



**LOS ANGELES UNIFIED SCHOOL DISTRICT  
POLICY BULLETIN**

**TITLE:** Acquisition and Usage of Wireless Voice and Data Devices

**NUMBER:** BUL-1612.9

**ISSUER:** Matt Hill,  
Chief Strategy Officer  
Information Technology Division

**DATE:** January 22, 2015

**ROUTING**  
All Employees  
All Locations

**PURPOSE:** The purpose of this Policy Bulletin is to advise employees on the guidelines for acquisition and usage of wireless devices; including mobile telephones, smartphones, tablets, and broadband devices.

**MAJOR CHANGES:** The Bulletin replaces BUL-1612.8 issued on June 11, 2013 and has been revised to include 1) information regarding individual user access to review bills, 2) updated website addresses, and 3) a revised Cellular Reimbursement form.

**GUIDELINES:** 1. **CELLULAR DEVICE ORDERS**

1.1 Service Eligibility Requirement

Personnel that are director level or above are eligible for a District issued cellular device and/or service. Those who do not meet this requirement but have legitimate reasons for District issued cellular devices must provide written justification from their division administrator on the "Request for Exception" worksheet and submit it along with the "Exception Transmittal" form to the Chief Deputy Superintendent of Schools for approval (all cellular forms are available at <http://achieve.lausd.net/cellular>).

1.2 Cellular Service Change Order Requests

Approved requests for upgrades, disconnects, change of calling plans, and funding changes must be submitted to the Cellular Unit on the appropriate order form. The Cellular Unit will not process any forms unless it is accompanied with approval of the division administrator and adequate funding is in place.

1.3 Cellular Equipment

The list of approved devices for purchase is located in the "Cellular Equipment" tab of each order form. All cellular devices are shipped to the Cellular Unit and can be picked up by the requesting location at 333 S. Beaudry Ave, 10<sup>th</sup> Floor Lobby at Los Angeles, CA 90017.



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## 2. CELLULAR DEVICE USAGE

### 2.1 Adherence to Polices

All users must read and adhere to the policies described in the bulletins listed below. Non-compliance may result in termination of services to cellular devices.

BUL-999.10	Responsible & Acceptable Use Policy (RAUP) for District Computer and Network Systems
BUL-1077.1	Information Protection Policy
BUL-1553.0	Security Standards for Networked Computer Systems Housing Confidential Information
BUL-1759.0	Authorized Internet Service Provider (ISP) Connections to District Locations
BUL-5181.2	Policy Regarding Internet Safety for Students
BUL-5688.0	Social Media Policy for Employees and Associated Persons
BUL-K-24.0	LAUSD Firewall Policy (Revised)

### 2.2 Low or No Usage

In an effort to minimize the District's expenditures related to cellular devices, the Cellular Unit monitors the usage and historical pattern of each user. When a pattern of low usage is identified, the Cellular Unit reserves the right to change calling and/or data plans to a more appropriate plan(s). In addition, the Cellular Unit reserves the right to discontinue service on accounts that display no activity for three consecutive months. Prior to disconnecting any service, the authorizing location will be contacted to ensure the device is no longer needed.

### 2.3 Broadband Devices

Broadband devices are approved for instructional/educational purposes or to conduct District business. The devices will only be issued to individuals with a legitimate need for wireless broadband connectivity. When requesting a broadband wireless device, the requestor can only purchase District approved devices. Failure to adhere to this policy will result in disconnection of service. Please note users with a "hot spot" capable smartphone shall not be assigned multiple broadband devices for cost efficiency.

### 2.4 International Roaming

Employees traveling abroad are not allowed to use District issued cellular devices unless it is work-related and pre-approved by their supervisor. International roaming charges are the responsibility of the employees unless pre-approved. Please contact the Cellular Unit at (213) 241-0505 prior to traveling to get an appropriate global plan assigned to the device.



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## 2.5 Terminations and Reassignments

It is the responsibility of the authorizing location to terminate cellular service for employees who are no longer with the location by filling out the “Cellular Service Disconnect” form. Equipment may be reassigned with proper approval. Any reassignment of cellular devices must be submitted on the “Cellular Name Change” form. Unreported changes may cause a disruption in service.

## 2.6 Personal Use

The employee must reimburse the District for non-business related services, unless authorized by an administrator. Non-business related services include, but are not limited to, games, billable personal calls, application purchases, and 4-1-1 calls. Reimbursement shall include all associated one-time and/or monthly charges, applicable taxes, and surcharges. No plan will be increased to meet personal usage needs. Violation of these rules may result in disconnection of service. (Please refer to the “Billing” section below for reimbursement procedures.)

## 2.7 Internal Audits

Authorizing locations must perform ongoing reviews via electronic wireless statements of all devices to determine if employees have a legitimate need for cellular services to perform their jobs. The review should include an analysis of the monthly usage to ascertain if the most cost-effective plan is being used. If the phone is deemed no longer required, the authorizing location must request that it be disconnected or reassign the device/service and obtain proper approval for those that are below director level.

## 3. **BILLING**

### 3.1 Electronic Wireless Statements

Electronic wireless statements are available online at <http://achieve.lausd.net/cellularbill>

Location administrators are required to complete the “Electronic Wireless Statement Access” form to access invoices for their respective departments. A twelve-month history of each user account invoices is available for viewing, which details individual account charges and lists billable usage.

District issued cellular users can now access their individual statements and review them for reimbursement of personal billable calls via the link above.

### 3.2 Reimbursement for Overages

All charges on cellular accounts assigned to a location are the responsibility of



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the authorizing location. The authorizing location, along with the cellular users, must conduct internal reviews to identify personal usage and obtain reimbursement for unauthorized charges. Reimbursement must be submitted via personal check made payable to LAUSD along with Attachment A: "Cellular Reimbursement" form to:

Cash Receipts Unit  
Revenue Accounting Branch  
333 S. Beaudry Ave, 26<sup>th</sup> Floor  
Los Angeles, CA 90017

Be sure to include the funding line used to pay the monthly service bills to ensure the amount is credited to the appropriate location.

### 3.3 Funding Sources

Authorizing locations will receive an "Estimated Cost Worksheet" before the start of each fiscal year to confirm the funding source for each cellular account. When the new fiscal year starts, the estimated monthly service charges for the entire year will be earmarked for each cellular account. Locations must provide a funding line with an adequate total to cover the estimated annual charges.

Upon receipt of any order, all existing accounts funded by the requesting location will be verified for adequate funding for the remainder of the fiscal year. If any account requires additional funding, the order will not be processed until the required funding is in place.

## 4. REPAIR AND TECHNICAL SUPPORT

Repair and technical support for all cellular devices are available through Verizon Wireless 24 hours a day, 365 days a year at (800) 922-0204. Support Specialists will assist the end user in troubleshooting the problem and determining a solution, up to and including, replacement of the device. Details on obtaining support can be found at <http://achieve.lausd.net/cellular>.

## 5. LOST OR STOLEN EQUIPMENT

Report lost or stolen devices immediately to the Cellular Unit at (213) 241-0505 or to Verizon Wireless at (800) 922-0204 after business hours. The location using the device is responsible for all charges up to the time the loss is reported. Once notified, services will be temporarily suspended to prevent further use. If the lost or stolen cellular device is found, the service can be reactivated.



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### 5.1 Disconnecting Service

To disconnect service permanently for lost or stolen equipment, please fill out the "Cellular Service Disconnect" form. Please note that an early termination fee may be imposed if services are disconnected prior to the end of the contract period.

### 5.2 Replacement

To order a replacement device, fill out the appropriate cellular order form. The purchase price and tax will be charged to the requesting location. Service will be reinstated with the new cellular device.

**ASSISTANCE:** For assistance, please contact the Cellular Unit at (213) 241-0505 or visit <http://achieve.lausd.net/cellular>



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**ATTACHMENT A: CELLULAR REIMBURSEMENT FORM**

**To:** Cash Receipts Unit  
Revenue Accounting Branch  
333 S. Beaudry Ave., 26<sup>th</sup> Floor, Los Angeles, CA 90017

**From:**

Tel# \_\_\_\_\_

**SUBJECT: Request to deposit checks**  
**For Fiscal year:** \_\_\_\_\_

Please use the following accounting lines to process the attached check(s).

VENDOR CODE: 1000007168

Tel. No.	Payer	Check Number	Check Amount	Fund	Functional Area	GL Account	Cost Center

Approved by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_