RBC Members.
- To provide appropriate devices and services to meet the business requirements and service delivery.
- To recognise and appropriately manage the health and safety risks associated with the use of mobile phones..
- To educate and publicise the risks and procedures regarding mobile phones to all staff across the Council.

### 2.2 Basic principles

RBC needs to manage risks and opportunities afforded by mobile phones to ensure that the Council is not compromised by the use of mobile phone devices.

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### 3 Roles and Responsibilities

#### 3.1 Roles

RBC Monitoring Officer will:

- Be responsible for:
  - Managing the development and upkeep of this policy.
  - Ensuring that documentation is relevant and kept up-to-date.
- Determine Council policy and minimum requirements on mobile telephony matters and ensure that the policy and subsequent updates are communicated and implemented effectively throughout the Council.
- Ensure all Members are consulted and aware of the Council's mobile telephony policy and their obligations within it.
- Arrange mobile telephony investment and contract proposals.
- Oversee the integrity of mobile telephony throughout the Council and the availability and suitability of equipment.
- Be responsible for defining the requirements for the mobile telephony infrastructure.
- Ensure that this Policy and its minimum requirements are applied to all mobiles and resources and are compliant with local legislation, regulatory and safety requirements.

#### 3.2 Responsibilities

All Members:

- Responsible for any financial loss that is incurred because the mobile phone is lost, stolen or damaged. A replacement mobile phone will not be issued unless exceptional circumstances apply with the prior approval of the chief executive.
- Familiarising themselves with this policy.
- Adhering to this policy and following the associated procedures when applicable.
- Reporting any security breaches or incidents.
- Reporting loss of Telephone ASAP to O2 on 0800 328 0002, asking for a bar to be applied to your RBC mobile telephone number. Failure to do this may result in call charges being accrued; it is the responsibility of the user to inform O2 straight away to avoid this. Any such costs will be recharged to the user.
- Under no circumstances do users let anyone other than an RBC approved mobile phone user, use their device. If they do and the phone is lost or damaged, any costs incurred as a result of this will be recharged to the user.
- Highlight any personal calls that are made to Democratic Services and make the necessary payment to cover costs.

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### 3.3 Non-compliance

Non-compliance with policy requirements will be dealt with by RBC Monitoring Officer.

### 3.4 General Use

Members are accountable for using mobiles in a responsible fashion and for protecting the mobile equipment from unauthorised access or loss, in particular:

- Exercise good judgement and economy when using mobile phones for business purposes.
- Refrain from making calls to premium rate numbers unless there is a defined business need to do so. Calling “adult chat lines” or similar services is specifically prohibited.
- Refrain from using data abroad, the Council’s most cost effective way of accessing emails abroad is via either of the following:
  - [www.rossendale.gov.uk/webmail](http://www.rossendale.gov.uk/webmail)
  - <https://webmail-uk.mimecast.com/>

***Please see appendix A for further details.***

- Call charges abroad vary according to destination. International roaming is disabled by default and must be agreed by RBC Monitoring Officer. The following link can be used to check real time call charges by destination:

[http://international.o2.co.uk/internationaltariffs/travelling\\_abroad#](http://international.o2.co.uk/internationaltariffs/travelling_abroad#)

- Due to RBC smartphones being unlocked any costs associated with apps, widget games and so on will be recharged to the user.
- Any individual user configurations outside of RBC business requirements will not be covered by ICT support.
- The mobile phones are only to be used for business calls, text messages and data usage, any personal usage made will have to be detailed and paid for. Unless the call is deemed as an emergency call that the individual has made.
- Social networking facilities on RBC smartphones are only to be used for RBC business, e.g. RBC Facebook and Twitter accounts.
- Not make abusive, threatening or otherwise malicious calls, or any other action that will reflect poorly on RBC’s name or reputation.
- Be considerate whilst using mobile telephones, such as by leaving the room to take a call and setting a low ringer volume.
- Ensure when sending SMS or MMS text messages they do not purport to be representing RBC when they are not.

### 3.5 Health and Safety

Members must take due care and attention in their actions to ensure that neither the Council nor themselves are placed at risk through actions that are considered illegal, inappropriate or an unacceptable risk, particularly:

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- Comply with local instructions restricting use, for example in hospitals, aircraft etc.
- Do not use when operating machinery.

### 3.6 Personal Calls

Members must make an initial declaration of whether the telephone will be used for personal calls in addition to business purposes, and renew the declaration if circumstances change.

By declaring intent to use a Council provided mobile phone for personal calls, you agree to the monitoring of your mobile phone bill to ensure that personal calls are paid for. Spot checks may be carried out to enforce this.

Members must reimburse RBC for all personal calls made including Value Added Tax (VAT). Individual itemised call statements are provided for this purpose.

### 3.7 Provisioning

Mobile phones will be provided to all members following successful appointment.

## Member Agreement

I have received a copy of Rossendale Borough Council's Corporate Policy Guideline on Internet mobile phones. I agree to abide by all the terms and conditions set out in the above policy.

Signed .....

Date .....

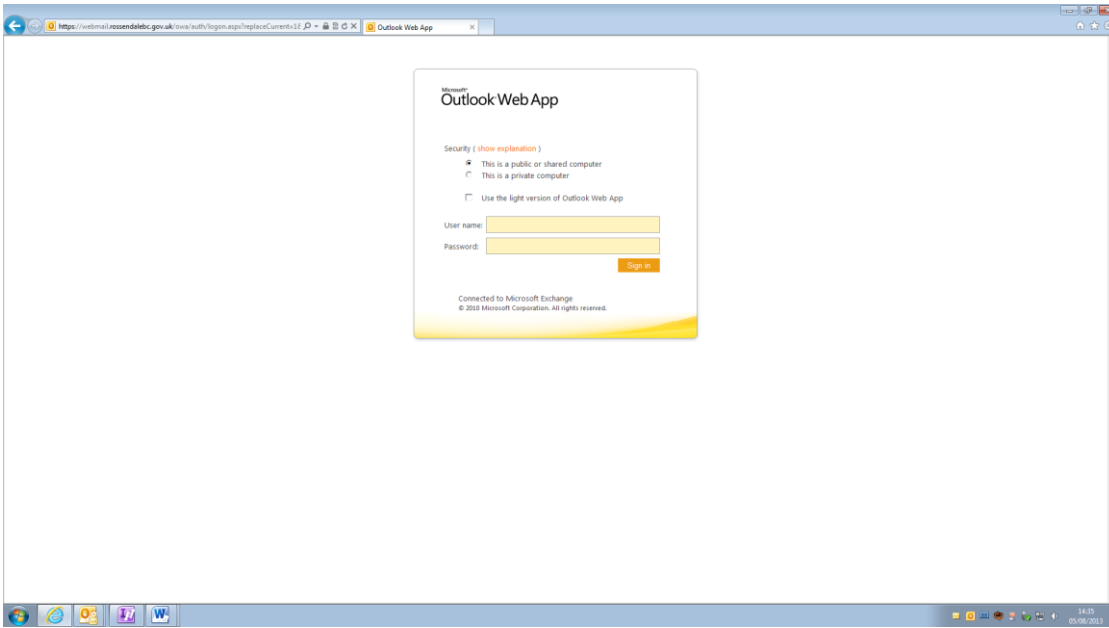
Print Name .....

RBC Department .....

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## APPENDIX A

### Rossendale Borough Council Webmail – [www.rossendale.gov.uk/webmail](http://www.rossendale.gov.uk/webmail)

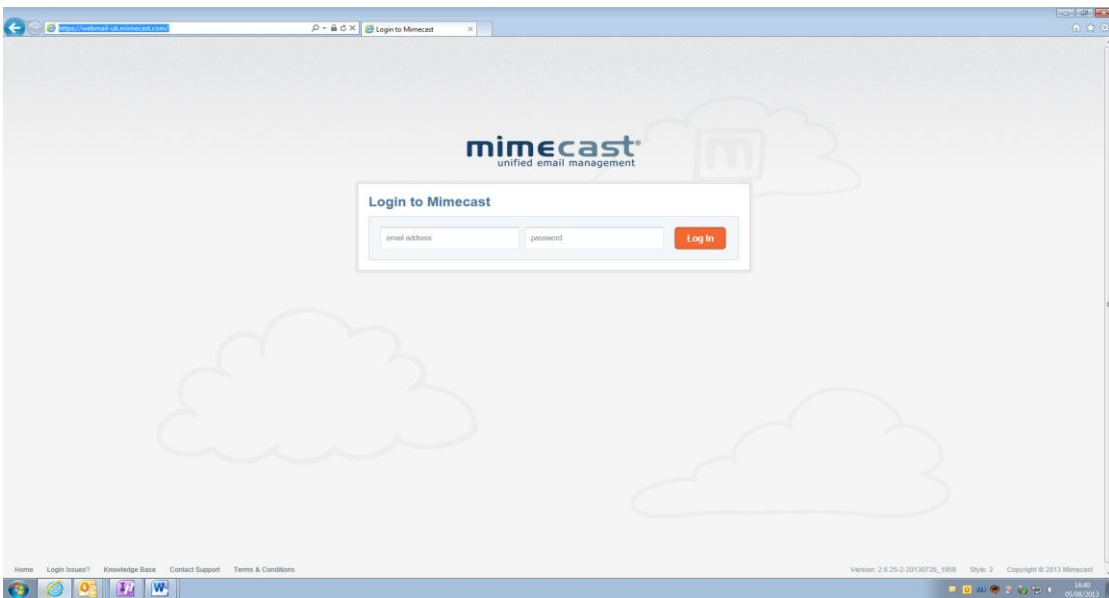


Login details are RBC network login. For example First Name Initial followed by Surname:

fbloggs

And network password.

### Mimecast Webmail - <https://webmail-uk.mimecast.com/>



Login details are RBC email address, followed by network password.

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## APPENDIX C

### RBC O2 Contract Deal

#### Inclusive Minutes

Under the new contract the Council has 11,000 shared minutes to the following:

- **01/02/03 Local Geographic Numbers** - These three codes are used for everyday local and national calls (calling your neighbour or a relative in another part of the country).
- Cross network mobile numbers.

#### O2 to O2 calls

Any calls from O2 to O2 are free regardless of inclusive minutes.

#### 070 calls

Watch out for 070 codes. They look like mobile phone numbers, but can cost up to 50p a minute. 070 phone numbers are intended to act as a forwarding service – known as personal numbers, they divert calls to the owner's location.

However, because they are easy to mistake for mobile phone numbers, some criminals use them to try to con you into calling them and making money out of it. If you receive a missed call on your mobile from an 070 number, do not call it back – it is likely to be a scam.

#### Non Geographic Numbers

These phone numbers include 03, 0844, 0845, 0870 and 0871. Non-geographic phone numbers aren't tied to a geographic location, so you can't tell where in the country you're calling. Large organisations like them because they can use one phone number for all customer communications, which won't have to change if they move office location.

Most of these numbers called maybe unavoidable and although the volumes are quite low the charges are high. These tend to be calls to stakeholders, for example:

- Lancashire County Council Various
- Animal Wardens
- Disability & Living Allowance Helpline
- Countryside Services
- Capita Contact Centre

It may be worth investigating if we have direct dials for any of the back offices to avoid calling the non-geographic numbers and associated charges. The following website may help in some cases.

<http://www.saynoto0870.com/search.php>

For LCC use 01772 221611 and this will be free as opposed to any of the 0845 LCC numbers

#### Premium Rate Calls

##### 09 calls

Phone numbers starting 09 are charged at a premium rate, and are the most expensive type of phone number to call. Premium-rate 09 phone numbers are often used for TV phone-in quizzes, which at least you have a choice whether to call or not. But alarmingly some companies use them for technical support.

The most you're likely to pay from a BT landline is £1.50 a minute for a call, but charges for calling premium-rate phone numbers from a mobile phone can be much higher.

#### Freephone numbers

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Calls to 0500, 0800 & 0808 numbers are free from landlines, but typically cost between 15p and 30p a minute from mobiles and are not included in 'free' mobile minutes

### **Voicemail**

To access your voicemail simply dial 901 or even easier press and hold the number 1 on the keypad. The first time you do this you will need to enter 901 when prompted for the answer phone number and you may also be asked to set a pin number on the handset, this will only happen when you set this service up for the first time.

### **Call Return (Pressing 3 from Voicemail)**

Although the volumes are low they have cost the Council £197.06 over the last 2 years. Again if the volumes were to increase these could incur hefty charges please do not use this facility as it could turn out to be costly.

### **Directory Enquiries**

Again although the volumes are very low the costs associated with these calls are high. For example one month we had charges of £17.74 for 4 directory enquiry calls. Directory calls have cost the Council £161.88 over the last 2 years even with the low volumes. If the volumes were to increase these could incur hefty charges.

We would recommend the following approach:

**In the office** - Google or alternative search engine

**Out of the office** - Call a colleague to use Google or alternative search engine

We realise that this is not always practical but try to use this approach wherever possible.

### **International Calls**

Within Europe all calls have a one off connection charge of 0.41p and then the minutes are deducted as usual from our monthly allowance.

Outside Europe call charges vary and some are very expensive. If you are planning on using your phone abroad for work related calls please contact the IT Team to arrange the best price dependent upon location.

### **Text Messages**

Under the new contract the Council has 10,000 shared text messages and in addition each individual user has 20 picture messages per month.

### **Inclusive Data**

This only applies to users who have both voice and data tariff.

Under the new contract the Council has 750Mb data allowance per user per month. The new devices have been set to warn users when they have reached 500MB and should prevent users exceeding the 750Mb monthly limit.

### **Data Abroad**

We would recommend wherever possible the following:

- Data services are turned off before travelling abroad (Contact IT Team if unsure how to do this);
- Free Wi-Fi be utilised if necessary for emails;
- Alternatively Mimecast can also be used if free Internet access is available:

<https://webmail-uk.mimecast.com/login.jsp>

Username – RBC email address

Password – RBC PC login password.

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Data abroad bundles no longer exist and although we get a reduced rate on data traveller charges through MY Europe extra for data within Europe anything outside of Europe is very expensive and should be avoided at all costs.

### **Problems with Signal Coverage**

The following link can be used to check signal coverage in a particular area:

<http://status.o2.co.uk/>

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