



Issuance # 597

**DEPARTMENT OF BUILDINGS**

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**ADMINISTRATIVE  
POLICY & PROCEDURE NOTICE # 1/01**

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**To:** All Staff

**From:** Patricia Ketterer  
Assistant Commissioner 

**Date:** January 22, 2001

**Subject:** Telecommunication Devices (cellular telephones, beepers, and pagers)

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**Purpose:** This Policy and Procedure Notice (PPN) institutes the City of New York Cellular Telephone Policy, October 2000, (Attachment 1) and provides the guidelines for the acquisition and utilization of cellular telephones, cellular telephones with two-way transmission, pagers and beepers by Department staff.

**Reference:** *City of New York Cellular Telephone Policy*

The Department enforces the *City of New York Cellular Telephone Policy*. Failure to comply with the provisions of this PPN or the City of New York Cellular Telephone Policy may result in the loss of the telecommunication device and/or disciplinary action.

The Department issues and recalls telecommunication devices at its discretion and without prior notice. An employee could lose the use of a telecommunication device if his/her job functions change.

**General**

Telecommunication devices are intended exclusively for use by City employees who require voice communications on a 24 hour/7 day, emergency/work-related basis and/or those who spend the majority of their work hours in the field and must be in continual contact with a variety of locations.

Land based telephone service should always be the primary communications options. Cellular phones should never be used to make calls from City offices. In addition, users are responsible for reimbursing the City for all non-business calls.

The Department of Buildings (DOB) will submit all requests for cellular service to the Department of Information Technology and Telecommunications (DOITT) for its review.

General Services Division will designate an Agency Telecommunications Coordinator. This Telecommunications Coordinator coordinates the assignment and distribution of telecommunication devices and the bill review process.

**I. Conditions for Cellular Phone Assignment:**

Except for emergencies, City telephones including cellular phones should never be used for personal calls. Cellular service is not intended to replace regular telephone service.

**II. Service Request Fulfillment Terms and Conditions:**

Fulfillment of a cellular service request is subject to certain terms and conditions. They are:

- A. **Equipment Accountability:** The unit must be secured and its whereabouts known all times to the user and/or the Telecommunications Coordinator. Staff members should have the telecommunication device on their person at all times when they are on duty. A device should not be left in the assigned user's car when the vehicle is unattended or parked.

**Equipment functionality:** Telecommunication device should be charged daily to ensure that is fully operational when the staff member is on duty.

- B. **Equipment Ownership:** The telecommunication device remains the property of DOB. It shall be surrendered upon request.
- C. **Loss or Theft Notification Procedure:** The user will notify the Telecommunications Coordinator of any problems with the telecommunication device, including loss of or theft, as soon as possible but no later than one (1) business day after the incident. In the event of theft, a copy of the police report must accompany a request for replacement. An incident report must be completed within 1 week of loss or theft.
- D. **Transferring Cellular Equipment within an Agency:** The equipment is for the sole use of the cellular user(s) listed in the request and cannot be given to any other group or individual for use. In all cases, the user on record will be held responsible for all charges. If the cellular user is being transferred, then the unit head must inform the Telecommunications Coordinator no later than one (1) business day after the reassignment. If the cellular user will not be utilizing the cellular telephone, then it must be returned to Telecommunications Coordinator.

- E. **Employee Separation from City Service:** Upon leaving City service or transfer to a different City position, the cellular unit must be returned to DOB.

- F. **Equipment Purchases:** The purchase of cellular telephone and ancillary equipment from other sources is prohibited and will not be paid for or maintained by DOB.

III. **Initiating a Request for Cellular Service:**

- A. **Hard Copy:** Request for service will only be accepted from the unit head. The request must be accompanied by an explanatory memo, which specifically documents the need. The request(s) should be sent to General Services, Attention: Telecommunications Coordinator.

IV. **Changing a Request for Cellular Service:**

- A. All requests for a change in the service (i.e. adding cellular service to an existing radio) must be made in writing or e-mail by the Chief, Borough Manager or Unit Head. Individual users should not contact the Telecommunications Coordinator.

V. **Billing Procedures:**

Once cellular service is established for a user, the Telecommunications Coordinator will forward all bills to the Unit Head/Director. The Unit Head/Director is responsible for reviewing and distributing bills to staff in a timely manner. The user of the cellular telephone must review his/her bill and complete a reimbursement form (Attachment 2) if necessary, and return them to Telecommunications Coordinator within ten days of receipt of the bill. Each user is personally responsible for:

- A. **Call Validation:** The user(s) must review bills and identify each call by coding as Business-related (B), Non-Business (N) or Unknown (U). Unknown and excessive Non-Business may be forwarded to the Office of Investigations, Audits & Discipline (IAD) for follow-up. **Except in cases of emergency**, cellular service is for City business purposes only.
- B. **Reimbursement:** Reimburse the City for all non-business-related calls (N) Checks are to be made payable to the Department of Buildings.
- C. **Bill Return:** Return the Reimbursement Form and the bill with telephone calls identified and if necessary, include payment for emergency personal calls, to the Telecommunications Coordinator.
- D. **Bill Proviso:** Failure to review, code, sign and return these documents with appropriate payments on a timely basis may result in the cancellation of cellular service.

**THE CITY OF NEW YORK**  
**CELLULAR TELEPHONE POLICY**

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**I. CONDITIONS FOR WIRELESS ASSIGNMENT (cellular phones and Nextel 2-way radios):**

*Except for emergencies*, City cellular phones should not be used for personal calls. Cellular service is not intended to replace regular telephone service. If a user needs to make a call, a landline phone should be used whenever one is readily available.

**A - Cellular Telephone Assignment:** Service will be provided based on the following:

1. Individuals whose primary functions are public safety, emergency service, assistance and resolution of public safety/emergency activities.
2. Individuals whose work requires that they respond immediately to agency mission critical objectives.

**B - Nextel Radio Assignment:** Nextel radios are to be used as a 2-way radio to fulfill dispatch communications for small groups. Although the radio may have cellular capability, the cellular function should only be used when absolutely necessary.

**II. SERVICE REQUEST FULFILLMENT TERMS AND CONDITIONS:**

Fulfillment of a cellular service request is subject to certain conditions. They are:

**A - Equipment Accountability:** The unit must be secured and its whereabouts known at all times to the user and/or the agency executive responsible for cellular activity. The equipment is the property of the City of New York.

**B - Loss or Theft Notification Procedure:** The user will notify the agency-designated coordinator and Department of Information Technology and Telecommunications (DoITT) Wireless Communications Group of any problems with the cellular equipment, including loss or theft, as soon as possible but no later than two (2) business days after the incident. In the event of theft, a copy of the police report must accompany a request for replacement. Both the agency-designated coordinator and the Agency Head must sign the replacement request. Depending on specific circumstances, employees may be required to reimburse the City for the replacement cost of lost or stolen equipment.

**C - Transferring Cellular Equipment within an Agency:** The equipment is for the sole use of the cellular user(s) listed in the request and should not be given to any other group or individual for use. The user of record will be held responsible for all usage charges and will be required to reimburse the City for any non-business charges or abuses.

**AGENCIES ARE REQUIRED TO KEEP AND MAINTAIN ACCURATE INVENTORIES OF EQUIPMENT AND ASSIGNMENT LISTINGS.**

**D - Employee Separation from City Service:** Upon leaving City service or transfer to a different City position, DoITT must be notified immediately so that cellular service can be discontinued. If the user's agency requires the cellular phone for another individual's use, DoITT must be immediately notified, in writing, that the phone has been reassigned. Reassignment of cellular equipment requires authorization pursuant to Section III below.

**E - Equipment Purchases:** DoITT is the City of New York's authorized representative for cellular service. If cellular and ancillary equipment is acquired independently of DoITT's contracts, it will not be maintained via DoITT's contracts.

**F - Equipment Pools:** It may be necessary for some agencies to maintain a pool of unassigned cellular equipment for use during emergencies and/or special events. It is important that any such unassigned equipment be carefully secured, and that detailed logs be maintained when equipment is temporarily assigned. All usage recorded and billed during temporary assignments needs to be accounted for, validated and maintained pursuant to section II C above and section IV below.

**G - Equipment/Service Funding:** Agencies must have sufficient funding available in intra-city budget code 402 to cover the initial and projected FY costs to be incurred for wireless equipment and services. Depending on the anticipated expense, budget modifications may be required prior to execution of orders. Requests for exceptions will be reviewed on an individual case basis

### **III. INITIATING A REQUEST FOR CELLULAR SERVICE:**

A memo justifying the request must accompany orders for new service. The memo must be authorized by either a Commissioner or his/her senior level designee. Large, discrete orders (10 or more) must be accompanied by a fully explanatory detailed memo, which specifically documents the need. All other types of cellular related requests must also be submitted in writing. The request(s) should be sent to:

Director, Wireless Communications Group  
Department of Information Technology and Telecommunications  
11 MetroTech Center, 3rd floor  
Brooklyn, NY 11201  
Fax (718) 403-8703

If an agency/unit is requesting a Nextel radio with cellular capability for an individual already assigned a regular cellular telephone (from either AT&T Wireless Services or Verizon Wireless), the latter must be relinquished to DoITT at the time that the Nextel unit is delivered and activated. If a Nextel user is traveling to a location where Nextel does not provide coverage, the agency/unit should arrange to provide the individual with a loaner from its own pool. Nextel coverage areas can be determined by accessing its WEB site, Nextel.com, keyword: coverage. Provide the zip code of the off-site location.

#### IV. BILLING PROCEDURES:

Once cellular service is established for a user, individual bills will be sent to the agency-designated telecommunications liaison directly from the contract service provider. DoITT pays the agency bill total from a master summary invoice. Agency liaisons are responsible for reviewing monthly usage activity, validating equipment billings against current inventories and authorized assignments, and for distribution of billing call details to end users. Each user is personally responsible for the following bill evaluations:

**A - Call Validation:** The user(s) must review cellular telephone usage bills and identify the nature of each call by coding it as Business-related (B), non-Business (N) or Unknown (U). Unknown calls may be forwarded to the Department of Investigation (DOI) for follow-up. *Except in cases of emergency*, cellular service is for City business purposes only.

**B - Reimbursement:** The City must be reimbursed for all non-business-related calls. Checks are to be made payable to the individual user's agency. Since cellular service often includes bundled free minutes, the City is to be reimbursed for those non-business calls for which there is no charge on the bill. This may be done by multiplying the number of minutes per non-business call times the cost per minute as specified by the minute rate accompanying the code for that call (time of day/peak, off-peak, etc), as it appears on the first bill page summarizing usage minutes and minute rates. An examination of bills will indicate the proper charge. Employees are not entitled to any free minutes for non-business use. Reimbursement forms and checks should reference the cellular phone number and the billing month. A sample reimbursement form is attached, and is the same as that used for reimbursement of landline personal usage.

**REIMBURSEMENT FORMS AND PAYMENTS ARE TO BE SENT TO THE DESIGNATED AGENCY COORDINATOR. EFFECTIVE IMMEDIATELY, INDIVIDUAL AGENCIES WILL BE RESPONSIBLE FOR THE DEPOSITING OF REIMBURSEMENT PAYMENTS TO THE BANK. REIMBURSEMENT PAYMENTS AND/OR COPIES OF BILLS SHOULD NO LONGER BE SENT TO DoITT.**

**C - Bill Return:** Return the bill with the first page signed and call usage details coded, along with a copy of the reimbursement form, if applicable, to the agency designated telecommunications liaison.

**D - Bill Proviso:** Failure to review and code usage details and to reimburse for personal usage, if applicable, may result in the suspension or cancellation of cellular service.

**E - Maintenance of Records:** IT IS THE RESPONSIBILITY OF THE AGENCY TO ENSURE THAT FULL AND ACCURATE RECORDS ARE CENTRALLY MAINTAINED. Agencies are required to maintain complete records of all wireless authorizations/requests, bills, assignments, inventories, and reimbursements and all related correspondence. These records must be maintained pursuant to DORIS/Law Department approved retention schedules that require two (2) years of on-site and four (4) years off-site maintenance. Agencies are required to immediately notify DoITT, in writing, of any wireless telephone assignment changes. DoITT maintains SUMMARY billing data for budget and reconciliation purposes only.

**F - Billing Inquiries:** All billing questions and/or issues should be directed to DoITT's Director of Wireless Communications.

#### V. CELLULAR EQUIPMENT SELECTION:

DoITT acquires equipment from its contractual wireless carriers. The requesting agency may specify the type of cellular telephone and ancillary equipment that are required, provided they are listed on DoITT's contract(s). If the carrier has other equipment and/or services that are not listed in the contract(s), DoITT cannot procure said services or equipment.

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