



## North Carolina Department of Correction

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Beverly Eaves Perdue  
Governor

Alvin W. Keller, Jr.  
Secretary

### MEMORANDUM

TO: Senator Andrew C. Brock  
Senator Jim Davis  
Senator Richard Stevens  
Representative Jeff Barnhart  
Representative George G. Cleveland  
Representative Mitch Gillespie  
Mark Trogon, Acting Director, Fiscal Research Division  
Andy Willis, State Budget Director

Senator Peter S. Brunstetter  
Senator Neal Hunt  
Representative Marilyn Avila  
Representative J. Brubaker  
Representative Dale R. Folwell  
Representative Linda P. Johnson

FROM: Jennie Lancaster, Chief Operating Officer

RE: Mobile Electronic Communication Devices, Fiscal Policy  
(Section 6A.14.(a))

DATE: September 1, 2011

Pursuant to Section 6A.14.(a) of Session Law 2011-391 House Bill 22, please find attached the Department of Correction, Fiscal Administration policy, "Mobile Electronic Communication Devices." This new policy was developed as required to limit the issuance and use of mobile electronic devices to the minimum necessary to carry out the agency's mission.

JLL:BSB/jbk

#### Attachments

cc: Aaron Gallagher  
John Poteat  
Doug Holbrook  
Kristine Leggett  
Gov Ops Website  
General Assembly Legislative Library





NC DEPARTMENT OF CORRECTION  
MOBILE ELECTRONIC COMMUNICATION DEVICES

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**.3201 GENERAL**

This policy was developed to gain and maintain managerial and budgetary control on mobile electronic communication devices. Mobile electronic communication devices are defined as cell phones, smart phones, pagers, air cards, and satellite phones. State issued mobile electronic communication devices shall be used **only** for State business. A business use is defined as any air time usage or call/text/email made or received by an employee to properly discharge his/her duties as an employee of the State as determined by the employee's supervisor.

It should be conveyed to all employees that the use of mobile electronic communication devices for other purposes may lead to penalties, including dismissal. Abuse and misuse shall be dealt with through the established disciplinary procedures.

Also, when visiting a prison facility, Division of Prison policy shall be followed with regards to mobile electronic communication devices within in the confines of a prison facility.

**.3202 LEGISLATIVE REQUIREMENTS – SESSION LAW 2011-145, SECTION  
6A.14(a)**

The issuance of mobile electronic communication devices shall be limited to employees for whom access to a mobile electronic communication device is a critical requirement for job performance. The device issued and the plan selected shall be the minimum required to support the employees' work requirements. This shall include considering the use of pagers in lieu of a more sophisticated device. The requirement for each mobile electronic device issued shall be documented in a written justification that shall be maintained by the Department and reviewed annually. The Secretary, in consultation with the Office of Information Technology Services and the office of State Budget and Management, shall document and review all authorized cell phone, smart phone and other mobile electronic communication device procurement and related phone, data, Internet and other usage plans for and by the Department's employees. The Department shall conduct periodic audits of mobile device usage to ensure that its employees are complying with Department policy and State requirements for their use.

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**.3203 JUSTIFICATION FOR MOBILE ELECTRONIC COMMUNICATION DEVICES**

- A. The Department recognizes that certain positions require the need for a mobile electronic communication device and will obtain a blanket justification for those positions. In other cases, a justification may be necessary for an individual not a position. All justifications shall require approval by the Secretary or his/her designee.

Each Division/section shall be responsible for obtaining approval from the Secretary or designee. These Divisions/Sections shall include, but are not limited to:

- Secretary's Office
- Divisions of Prisons
- Division of Community Corrections
- Division of Alcoholism and Chemical Dependency
- Correction Enterprises
- Extradition
- Engineering
- Human Resources
- Staff Development and Training
- Budget and Purchasing Office
- Combined Records
- Management Information Systems
- External Affairs
- Research and Planning
- Internal Audit
- Parole Commission
- Inmate Grievance Resolution Board
- General Counsel Staff
- Controller's Office
- Safety, Occupational & Environmental Health

Justifications shall be obtained by memorandum annually and shall list position(s) and/or person(s) for which approval is requested as well as justification of critical requirement for job performance and type of device. Any request for new/additional devices during the year, will also require approval by the Secretary or designee.

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- B. Cell Phones, Smart Phones and Air Cards - Each Division/Section as indicated above, shall be responsible for obtaining blanket and or specific approval from the Secretary or designee for cell phones, smart phones and air cards and submit annually to Departmental Purchasing and Services. The approval shall be submitted to Departmental Purchasing and Services each year by September 1. Any request for new/additional devices during the year, will also require approval by the Secretary or designee.
- C. Pagers – Each Division /Section shall be responsible for maintaining the written justification for pagers. They shall be responsible for renewing annually by September 1, the blanket and or specific authorization for these devices by obtaining the Secretary or designee's signature. Any request for new/additional devices during the year, will also require approval by the Secretary or designee.
- D. Satellite Phones – Transportation and Communication Section shall be responsible for maintaining the written justifications for satellite phones. They shall be responsible for renewing the blanket authorization for these devices annually by obtaining the Secretary or designee's signature. Any request for new/additional devices during the year will also require approval by the Secretary or designee.
- E. Divisions/sections required to maintain justifications, approvals and databases shall make them available upon request for submission to Office of State Budget and Management, Office of Information Technology Services or other agencies as required by legislation. These requests will generally come through the Department's legislative liaison.

**.3204 AUDIT**

Department of Correction Internal Audit shall conduct periodic audits of mobile device usage to ensure DOC employees are complying with Department policy and State requirements for their use. The audit of mobile electronic communication devices as part of Internal Audit's regular audit program for regularly scheduled audits and change of command audits shall meet the requirement for periodic audits.

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**.3205 REPORTING REQUIREMENTS**

Beginning October 1, 2011 the Department shall report quarterly to the Chairs of the House of Representative Committee on Appropriation and the House of Representatives Subcommittee on General Government, the Chairs of the Senate Committee on Appropriations and the Senate Appropriations Committee on General Government and Information Technology, the Joint Legislative Oversight Committee on Information technology, the Fiscal Research Division, and the Office of State Budget and Management on the following:

1. Any changes to agency policies on the use of mobile devices
2. The number and types of new devices issued since the last report
3. The total number of mobile devices issued by the agency
4. The total cost of mobile devices issued by the agency
5. The number of each type of mobile device issued, with the total cost for each type.

Information required for reporting requirements shall be submitted to the Department's Legislative Liaison who will submit all required reports.

**.3206 CELLULAR PHONE AND AIRCARD PURCHASING PROCESS (INCLUDES  
SMART PHONES)**

**A. Request**

1. Information Technology Services has entered into State contracts with several cellular phone providers in order to secure cellular coverage over the entire State. Department of Correction employees who need a cellular/smart phone or air card to properly discharge their duties must secure one through the State contract for cellular phones. Every division within the Department that requires cellular telephone assignments should conform to and/or comply with the terms of the State contract, the current version of which is located on the ITS website at <http://www.its.state.nc.us/ITProcurement/TermContracts/TContracts.asp>, under "Cellular Telephone Service and Equipment."

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2. All requests for cellular phones, including smart phones and air cards **shall be submitted to Departmental Purchasing and Services:**

Departmental Purchasing and Services

2020 Yonkers Road

Mail Service center 4227

Raleigh, NC 27699-4227

Telephone: (919) 716-3252

Fax: (919) 716-3983

3. Requests for cellular/smart phones and air cards shall be submitted on the "DOC Cellular Phone Service Request Form" – Form CPSR-DOC (See Appendix A, also Frequently Used Forms). It will be the responsibility of the Facility/Section Head or designee to establish internal procedures for assigning personnel to complete this form and for choosing a calling plan.

- a) The requested calling plan shall be designated on the Form CPSR-DOC. Any requested accessories shall also be designated on the Form CPSR-DOC for proper approval.

Note: Accessories available include battery chargers, batteries, and belt clips. Custom calling features included in the State service contract include call forwarding, call waiting, call diversion, three-way calling, and voice mail. Airtime will be charged for all custom calling features, except for time listening to voice mail messages from a cellular phone unit. However, calling from the outside to retrieve cellular phone messages does comprise airtime.

- b) The Form CPSR-DOC shall be signed by the Facility/Section Head or designee, sent through the division's chain of command for proper approval, and then forwarded to Departmental Purchasing and Services for final approval. The request must be for a position for which there is a blanket authorization or an individual with a justification approval signed by the Secretary or his designee.

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- c) All requests shall be approved and signed by the Chief Procurement Officer or his/her designee.
- d) If the calling plan is changed or denied by Departmental Purchasing and Services, they shall contact the requesting party to notify them of the change.

**B. Receiving**

- 1. When a new cellular/smart phone or air card is received at a location, the contact person is responsible to make sure that all of the accessories and services requested on the DOC Cellular Phone Service Request (Form CPSR-DOC) are operable. The contact person shall confirm that the calling plan requested by the Facility/Section is the same calling plan they have actually received.
- 2. When cellular/smart phones or air cards are received from the vendor, each Facility/Section shall notify Departmental Purchasing and Services immediately and provide them with the user name and the cell phone number.

**C. Cellular Phone Assignment**

- 1. Departmental Purchasing and Services shall maintain a database of all cellular phones, smart phones and air cards assigned within the Department of Correction. This database shall contain the cellular phone number, contact person, approved service provider, State contract, user name, position number/title and justification. The information will be taken from the DOC Cellular Phone Service Request (Form CPSR-DOC) and shall be confirmed when the cellular phones, smart phones and/or air cards are received at their location and the Facility/Section notifies Departmental Purchasing and Services.
- 2. In situations where a cellular/smart phone or air card is used by multiple individuals within the same location, the individual who is responsible for the distribution and safekeeping of the phones shall be listed as its user.

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3. Employees reassigned within the same location may retain the use of the same cellular phone if their new position requires a cellular phone. **Departmental Purchasing and Services must be notified of any cellular/smart phone or air card assignment changes immediately.** Cellular phones are not allowed to change locations with employees. The Form CPSR-DOC shall be used to notify Departmental Purchasing and Services of these changes.

**.3207 CELLULAR PHONE USAGE**

Cellular phones are provided to employees by the Department of Correction to improve efficiency, performance, and safety in the course of their duties as employees of the State.

Cellular phones, smart phones and air cards are provided for State business use only. As cellular telephone charges are based on measured use, no personal calls should be made on these phones. Furthermore, business calls shall be made out of necessity, not convenience. Misuse of cellular phones can lead to penalties, including dismissal.

- A. Department of Correction cellular phones, smart phones and air cards are to be used for official State business. A business use is defined as any air time usage or call/text/email made or received by an employee to properly discharge his/her duties as an employee of the State as determined by the employee's supervisor.
- B. Personal incoming or outgoing calls are not allowed. If possible, incoming business calls should be routed through the employee's office where an assessment of the importance or necessity of utilizing the cellular phone can be determined. Only in cases of expediting the process of conducting official State business shall cellular phone numbers be given out. Any employee who makes personal outgoing or incoming calls in violation of this policy will be required to reimburse the Department of Correction for those calls. Accessing the Web, via smart phone or air card, for personal use is not allowed.
- C. In cases where an employee uses his/her personal cellular phone for conducting State business, the employee may be eligible for reimbursement. In order for the Department of Correction to reimburse the employee, the employee must indicate on his/her cellular phone bill the reimbursable calls, individuals called, and the nature of the calls. The employee shall then submit the cellular phone bill to their supervisor for approval. If the calls are approved as State business by their supervisor, the Department shall reimburse the employee for the actual costs incurred by the employee. All supporting documentation shall be sent to the DOC Controller's Office for payment via Form DC-114, Reimbursement of Travel and Other Expenses Incurred in the Discharge of Official Duty.

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**.3208 CELLULAR/SMART PHONE AND AIR CARD REPAIRS/MALFUNCTIONS**

- A. Each employee shall be responsible for equipment assigned, including its use and protection. Read the owner's manual thoroughly. Warranty does not include abuse or water damage.

**An employee who is assigned a cellular phone, smart phone or air card is responsible for its retention and safekeeping. If a cellular phone is damaged due to an employee's negligence, the employee will be required to reimburse the Department of Correction for the cost of repair for the cellular phone.**

- B. If a cellular phone, smart phone or air card is damaged the following steps shall be taken:
1. All repairs/malfunctions of cellular phones, smart phones or air cards shall be reported to Departmental Purchasing and Services by using the DOC Cellular Phone Service Request (Form CPSR-DOC). A detailed description of the problem must be documented in the space provided on the form or on an attached sheet.
  2. The Facility/Section Head or designee shall indicate on the Form CPSR-DOC whether or not he/she believes the employee is liable for the cost of the repairs, including specific reasons for their assessment. The Form CPSR-DOC shall then be forwarded through the division's chain of command to confirm or refute the assessment of employee liability before it goes to Departmental Purchasing and Services for final approval.
  3. The Chief Procurement Officer or their designee shall approve the request and sign the Form CPSR-DOC before the request for repairs shall be processed.
  4. Departmental Purchasing and Services shall be responsible for contacting the vendor to create a work order for the repair.
- C. After the request has gone through the chain of command within the division and it has been determined that the employee is liable for the repairs, the employee



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shall make out a check or money order payable to the NC Department of Correction and attach it to a copy of the memorandum and forward it to the Central Accounting Office.

- D. Under no circumstances is the Facility/Section to contact the vendor directly for repairs/malfunctions of cellular phones, smart phones, air cards. Any employee bypassing Departmental Purchasing and Services for cellular phone, smart phone or air card replacements, repairs or upgrades will be responsible for the associated cost of the replacement, repair or upgrade.

**.3209 LOST/STOLEN CELLULAR/SMART PHONES AND AIR CARDS**

- A. Each employee shall be responsible for equipment assigned, including its use and protection. Lost cellular phone, smart phone or air card protection coverage will not be provided by the Department of Correction.

**An employee who is assigned a cellular phone, smart phone or air card is responsible for its retention and safekeeping. If a cellular phone, smart phone or air card is lost or stolen as the result of an employee's negligence, the employee shall be required to reimburse the Department of Correction for the cost of the cellular phone, smart phone or air card.**

- B. If a cellular phone, smart phone or air card is lost or stolen the following steps shall be taken:
1. Lost or stolen cellular phones, smart phone or air card shall be reported immediately to Departmental Purchasing & Services on the DOC Cellular Phone Service Request (Form CPSR-DOC), describing the circumstances of the loss or theft in the "Justification" section of the form or on an attachment to the form.
  2. The Form CPSR-DOC must be signed by the Facility/Section Head and approved through the division's chain of command. The Facility/Section Head shall indicate on the Form CPSR-DOC whether or not he/she believes the loss or theft is a result of employee negligence and within the control of the employee. After the Form CPSR-DOC has been approved through the division's chain of command, it shall then be forwarded to Departmental Purchasing and Services.

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3. The Form CPSR-DOC shall also be signed and approved by the Department's Chief Procurement Officer or his/her designee.
4. Once the Form CPSR-DOC has been approved, Departmental Purchasing & Services shall then report the loss or theft to the vendor to have the service suspended so that phone or air card cannot be used. If the phone or air card is later found, they will remove the suspension.
- C. In addition, the Facility/Section Head shall complete a State Property Incident Report (SBI-78) in its entirety for each missing device and email it to the Director of Internal Audit as soon as possible, but no later than 10 days after discovery.
- D. If the employee is found liable for the lost or stolen cellular phone, smart phone or air card, the employee shall make out a check or money order payable to the NC Department of Correction and attach it to a copy of the memorandum and forward it to the Central Accounting Office.

**.3210 CANCELLATIONS OF CELLULAR PHONES**

- A. If it is determined that a Department of Correction cellular phone, smart phone or air card is no longer necessary for a given position, the Facility/Section Head or designee shall prepare a DOC Cellular Phone Service Request (Form CPSR-DOC) to communicate the request to cancel service and shall send the request to Departmental Purchasing and Services.
- B. Departmental Purchasing and Services shall then contact the vendor to cancel the service.
- C. Facilities/Sections that use cellular phone plans shall return all cellular phones, smart phones or air cards to Departmental Purchasing and Services when a plan is cancelled. Departmental Purchasing and Services shall either return the cell phones or air cards to the vendor if required by contract or surplus the cell phones or air cards according to Departmental Policy.

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**.3211 PROBLEMS AND COMPLAINTS**

Any and all problems and/or complaints with cellular phones, smart phones or air cards shall be documented in writing and forwarded to Departmental Purchasing and Services. **Facilities/Sections are not to call the vendor.** Departmental Purchasing and Services will take steps to eliminate problems and catalog complaints.

**.3212 PAYMENT OF CELLULAR PHONE BILLS, INCLUDING SMART PHONES  
AND AIR CARDS**

A. Centrex Bills (Includes Cellular Service on State Contract)

1. Information Technology Services (ITS) bills the Controller's Office directly for Centrex bills, including regular phone charges, cellular phone charges for cellular service on State Contract, and telephone credit card charges. **Note: Policy in this section includes procedures for the Centrex bill, which includes land line telephones, as well as cellular phones.** Centrex bills will be paid monthly by the Department of Correction Controller's Office – Accounting Section.
2. Each facility/section's monthly Centrex bill will be available through the EBilling system by the 15<sup>th</sup> of the following month and can be accessed through Identity Access Management Services ("IAMS") at the EBilling web site ***ebilling.its.state.nc.us***. Employees must be approved before they can access the EBilling system.
3. Each facility/section head shall designate two (2) employees who will be authorized to access the facility/section's monthly telephone bill through EBilling. The designated employees shall be responsible to perform the following duties:
  - a. Access the monthly telephone bill through EBilling (select the detailed report for the month being reviewed).
  - b. Review the charges for accuracy and confirm the charges are for valid State business purposes.



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- c. Note any adjustments or corrections to the EBill (any pages requiring adjustments or corrections shall be printed with the corrections noted on the bill).
- d. Print the first page of the detailed report for the month being reviewed entitled Telecommunications Management System Monthly Expense – Expense Summary (“Expense Summary Page”) and receive approval for the telephone charges, including cell/smart phone charges and air card charges from the facility/section head or their designee by obtaining the facility/section head’s or their designee’s signature on the Expense Summary Page.

**Note:** It is not necessary to print the whole EBill. Please only print the Expense Summary Page and any pages that require adjustments or corrections. For instructions on printing, please refer to the EBilling Instruction Manual available on the EBilling web site:

***ebilling.its.state.nc.us***

Another option is to select the pages of the EBill you wish to print, email those pages to yourself, and then print the selected pages from the email.

- e. **METHOD 1 - PREFERRED:** The pages of the EBill for cellular charges for each individual cell phone shall be emailed by the facility/section’s designated EBill employee to the cellular phone holders for review. The cell/smart phone holder shall review the pages and send an email confirmation back indicating that all charges are correct and were only for official state business or if there were errors, they will indicate those. The cell phone holder shall then forward email with attached cell/smart phone bill to their supervisor for review and approval. The supervisor shall then forward the email with their approval and attached cell/smart phone bill back to the facility/section designated EBill employee. The designated EBill employee shall print the email with approvals and shall retain it with the Centrex bill Expense Summary Page signed by the facility/section head or designee.

**METHOD 2:** Print the pages of the EBill for the cellular phone charges by cellular phone number. The designated employee shall

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then distribute the EBill pages with the cellular phone charges to each employee who is responsible for the particular cellular phone to review the charges and certify that his/her cellular phone calls are valid and accurate by signing the pages of the EBill listing his/her cellular phone charges. Once the responsible employee has signed the EBill for the cellular phone charges, the designated employee shall obtain their supervisor's signature on the last page of the cell phone bill approving the cellular phone charges. The approved cell/smart phone bill shall be forwarded to the designated EBill employee to include with the other phone bill documentation. The EBill pages, including signatures, for the cellular phone charges do not need to be sent to the Controller's Office, but they shall be retained at the facility for audit purposes.

- f. Retain a copy of the approved EBill Expense Summary Page, along with any pages that were printed because of needed corrections, at the facility for audit purposes.
4. The facility/section head or their designee shall be responsible to:
  - a. Approve the reconciled EBill.
  - b. Send the approved reconciled EBill to the Controller's Office no later than the last business day of the following month. **At this point there are two options for sending the bill.**
    - (1) Fax a copy of the Expense Summary Page, which has been signed, dated and approved by the facility/section head or designee to:

The Controller's Office

Attention: "Telephone Desk" at: (919) 716-3980

**Note: Please keep a copy of the fax confirmation for your records and for audit purposes.**

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- (2) Email the Controller's Office at:

DOC\_ebilling@doc.state.nc.us

*The approval email shall be sent no later than the last business day of the following month.*

- c. The email shall indicate that the facility/section has reconciled and approved that location's monthly telephone charges. The approval email that is sent to the Controller's Office shall also include the Expense Summary Page as an attachment.

Instructions to email attachments:

- Identify the page or pages to be printed.
- Select "Options" in the upper left hand corner of the menu.
- Select "Print."
- Go to the down arrow on "Destinations" and select "Mail – Email."
- Enter the page number or numbers to be sent.
- Change the "Combine Print Request" button to "NO."
- Click "Continue."
- In the "Email To:" field, type the General Accounting email address: DOC\_ebilling@doc.state.nc.us

For additional required email addresses such as the superintendent, type in the email address in the second "Mail To:" field.

- The "Greeting" should state: "Reviewed and approved by \_\_\_\_\_."
  - Click "continue" and the email approval will be sent.
- d. Any corrections or adjustments to the EBill should be faxed to General Accounting at: (919) 716-3980.

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- e. If someone other than the facility/section head is sending the approval email to General Accounting, then the facility/section head should receive a copy of the approval email sent to General Accounting. The email shall state that the sender is a designee for \_\_\_\_\_ (the name of the facility/section head) at \_\_\_\_\_ (name of the facility) and include the facility/section location number.
5. The Controller's Office – General Accounting shall collect and track the email approvals from the field and ensure that each facility/section has approved their location's monthly telephone charges.
6. Any long distance charges or cell/smart phone charges made by an employee that are not State business will be subject to reimbursement by the employee. It shall be conveyed to all employees that the use of telephones for other purposes may lead to penalties, including dismissal. Abuse and misuse shall be dealt with through the established disciplinary procedures.

B. Cellular Phone Bills Not on State Contract

1. The State contracts for cellular phone service (cell phone, smart phone, air cards) include an adequate number of vendors to cover all areas of the State. Therefore, there shall be no other vendors allowed for cellular service other than those on State contract.

**.3213 PAGER MANAGEMENT**

A. Responsibility

Pager management is the responsibility of the Division (DOP, DCC, DACDP, or Enterprise) or Section within DOC Administration requesting the pagers. The Division/Section Head or designee shall have approval authority for placing orders, requesting repairs and terminating services directly from the pager vendor within the guidelines set forth in this policy.

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B. Ordering

New Service – All orders for new pagers and or service shall be approved by the Division/Section Head or designee. The Division/Section shall contact the State contract vendor directly to order new pagers/service.

Questions – Questions regarding the ordering of new pager service and changes in existing coverage can be directed to Department Purchasing and Services.

Allowable Service – Standard service for the Department of Correction shall be for numeric or alphanumeric pager, local or statewide service, with or without an 800 phone number. Approval for any other type of service must be forwarded to the General Accounting Office and a copy shall be retained on file at the Division/Section for audit purposes. The approval shall be kept during the entire period the pager service is billed for. (See Attachment A for current pager contract rates).

C. Database

Facilities/Sections shall maintain a database of pagers for their location. The database shall include the pager number, serial number and the employee assigned to each pager. The database shall be used when reviewing pager invoices for payment and for audit purposes.

In addition, each Division/Section shall be responsible for maintaining a central database for their Division/Section that will include adequate information to provide to the Legislative liaison for reporting requirements.

D. Termination

The Division/Section shall be responsible for the termination of service and shall contact the vendor directly. Pagers must be returned to the vendor upon termination of service.

E. Lost or Stolen Pagers

1. **Responsibility:** Lost pager protection coverage is not provided by the Department. Employees who are assigned pagers are responsible for its retention and safekeeping. Employees are responsible for reimbursing the Department for the cost of a pager that is lost or stolen when the pager is lost or stolen as a direct result of an action within the control of the employee, or

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as a result of employee negligence.

2. **Reporting:** All lost or stolen pagers shall be reported to the Division/Section Head or their designee. The Division/Section Head shall report a lost or stolen pager to the vendor directly and have the service disconnected. The Division/ Section Head or their designee shall determine whether the employee is liable.
3. **Chargers and Account Code:** The vendor will charge the Facility/Section for the lost or stolen pager (lost equipment charge) on the next invoice. Lost or stolen pager charges shall be coded to charge code 535890001, Other Administrative Expenses – Destruction of Personal Property.
4. **Employee Liability:** If the Division/Section Head or designee determines that the employee is liable for the lost or stolen pager, the amount the employee is liable for will be communicated back to the employee. The amount the employee will be liable shall be the amount charged by the pager vendor for the lost or stolen pager in accordance with the State contract. (Please see Attachment A). The employee shall make out a check or money order payable to the NC Department of Correction and forward it to the General Accounting Office, along with documentation from the Division/Section Head or their designee that determined the employee's responsibility.

F. Repairs or Malfunctions

Pager repairs and malfunctions shall be reported directly to the pager vendor by the Division/Section.

**.3214 INVOICING FOR PAGERS**

A. Receipt of Invoice

Invoices for pagers will be sent directly to the Facility/Section that requested the pager/service.

B. Review of Invoice

The invoice shall be reviewed for correctness. The reviewer shall make sure the Facility/Section has all pagers listed on the invoice and that the rates being

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charged are correct and in accordance with the ITS State contract. (See Attachment A for current State contract pager rates). State sales tax will apply to pager service.

C. Payment of Invoice

After the invoice has been reviewed for accuracy, the Facility/Section will initiate payment of the invoice by use of a DC-702. All pager service will be charged to Account Code 532523. In accordance with Fiscal Policy and Procedure .2600, all invoices are to be received in the General Accounting Section ***no later than 12 calendar days from the date the invoice is received at the Facility/Section, or 7 days from the invoice due date, whichever is less.***

**.3215 SATELLITE PHONES**

The primary use of Satellite Phones is by Department of Correction Continuity of Operations (COOP) members in time of emergencies. Thirteen base phones are setup in regional DCC and DOP offices, as well Yonkers Road and the Secretary's office in Raleigh. Thirty-three portable phones are also distributed to Regional offices. The purpose of the satellite phones is to provide telecommunications in the event of loss of primary land lines and cell phone communications during natural disasters, technological disasters, catastrophic accidents, and terrorist attacks. Portable satellite phones will also provide communications in areas where there are no land lines and poor/no cell phone coverage. During disasters various agencies within the Department are deployed to assist local law enforcement offices and to provide work crews for cleanup activities. Officers/work crews can be deployed in remote areas where there is poor or no communications. Since satellite phones do not depend on land lines or towers for operation they would not be affected by disasters that can affect communications equipment. Satellite phones would be critical to maintaining communications for the safety of both officers and work crews in remote work areas. Satellite phones are not utilized for daily communications, only during times when the COOP plan is activated.

Personal authorized to use satellite phones:

Personnel assigned to COOP program for the Department to include probation officers, Division of Prison officers, and support staff at regional offices. Purchasing and controller personnel located at Yonkers Road, Raleigh in support of COOP operations during emergencies.

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**Attachment A**

**Pager Service**

Vendor: USA Mobility Wireless Inc. – Vendor ID: 911199104 Group No. 14

<u>Type of Service</u>	<u>Local/Statewide</u>
Numeric Pager	\$4.45/month
Alphanumeric Pager	\$6.95/month
Numeric Pager with 800 Number	\$9.45/month
Alphanumeric Pager with 800 Number	\$11.95/month

For any other rate confirmations, please call DOC General Accounting.

**Note: State sales tax will apply to pager services.**

**Charges For Lost/Stolen Pagers**

<u>Type of Equipment</u>	<u>Model</u>	<u>Cost</u>
Numeric/PCS Numeric Pager	ST800	\$39.00
Numeric/PCS Numeric Pager	Bravo 501	\$39.00
AlphaNum/PCS Alpha Pager	Advisor Elite	\$69.00
AlphaNum/PCS Alpha Pager	Bravo 802	\$69.00

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