

**TITLE:** Acquisition and Usage of Cellular Voice and Data Devices

**NUMBER:** BUL-1612.11

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**POLICY:** This Policy Bulletin advises employees on the guidelines for acquisition and usage of cellular devices; including mobile telephones, smartphones, tablets, and broadband/internet connected devices.

**MAJOR CHANGES:** This Bulletin replaces BUL-1612.10 dated July 24, 2017. Updates include authorized approvers for schools, international use, service activation, and user responsibilities.

**GUIDELINES:** The following guidelines are provided for acquisition and usage of cellular devices.

**ROUTING**  
All Employees  
All Locations

**1. Cellular Device Orders**

1.1 Service Eligibility Requirement

Personnel that are principal/director level or above are eligible for a District issued cellular device and/or service. Those who do not meet this requirement but have legitimate business reasons for District issued cellular devices must provide written justification from their site administrator on the “Request for Exception” worksheet and submit it along with the “Transmittal” form. Schools submit forms to and obtain approval from the Region Superintendent/designee. Offices/Divisions submit forms to the Chief of Staff, Office of the Superintendent for approval (all cellular forms are available at <https://www.lausd.org/cellular>). Any exceptions to this process require written approval and must be submitted to the Cellular Unit

1.2 Cellular Service Change Order Requests

Approved requests for upgrades, disconnects, change of calling plans, and funding changes must be submitted to the Cellular Unit on the appropriate order form. The Cellular Unit will only process forms accompanied by approval of the site administrator or Region

Superintendent/designee, user's name and employee number and proof of adequate funding. Please visit <https://www.lausd.org/cellular> to submit request.

### 1.3 Cellular Equipment

The list of approved devices for purchase is located in the "Cellular Equipment" tab of each order form. All cellular devices are shipped to the Cellular Unit and may be picked up by the requesting location at 333 S. Beaudry Ave, Los Angeles, CA 90017 (10<sup>th</sup> Floor Lobby).

### 1.4 Equipment Activation

All new lines of service can be self-activated up to 30 days from the date of purchase. The user must contact the Cellular Unit to activate a line of service if the device is activated outside of the 30-day window period.

### 1.5 Voicemail

Once your line of service has been activated, you should set up your voicemail box to include the following in your greeting:

- Name
- Division name and/or School Name

If you need assistance with voicemail setup, please contact the Cellular Unit for assistance at (213) 241-0505.

## 2. Cellular Device Usage

### 2.1 Adherence to Policies

All users must read and adhere to the policies described in the bulletins listed under Related Resources. Non-compliance may result in termination of services to cellular devices.

### 2.2 High, Low, or No Usage

In an effort to minimize the District's expenditures related to cellular devices, the Cellular Unit monitors the usage and historical pattern of each user. When a pattern of high or low usage is identified, the Cellular Unit reserves the right to change calling and/or data plans to a more appropriate plan(s). In addition, the Cellular Unit reserves the right

to discontinue service on accounts that display no activity for three (3) consecutive months.

### 2.3 Broadband/Internet Connected Devices

Broadband or internet connected devices are approved for instructional/educational purposes or to conduct District business. The devices will only be issued to individuals with a legitimate need for wireless broadband connectivity. When requesting a broadband wireless device, the requestor can only purchase District approved devices. Failure to adhere to this policy will result in disconnection of service.

### 2.4 International Calling and Roaming

Employees traveling abroad are not allowed to use District issued cellular devices unless it is work-related and pre-approved by their supervisor. International roaming charges are the responsibility of the employees unless pre-approved. This includes text messaging. Employees are not allowed to make international calls. Please contact the Cellular Unit at (213) 241-0505 and select option 5 prior to traveling to get an appropriate global plan assigned to the device.

### 2.5 International Text Messaging

Employees may not be granted international text messaging privileges as part of their cellular plan. This action may incur additional charges, which are the responsibility of the employee unless pre-approved by their supervisor. Employees should neither send nor reply to international text messages. These unique messages are commonly identified by phone numbers preceded with a plus sign (+) and followed by a country's code. Employees should not reply to text messages received from unidentified phone numbers.

### 2.6 Terminations and Reassignments

It is the responsibility of the authorizing location to terminate cellular service for employees who are no longer with the location by filling out the "Cellular Service Disconnect" form. Equipment may be reassigned with proper approval. Any reassignment of cellular devices must be submitted on the "Cellular Name Change" form. Unreported changes may cause a disruption in service.

## 2.7 Personal Use

The employee must reimburse the District for non-business related services, unless authorized by an administrator. Non-business related services include, but are not limited to, games, audio and video streaming platforms, subscriptions, in app purchases, billable personal calls, application purchases, and 4-1-1 calls. Reimbursement shall include all associated one-time and/or monthly charges, applicable taxes, and surcharges. No plan will be increased to meet personal usage needs. Violation of these rules may result in disconnection of service. (Please refer to the “Billing” section below for reimbursement procedures.)

## 2.8 Internal Audits

Authorizing locations should perform ongoing reviews via electronic wireless statements of all devices to determine if employees have a legitimate need for cellular services to perform their jobs. The review should include an analysis of the monthly usage to ascertain if the most cost-effective plan is being used. If the phone is deemed no longer required, the authorizing location must request that it be disconnected or reassign the device/service and obtain proper approval for those that are below director level. Upon separation from District Service or upon request, the District may require the employee to either remit the cellular device or submit for inspection.

## 2.9 Document Retention

District employees must preserve records for as long as the pertinent laws require, even records that are created, edited, or stored on a cellular phone. This includes, but is not limited to, emails, text messages, documents, photos, and videos. It is imperative that District employees keep records in accordance with the District’s document retention policy when using a District-issued cellular phone. Business records of the District should not be stored solely on cellular phones but should be transferred to District-provided cloud storage or should be synced to the District’s network whenever possible. Please refer to BUL 6825.0, “Records Retention and Destruction” for more information.

## 2.10 Superintendent’s Emergency Notification System

During an emergency, the District may send emergency notification messages and important updates via voice message or text message to any/all District-issued cellular devices as necessary.

### 3. Billing

#### 3.1 Electronic Wireless Statements

Electronic wireless statements are available online at <https://myapps.lausd.net/cellbill>. Location administrators are required to complete the “Electronic Wireless Statement Access” form to access invoices for their respective departments. Location administrators must monitor who has access to invoices and update as needed. A twelve-month history of each user account invoices is available for viewing, which details individual account charges and lists billable usage.

District issued cellular users can also access their individual statements and review them for reimbursement of personal billable calls via the link above.

#### 3.2 Reimbursement for Overages

All charges on cellular accounts assigned to a location are the responsibility of the authorizing location. The authorizing location, along with the cellular users, must conduct internal reviews to identify personal usage and obtain reimbursement for unauthorized charges. Reimbursement must be submitted via personal check made payable to LAUSD along with Attachment A: “Cellular Reimbursement” form to:

Cash Receipts Unit  
Revenue Accounting Branch  
333 S. Beaudry Ave, 26<sup>th</sup> Floor  
Los Angeles, CA 90017

Be sure to include the funding line used to pay the monthly service bills to ensure the amount is credited to the appropriate location.

#### 3.3 Funding Sources

Authorizing locations will receive an “Estimated Cost Worksheet” before the start of each fiscal year to confirm the funding source for each cellular account. When the new fiscal year starts, the estimated monthly service charges for the entire year will be earmarked for each cellular account. Locations must provide a funding line with an adequate total to cover the estimated annual charges.

Upon receipt of any order, all existing accounts funded by the requesting location will be verified for adequate funding for the

remainder of the fiscal year. If any account requires additional funding, the order will not be processed until the required funding is in place.

#### **4. User Responsibilities**

Account users are responsible for the safety and security of the cellular device. Safety and security shall be the main priority.

- Users are required to create strong passwords or biometric user authentication to access their mobile phones.
- Users are not allowed to remove operating system restrictions imposed by the manufacturer of mobile phones (e.g., jailbreak or root) to allow the installation of unauthorized software.
- Users are required to install security patches and updates as soon as they become available.
- Users shall adhere to all local, state, and federal laws regarding the use of cellular devices.
- Users should not leave a District issued device unattended, unlocked, or in a place that would potentially cause theft.

#### **5. Technical Support**

Technical support for all cellular devices is available through Verizon Wireless 24 hours a day, 365 days a year at (800) 922-0204. If Verizon recommends replacing the device, please contact the Cellular Unit. Details on obtaining support can be found at <https://www.lausd.org/cellular>.

#### **6. Lost or Stolen Equipment**

Report lost or stolen devices immediately to the Cellular Unit at (213) 241-0505 or to Verizon Wireless at (800) 922-0204 after business hours. The location using the device is responsible for all charges up to the time the loss is reported. Additionally, departments are responsible for the consequences of lost data. Once notified, services will be temporarily suspended to prevent further use. If the lost or stolen cellular device is found, the service can be reactivated.

##### **6.1 Disconnecting Service**

To disconnect service permanently for lost or stolen equipment, please fill out the “Cellular Service Disconnect” form.

## 6.2 Replacement

To order a replacement device, fill out the appropriate cellular order form. The purchase price and tax will be charged to the requesting location. Service will be reinstated with the new cellular device.

**AUTHORITY:** This is a policy of Los Angeles Unified School District and Information Technology Services.

**RELATED RESOURCES:**

- BUL-999.15 [Responsible Use Policy \(RUP\) for District Computer and Network Systems](#)
- BUL-1077.2 [Information Protection Policy](#)
- BUL-5181.2 [Policy Regarding Internet Safety for Students](#)
- REF-5483.1 [Superintendent's Emergency Notification System](#)
- BUL-5688.2 [Social Media Policy for Employees and Associated Persons](#)
- BUL-6825.0 [Records Retention and Destruction](#)
- BUL-6916.0 [Data Destruction & Disposal](#)

**ATTACHMENTS:** Attachment A—Cellular Reimbursement Form

**ASSISTANCE:** For assistance, please contact the Cellular Unit at (213) 241-0505 or visit <https://www.lausd.org/cellular>.



**Cellular Reimbursement Form**

**To:** Cash Receipts Unit  
Revenue Accounting Branch  
333 S. Beaudry Ave., 26<sup>th</sup> Floor, Los Angeles, CA 90017

**From:**

Tel# \_\_\_\_\_

**SUBJECT:** Request to deposit checks  
For Fiscal year: \_\_\_\_\_

Please use the following accounting lines to process the attached  
check(s).

VENDOR CODE: 1000007168

Tel. No.	Payer	Check Number	Check Amount	Fund	Functional Area	GL Account	Cost Center

Approved by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_