NEW! Pace University has instituted a Mobile Phone Policy. Please refer to the DOIT Home Page (pace.edu/doit)/ Policies & Projects/ IT Policies/ Mobile Phone Policy.

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 Phyllis Bradbury, DoIT Telecommunications, West Hall, BR or pbradbury@pace.edu for assistance.

All requests for service should come through DoIT Telecommunications. We support ATT Wireless, Nextel, and Verizon Mobile. Pace University contracts with ATTW & Nextel under government pricing and we have corporate foundation accounts, discounted service and assigned account representatives with all three vendors.

<table>
<thead>
<tr>
<th>Important numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATTW Customer Care: 1 800 388-3235 or 1 800 999-5445</td>
</tr>
<tr>
<td>Verizon Customer Care: 1 800 664-6401</td>
</tr>
<tr>
<td>Nextel Customer Care: 1 800 390-7545</td>
</tr>
</tbody>
</table>

**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 DOIT (x3648) doit@pace.edu for assistance in replacing or updating a cell phone.

**Procedure:**

1. When considering purchase of a cell phone and service, please contact the DoIT Helpdesk (x3648 or DOIT) where a work order will be completed. Current ATT 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. **New!** Complete the Cell Phone Request form [http://www.pace.edu/doit](http://www.pace.edu/doit) (IMO Resources/documents/cell phones) and fax to DoIT TELED at x2639. Your departmental budget number & approval signature must be included. Funds must be encumbered and available for the entire budget year.

3. Cell phones are sent directly to the User. Nextel and ATTW will bill to Pace University, Accounts Payable, Tead Hall, BR. F&A will charge back to your budget. If ordering through Verizon Wireless, please complete a blanket purchase order.

4. Directions on setting up the cell service are included in the cell phone box. You may call the customer care number for assistance.
Cell Phone Procedures – Pace Employee (Personal) Contracts

See paragraphs 1 & 2 on page 1.

ATT Wireless extends the same pricing to Pace employees as offered the University. Employees’ personal cell phones also receive a monthly discount based on usage by all Pace foundation account members. Nextel offers employees discounted service, one month free service, and 100 bonus cellular minutes. 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]

ATTW: Acct. Rep: Mark Gibbons > 917 691-5292
Customer Care: 1 800 388-3235
Verizon Acct. Rep: Yolanda Barham > 914 329-5454
Customer Care: 1 800 664-6401
Nextel Acct. Rep: Duane Martin > 914 407-7146
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 held responsible for all charges incurred. Contact Customer Care for assistance in replacing a cell phone.

Procedure:

1. When considering purchase of a cell phone and service, you may contact Nextel or Verizon account vendors directly or, for assistance, please contact the DoIT Helpdesk (x3648 or DOIT). To purchase an ATT Wireless phone & service, go to any ATT Wireless store and give them the Pace University Foundation account number – 24870; your name, address, telephone number, social security number, date of birth and shipping address. Current ATT 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 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.