Mobile Communication Device Policy Frequently Asked Questions (FAQs)

General:

Q: **Who is eligible to receive a mobile communication device reimbursement?**  
A: Faculty, staff, and management are eligible to receive a reimbursement, as determined by their HEERA manager.

Q: **What do I need to do to receive a reimbursement for my personal cell phone?**  
A: Follow the steps below:  
1. Talk to your HEERA manager to determine if you qualify, and if so, for which level.  
2. Fill out a copy of the Mobile Communication Device Reimbursement Authorization Form.  
3. Your department needs to email a completed, signed copy to your division and to CPP-AP@cpp.edu.

Q: **Who determines my reimbursement level?**  
A: Your HEERA manager determines your level of reimbursement as well as the maximum levels of reimbursement, as based on business needs. The levels are as follows:

- **Level 1**: $60 – Cell phone is used regularly, both during and after normal business hours as a routine method of communication regarding university business.  
- **Level 2**: $30 – Cell phone is used occasionally for on-call or other “as needed” situations.

NOTE: Reimbursement for both levels may be reviewed annually by the VP/CIO of Information Technology and the VP/CFO of Administrative Services.

Q: **Which devices are covered by the MCD reimbursement?**  
A:  
- Basic mobile telephones  
- Smart mobile telephones  
- Mobile internet devices  
- Subscriber identity module (SIM) cards  
- Other mobile data and voice equipped computing devices

Q: **Which services are included in the MCD reimbursement?**  
A:  
- Voice services  
- Text messaging services  
- Data services  
- Other mobile related services
Accounting/Billing:

Q: **How is my maximum reimbursement determined?**
A: The maximum reimbursement is determined by your reimbursement level and a portion of your cell phone bill. The reimbursement amount cannot exceed the actual amount you are charged by your mobile service provider.

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Q: **How often should I submit my cell phone bills for reimbursement?**
A: Submit your reimbursement requests every two months, but not to exceed 60 days. A copy of the summary page for each bill being submitted should be attached to your reimbursement request.

Issues/Troubleshooting:

Q: **How do I receive a reimbursement if I submit my request after 60 days?**
A: Provide a short explanation as to why the cell phone bill(s) were submitted late and attach it to the cell phone reimbursement form. The explanation must be signed by the appropriate manager, Associate Vice President, or Vice President. Submit all paperwork (explanation, reimbursement form, and cell phone bill) to CPP-AP@cpp.edu.

Q: **What if my mobile carrier does not provide a billing statement?**
A: Submit proof that your cell phone provider does not issue a billing statement.

Q: **What happens if I change my cell phone number?**
A: If you change your cell phone number from the one listed on the reimbursement form, you will need to obtain approval from your HEERA manager, showing that he/she has signed off on the new number.