

# Corporate Policy

<b>Policy Title:</b>	<b>Applies to:</b>	<b>Reference #</b>
<b>Corporate Mobile Device Buyout and Phone Number Transfer Policy</b>	City of Regina Employees	MDM-003
<b>Approved by:</b>	<b>Dates:</b>	<b>Total # of Pages</b>
Technology Governance Committee (TGC)	<b>Effective:</b>	01 Oct 2015
	<b>Last Review:</b>	March 15, 2021
	<b>Next Review:</b>	
	01-Aug-2025	5

## 1.0 Purpose

To identify the requirements and considerations for allowing City employees to purchase their corporately purchased and assigned mobile device when the device is due for an upgrade, or when leaving the organization. It also provides requirements and considerations for allowing an employee to take their phone number when they leave the organization.

## 2.0 Scope

This policy applies to any City of Regina employee who has been issued a corporate owned device. The policy is specific to the assigned devices of the employee. Employees cannot purchase devices that are/were being used by other employees.

- *INCLUDED:* Corporately owned cellular phones, smartphones and tablets.
- *EXCLUDED:* Leased tablets, and all workstations, laptops, monitors, printers, radios, and other application-specific peripherals.

## 3.0 Definitions

The terms and definitions listed below are meaningful for this policy:

- Cellular phone:** A mobile phone that typically does not have an operating system capable of running applications; used only for voice and text communications.
- Contract:** A legal agreement between the City and a third party for the provision of goods and services at agreed upon rates.
- Early Cancellation Fee:** The Early Cancellation Fee is a fee determined by a formula that has been set by the mobile service provider to identify the cost to the City for early termination of a contract between the City and the service provider.
- Mobile Device:** Cellular phone, smartphone and tablet.

- e) **Mobile Service Provider:** A company that owns and controls infrastructure that provides wireless communications services to end users. (i.e., SaskTel)
- f) **Smartphone:** A phone that performs many of the functions of a computer, typically having a touchscreen interface, web browser, email access, and an operating system capable of running applications. Examples: iPhone, Samsung.
- g) **Tablet:** A portable, small form factor notebook computer with a touch screen interface.

#### 4.0 Policy

Mobile device contracts are established between the City and the City's mobile service provider. The City's device contracts are set at 36 months and are applicable to the phone number and device. When the City terminates a contract earlier than 36 months, the City is charged an Early Cancellation Fee (ECF). **Employees are required to pay any fees associated with the purchase of their device and/or phone number transfer.**

Phone numbers that contain '777' cannot be transferred to an individual as these numbers are recognized by Citizens as corporations.

Corporately owned smartphones with a 36-month voice and data contract are eligible for upgrade after 36 months. After the upgrade, the new device will be placed on a new commitment to a 36-month voice and data contract. These contracts are not eligible for transfer to a personal plan upon employee exit from the City, therefore, contracts will be terminated based on the following requirements:

##### a) **Device Only**

City of Regina employees who are assigned a corporately owned mobile device can purchase that device when it is due for an upgrade or upon leaving the organization.

- This option refers only to mobile devices that are assigned to that specific employee and are no longer on contract with the City's mobile service provider.
- The employee will be required to pay the device price as set by the City of Regina.
- If the employee is requesting to purchase a device that is on contract this option is available only if they are purchasing the device and phone number (refer to option c below).

##### b) **Phone Number Only**

The employee, upon leaving the organization, may ask to take their phone number with them and not purchase their device.

- This option applies only to the transfer of a phone number and does not include the device. The device will remain with the City to be issued to a new employee.
- Any fees associated with the mobile service provider to transfer the phone number will be the employee's responsibility to pay.

**c) Device and Phone Number**

The employee, upon leaving the organization may ask to purchase their device and take their phone number with them.

- This option refers to mobile devices that are assigned to that specific employee and may be or not be on contract with the City's mobile service provider.
- When a device and phone number are on contract, the employee is responsible for buying out the remaining contract at the price set by the mobile service provider or the cost of the device set by the City of Regina, whichever is greater.

The device is sold on an "as-is" basis. The purchaser will acknowledge and agree that it is in used condition. The City of Regina makes no representation, warranty or guarantee relating to the condition, functionality or operability of the device and is not responsible for providing any ongoing support or services to the device following purchase.

#### **4.1. Considerations**

Devices are considered a City asset and have value to the City and in the marketplace.

a) Managers being asked to approve an employee device buyout request should consider:

- Will another employee be required to use this corporate mobile device to perform the tasks the current employee was doing?
- If so, realize that there could be a time delay as a replacement device is ordered and setup.
- If the existing device needs to be replaced for another employee, there will be an additional cost to the department to do that. However, there may be benefits to replacing the existing device with a newer model.

b) Managers being asked to approve an employee phone number transfer request should consider:

- Is this a long-standing City number that customers call to receive service?
- Is this number published in any City online or hardcopy documentation? If so, that will have to be revised.

c) Devices that are not in use within departments can be provided to the Client Support Team device pool for redistribution within the City. This allows the City to be fiscally responsible and re-issue devices that are on contract and have recurring costs associated to them.

d) There are no taxable benefits owed to Canada Revenue Agency related to device buyouts under this policy.

e) All revenues from mobile device buyouts will be deposited into the Telephone budget to offset service provider fees.

**4.2. Cost Calculations**

The cost for an employee to purchase their device will be the cost of the device or the cost of the device’s service contract cancellation fees, whichever is greater:

- a) A schedule of buyout costs for devices will be published and maintained by the Client Support Team on a quarterly basis. The buyout cost will be dependent upon the market value of the device and model.
- b) Costs to buyout the device’s service contract is set by the mobile service provider, plus applicable phone number transfer fees.

**5.0 Roles & Responsibilities**

<b>Group or Individual:</b>	<b>Responsibilities:</b>
Technology Governance Committee	<ul style="list-style-type: none"> <li>• Approve policy</li> </ul>
Requesting Employee who is leaving the City of Regina	<ul style="list-style-type: none"> <li>• Complete a “Mobile Device Buyout and Phone Number Transfer Authorization” form.</li> <li>• If buying out the device, retrieve buyout amount from published schedule for the device and request the contract cancellation fee amount from the Service Desk.</li> <li>• Submit form to their Manager for approval.</li> <li>• If device buyout and phone number transfer is approved, employee provides device buyout fee, contract cancellation fee and/or transfer fee payment to Service Regina.</li> <li>• Employee provides proof of payment to Client Support Team.</li> <li>• If keeping the associated phone number, complete and sign the service provider’s Transfer of Responsibility form and provide to the Mobile service provider.</li> <li>• Employee works with Client Support Team to ensure all Corporate data is removed from the device.</li> </ul>
Requesting Employee who is Buying out because of an upgrade.	<ul style="list-style-type: none"> <li>• Complete a “Mobile Device Buyout Authorization” form.</li> <li>• Retrieve buyout amount from published schedule.</li> <li>• Submit form to their Manager for approval.</li> <li>• If device buyout is approved, employee provides defined buyout payment to Service Regina.</li> <li>• Employee provides proof of payment to Client Support Team.</li> <li>• Employee works with Client Support Team to ensure all Corporate data is removed from the device.</li> </ul>

<p>Originating Department/Manager</p>	<ul style="list-style-type: none"> <li>• Consider ramifications related to device buyout and phone number transfer.</li> <li>• Make the decision to approve or deny the request</li> <li>• Notify the employee of the decision.</li> <li>• Sign approved Authorization form and validate buyout amount.</li> <li>• Confirm payment has been made to Service Regina and keep a copy of the receipt and form.</li> <li>• Ensure proof of payment is provided to Client Support Team.</li> <li>• Verify that any device phone numbers transferred to employees are no longer billed to the City of Regina.</li> </ul>
<p>Client Support Team</p>	<ul style="list-style-type: none"> <li>• Publish and maintain schedule of buyout costs.</li> <li>• Authorize Transfer of Responsibility form to employee, if taking the phone number.</li> <li>• Provide Contract cancellation fee amount.</li> <li>• Update Cherwell with proof of purchase.</li> <li>• Remove device from City MDM software.</li> <li>• Ensure all corporate data is removed from the device.</li> <li>• Ensure SaskTel billing is updated.</li> </ul>

**6.0 Related Forms**

- Mobile Device Buyout Authorization Form
- Mobile Device Buyout and Phone Number Transfer Authorization Form
- Service Provider Transfer of Ownership Form

**7.0 Reference Material**

- [Mobile Device Buyout Process \(link here to online process document\)](#)

**8.0 Revision History**

Date	Description of Change	(Re)-Approval Required (y/n)
01-Oct-2015	Initial Release	Yes
31-Aug-2016	Revised approver & process	Yes
30-April-2018	Revised approver & process	Yes
28-Sep-2020	Revised	Yes