



Cancellation of the provision of mobile phone hardware, voice and data services Frequently Asked Questions and guidance

What is the change?

UNSW Sydney has made the recent decision to cease the provision of mobile phone hardware, voice and data services except for limited circumstances which are captured in the exemption approval process

Staff who are approved via the exemption process to retain a UNSW device or service can still utilise the enterprise Optus account however account holders will need to self-serve most requests directly with Optus.

Under the exemption process, staff may also be reimbursed for their personal service if they wish to use this for work purposes. (more detail below)

Staff will however need to organise the purchasing of physical handsets at the local level and manage any warranty, maintenance and support themselves.

Approved exemptions

Exemption Process - The exemption process will allow a limited number of teams and staff to apply for an exemption to retain a mobile phone/service which is paid for by the University. Though these categories are broadly worded the practical application of these in the approval process will be very stringent and approvals will be permitted only in very limited circumstances. Staff that fall into one of the following categories will be considered:

- ◁ **Business/work requirements:** Where a role inherently requires a mobile phone to appropriately conduct duties on behalf of UNSW Sydney. A phone should be an essential requirement/tool for the position. Staff should have carefully considered and trialled MS Teams where possible to confirm this is not an appropriate solution for their work needs.

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Mobile Phone - If a mobile phone purchase is required (as part of an approved exemption request), the mobile phone purchase must not exceed the cost of one of the following devices in 2021 (This device and model will be updated annually)

- < iPhone - iPhone X
- < Samsung - Galaxy S10

Any mobile phone purchased should be used solely for the purpose of work and should not be used by staff for personal reasons. Staff should hold their own personal phone and service if required.

Staff who are purchasing a device with their grant funds, must still ensure costs are reasonable and appropriate and in line with the guidance provided to all staff. A phone purchase more excessive than those mentioned above will need to be approved by your MB member/Dean.

**Note if a staff member is being personally reimbursed \$30 per month, they can't also have a phone purchased by UNSW.*

Reimbursement -



Your Teams number may be provided to external companies and contractors as your work phone contact number.

The cost of external calls is charged to your local area. If you use your Teams number through your

