MOBILE PHONE POLICY

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1. Purpose

The purpose of this policy is to:

- Outline the policy when assessing the College’s need for the use of a mobile phone;
- Ensure clear understanding of the responsibilities of users and management; and
- Provide guidelines for the acceptable usage of mobile phones and/or mobile phone accounts for APIC.

2. Scope

This policy applies to the usage of all mobile phones and mobile phone accounts owned by APIC and to all communication devices which can be used to receive and make phone calls:

- All users should be aware of the policy, their responsibilities and legal obligations. All users are required to comply with the policy and are bound by law to observe applicable statutory legislation.
- APIC requires mobile phone users to accept the Mobile Phone Policy and associated requirements governing the use of mobile phones as a condition of their use.

3. Definitions

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<th>Item</th>
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4. Principles

For users where mobile phone usage is a requirement of the position, the intended use of College mobile phones shall be to facilitate communication between staff and the external community. This is to allow users to better perform the duties assigned to them; and to allow greater efficiency in role functions.

All users must accept full responsibility for using their College mobile phone in an honest, ethical, safe and legal manner and with regard to the rights and sensitivities of other people. Use must be in accordance with APIC policies and all relevant federal and state legislation. Such legislation shall include, but not be limited to, legislation covering privacy, copyright, freedom of information, equal employment opportunity, intellectual property and workplace health and safety.

5. Use of Mobile Phones

While the costs of mobile phone calls continue to be higher than the cost of land-line phone calls, it is recommended that land-line phones are used to make outgoing calls whenever possible. Mobile phones can be used for the following purposes:
• Receipt of all calls and messages, either work related or personal, provided non business related usage is kept to a minimum and does not incur significant costs or loss of work time;

• Making of phone calls, text messages and other usage that is directly related to required work responsibilities, as stipulated in the individual work description, employment contract, and as directed by the user’s supervisor; and

• For staff who are frequently out of the office and have a College mobile phone it may be appropriate to forward calls from their office fixed phone to their College mobile phone.

Users should make every reasonable effort to ensure that their College mobile phone is secured at all times, kept charged and switched on when required by the College to perform work duties.

While overseas, email or text messaging is recommended for non-urgent matters due to the cost of mobile phone use. International Roaming must be approved by the President before going for overseas travel on behalf of the College.

6. Unacceptable Use of Mobile Phones

College mobile phones must not be used for the transmission, retransmission, or storing of any unlawful, obscene, indecent, profane, libellous, offensive, pornographic, threatening, abusive, defamatory, or otherwise objectionable information. Without limitation, this includes any transmissions constituting or encouraging conduct that would constitute a criminal offence, give rise to civil liability, or otherwise violate any law.

Any action on a mobile phone is not allowed that restricts or inhibits the use of College phone services or generates excessive telephony traffic through the use of automated or manual programs or routines.

Users shall not cause, or attempt to cause, security breaches or disruptions to phone communications. Examples of security breaches include, but are not limited to, accessing calls of which the customer is not an intended recipient or logging into a server or account using mobile telephony services that the user is not expressly authorised to access. Disruptions include, but are not limited to, WAP services, GSM information services and GPRS services.

Harassment is not permitted, whether through language, images, or frequency and size of phone, text or multimedia messaging calls. Users must not send unsolicited text messages, including "junk mail" or other advertising material.

Mobile phones hold and provide access to a range of data sources. The following requirements must be met when storing or accessing data using a mobile phone:

• A user must not examine, disclose, copy, rename, delete or modify data without the express or implied permission of ICTs owner. This includes data on storage devices and data in transit through a network;

• A user must respect the privacy and confidentiality of College’s data stored or transmitted. Any release of data to an unauthorised person is expressly forbidden; and

• Users storing data of a sensitive nature, such as information on individuals whether for academic, administrative or services use must ensure that the privacy of such
information is unable to be compromised. In these cases, access controls should be employed such as password locks or similar tools.

7. Non-College Use of Mobile Phones

Calls may be made on a College mobile phone in the event of an emergency, or to assist in response to an emergency. To reach emergency services in the first instance, dial 000. If unsuccessful due to lack of service, dial 112 which may reach emergency services via an alternative service provider if one is available. Provided there is GSM coverage, 112 can be dialled anywhere in the world and is automatically translated to the emergency number for that country.

Where no land-line phones are available for use by staff, College mobile phone can be used for incidental personal purposes (non-business use) but only if that use does not:

- Interfere with access to facilities for other users;
- Burden the College with additional costs;
- Interfere with the user’s employment or other obligations to the College; or
- Constitute an offence under any relevant legislation.

8. Mobile Phone Hardware

Users must take due care when using College mobile phones and take reasonable steps to ensure that no damage is caused to any supplied equipment. Users must report any damage to their line-manager or a member of the ICT team. Users must not use equipment if they have reason to believe it is dangerous to themselves or others. Redundant hardware or peripherals should be returned to ICT.

9. Roles and Responsibilities

The President and the Dean are responsible for:

- Determining staff eligible for a mobile phone and/or mobile phone account, and also have the discretion to withdraw access rights;
- Determining the level of access for individual users. The default for new users is national dialling only.
- Approving access to services which involve additional costs, such as International roaming, International dial-ling, and GPRS services.
- Ensuring employees who have been granted approval to use a mobile phone are aware of the Mobile Phone Policy;
- Ensuring that mobile phones are managed as an asset;
- Monitoring use of mobile phones by approved users in terms of unreasonable call charges and determine the level of personal call costs considered to be excessive; and
- Notifying ICT of changes when cancelling or re-assigning a mobile phone handset and/or account.
Individual users are required to:

- Read and abide by the Mobile Telephone Policy;
- Ensure the proper use, care and security of College mobile phones;
- Report faulty, damaged, lost or stolen mobile phones to ICT immediately. Contact the service provider directly to block calls on the mobile telephone account if the mobile phone is stolen out of normal business hours;
- Check to ensure their mobile telephone account charges are correct;
- Ensure the mobile telephone is used by eligible staff for College purposes; and
- Return the mobile phone complete with SIM card if no longer employed by APIC or if required by the relevant Manager, Supervisor or Director. Additional accessories such as battery chargers must also be returned.

Individual users can request access to services which involve additional costs, such as International roaming, International dialling, and GPRS services. The request must be approved by Manager and ICT. International roaming can only be activated whilst overseas when on official College business.

10. Document Change Control

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<th>Change Description</th>
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<td>Placed in the new policy format</td>
<td>16 December 2016</td>
<td>Corinne Green</td>
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