Rossendale Borough Council Members Mobile Telephone Policy

January 2019

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1.0 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.

2.0 Summary

- Mobile phones are issued to all Members.
- Members 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.

3.0 Introduction

3.1 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.

3.2 Scope

The policy:

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

3.3 Authority

This policy is authorised by the Chief Executive, RBC.

4.0 Objectives and Basic Principles

4.1 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.

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- To educate and publicise the risks and procedures regarding mobile phones to all Members.

4.2 Basic principles

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

5.0 Roles and Responsibilities

5.1 Roles

RBC Head of Customer Services and ICT will:

Be responsible for:
- Managing the development and upkeep of this policy.
- Ensuring that documentation is relevant and kept up-to-date, including legislation.
- 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 aware of the Council's mobile telephony policy and their obligations within it. Arrange mobile telephony investment and contract proposals.
- 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.

5.2 Responsibilities

All Members:

- 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, EE 07953966250 or Vodafone 03333040191 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/EE/Vodafone straight away to avoid this. **Any such costs will be recharged to the Member.**

- 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 Finance and make the necessary payment to cover costs.
- The usb cable, AC power adaptor (charger), headphones etc have to be returned to RBC; if anything is missing from the original equipment list the user will be charged.

Please see appendix A for details of the RBC Mobile Contract

5.3 Non-compliance

Non-compliance with policy requirements will be dealt with by RBC Head of Customer Services and ICT.

The right of appeal will be to the Chief Executive.

5.4 General Use

Employees and Contractors 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.
- Do not make any 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.
- Do not use any directory enquiries service.
- Do not use data abroad, the Council's most cost effective way of accessing emails abroad is via either of the following: https://webmail-uk.mimecast.com/

Please see appendix B for further details.

- Call charges abroad vary according to destination. International roaming is disabled by default and must be agreed by the respective Group Leader and RBC Section 151 Officer. The following link can be used to check real time call charges by destination: http://international.o2.co.uk/internationaltariffs/travelling_abroad#
- Due to RBC smartphones being unlocked any costs associated with apps, widget games, downloads, texts, media or images and so on will be recharged to the Member. The owner of the device will be held responsible for anything that has been downloaded onto the device.

- Any malware downloaded on the phone will be the responsibility of the owner who may have to replace the device if the malware destroys the phone. The Member will be charged for a replacement device.
- Any individual user configurations outside of RBC business requirements will not be supported by ICT in terms of support, use and functionality.
- 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. 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.
- An anti-virus will be loaded to the smart phone any attempt to download any malware the device may be automatically reset to factory settings and also sound an alarm.
- RBC has the right to delete any application / widget/ information or any download on the device without notifying the user.
- RBC will use a Mobile Device Management (MDM) to control the device and the device can be accessed at any time by RBC staff.
- Do not store any customer data on the device or storage card (SD Card).
- Only use the RBC email and Egress Secure email system to send RBC information, do not use a personal email address.
- Do not store RBC information on the device or SD card.
- Phone passwords must not be shared with colleagues, friends and family members.
- All GDPR requirements apply to RBC mobile devices.
- **Failure to meet all of the conditions may lead to the device being removed and serious breaches may be referred to Standards.**

5.5 Health and Safety

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

- Comply with local instructions restricting use, for example in hospitals, aircraft etc.
- Do not use when operating machinery.
- Do not use a mobile phone device when driving, unless when using a legally approved hand free device in a safe and satisfactory manner (that is, in full

control and not distracted whilst driving). Driving also includes a stationary vehicle with the engine running.

However, the Council accepts that there may be occasions when an employee of the Council receives a telephone call when driving a vehicle. If the Member chooses to answer the telephone call whilst driving this will be at their own accountability. Failure to use a mobile phone in a safe and satisfactory manner may lead to formal action being taken.

5.6 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.

5.7 Provision

Mobile phones will be provided to all Members following appointment.

6.0 Agreement

I have received a copy of Rossendale Borough Council's Corporate Policy Guideline on 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

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.

RBC EE Contract

Unlimited minutes

RBC Vodafone Contract

Unlimited Minutes

O2 to O2, EE to EE and Vodafone to Vodafone 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 a 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

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

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)

Please do not use this facility as it could turn out to be costly.

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Directory Enquiries

Please do not use this facility as it could turn out to be costly.

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

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 unlimited Text messages per month fpr smart phone users.==

Inclusive Data

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

==Under the new O2 contract, the Council users have a limit of 3 gig of Data per month anything in excess of that will be paid by the person using the phone.==

Vodafone have 2GB per user per month.

EE have 4GB data per user per month.

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.

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/
https://www.vodafone.co.uk/explore/network/
https://myaccount.ee.co.uk/networkchecker/checkservice

APPENDIX B

Mimecast Webmail - https://webmail-uk.mimecast.com/
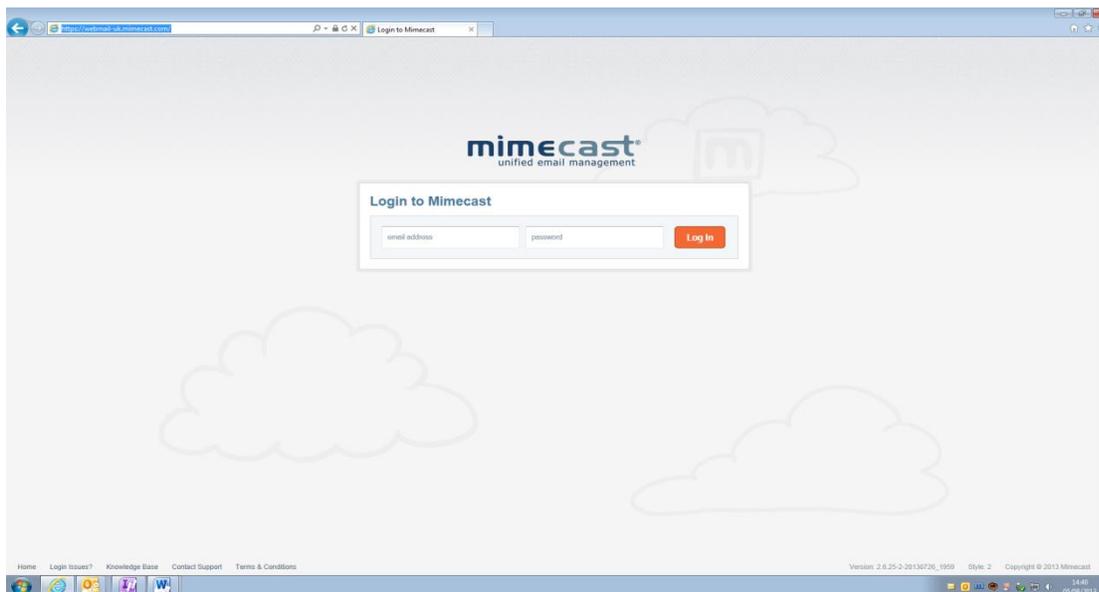
Login details are RBC email address, followed by network password.