Cellular Telephone Procedures – Department Contracts

There are several options that must be explored before choosing which cell phone company and service plan will work best for you and your department. The decision should be based on what the estimated use will be. Contracts run for a period of one year; however, service agreements can be changed both up and down and should be reviewed regularly. If you see an offering from the vendor with whom you are contracting, that you think may be more appropriate for your use, please contact Maureen Doddy, DoIT Telecommunications, West Hall, BR or mdoddy@pace.edu for assistance.

All requests for service should come through DOIT’s Network Services Department. Nextel, Cingular Wireless (formerly ATTWS), and Verizon Mobile (Current Users Only) are supported. Pace University comes under a government pricing contract with Nextel; there are corporate foundation accounts, discounted services and assigned account representatives with all three vendors.

Important Numbers:

- Cingular Customer Care: 1-800-999-5445
- Verizon Customer Care: 1-800-218-8161
- Nextel Customer Care: 1-800-390-7545

Note: To report a problem with an existing cell phone or for help in setting up a new phone, call Customer Care. You must have the cell phone in hand. You must report a lost or stolen cell phone to the appropriate above number immediately to suspend service or you will be liable for all charges incurred. Contact the DoIT’s Customer Support Center via http://doithelpdesk.pace.edu for assistance in replacing or updating a cell phone.

Procedure:

1. When considering the purchase of a cellular phone and service, contact the DoIT’s Customer Support Center at 914-773-DOIT (ext. 33648) where a work order will be issued. Current Nextel service plans and instruments are posted on the DOIT IMO web page. Information on Cingular and Verizon offerings can be sent upon request to current users.
2. Complete a business cell phone order. Use the following link to access the form: http://appserv.pace.edu/emlibrary/BusinessCellOrderForm071505.pdf
3. Include your department’s Index code for billing purposes. The form must be approved and signed by either your Budget Director or Department Head. Requests for all PDA equipment must be approved and signed by your area’s Vice-President.
4. The cell phone will be sent directly to the User and billed to Pace University’s Accounts Payable department.
5. Directions on setting up the cell service are included in the cell phone box. You may call the customer care number for assistance.

Payment:

Monthly invoices are sent directly to Mary Lieto in Accounts Payable. All service and usage charges will be billed back to your department. If you would like a copy of your invoice please contact Mary Lieto on ext. 22706.
Cellular Telephone Procedures – Pace Employee (Personal) Contracts

See paragraph 1 (above).

Cingular Wireless extends the same pricing to Pace employees as offered to the University. Employees’ personal cell phones also receive a monthly discount based on usage by all Pace foundation account members. Please mention that you are a Pace employee when calling our account representative.

These discounts are available only through the following representatives. Requests for service for employee personal use may be contracted for directly with the vendor.

Important numbers:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Acct. Rep.</th>
<th>Customer Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cingular</td>
<td>Lisa Wright</td>
<td>1-607-761-5552</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1-800-999-5445</td>
</tr>
<tr>
<td>Verizon</td>
<td>No assigned representative</td>
<td>1-800-218-8161</td>
</tr>
<tr>
<td>Nextel</td>
<td>Torrey Smith</td>
<td>1-914-407-7133</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1-800-390-7545</td>
</tr>
</tbody>
</table>

Note: To report a problem with an existing cellular telephone or for help in setting up a new phone, call Customer Care. You must have the cell phone in hand. You must report a lost or stolen cell phone to the appropriate above number immediately to suspend service or you will be held responsible for all charges incurred. Contact Customer Care or call Maureen Doddy at 914-923-2692 (mdoddy@pace.edu) for assistance in replacing a cellular telephone.

Procedure:

1. When considering the purchase of a cell phone and service, you may contact Nextel or Verizon account representatives directly or, for assistance, please contact the DoIT’s Customer Service Center 914-773-DOIT (ext. 33648) To purchase Cingular Wireless phone & service, go to any Cingular Wireless store; they will ask you for the Pace University Foundation account number (24870), your name, address, telephone number, social security number, date of birth and shipping address. Current Cingular Wireless and Nextel service plans and instruments are posted on the DOIT IMO web page. Information on Verizon offerings can be sent upon request.
2. The cell phone will be sent and billed directly to the employee’s home address.
3. Directions on setting up the cell service are included in the cell phone box. You may call the customer care number for assistance.

Note: Late charges are assessed and the vendor, for lack of payment, may cancel service and there is a reconnect fee.