WELCOME TO YOUR CELL PHONE:
The Basics of your FM-Supplied Cell Phone

Welcome to your Facilities Management Cell Phone! This document contains important information about your phone, the cell service plan for the phone, and how to get help with the phone when you need it.

Getting help

Please email your questions to fm-it@uwo.ca. There are several people monitoring email to this address, so that you get a timely response. Some common topics are:

Travel plan coverage (Roaming).

Using your phone outside of Canada can get very expensive (hundreds, possibly thousands of dollars). What is included in the standard plan varies by carrier and by phone. Please email fm-it@uwo.ca at least **5 business days** before your travel date to help determine what coverage you need.

Problems with a phone.

For example, the battery is not charging, the screen is cracked, or the phone is getting old. Please email fm-it@uwo.ca, referencing your cell number. Describe the problem you are having, and we will get back to you with options.

A phone is no longer required. What do I do with it?

Please email fm-it@uwo.ca, including your cell number. We will provide instructions on where to drop off the phone.
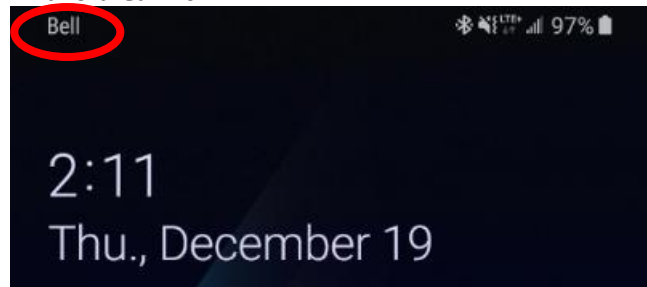
Carriers

How to I tell if I have a Bell phone or a TELUS phone?

Usually the first screen that displays when you turn on your phone will show the carrier in the upper left corner. The features included in your cell plan are dependent on which carrier you have.

iPhone Carrier

Android Carrier

Type of phone: iPhone or Android?

Only Apple makes iPhones. If the back of your phone has the Apple logo, often visible through the case, then it is an iPhone. If not, it is an Android phone. There are other phones on the market, but FM only uses iPhones and Androids.

Phone Service Plans

Bell

Billing Period

12th of the month to the 11th of the month following. These dates are important because your usage and your 'Flex' Travel plans are reset at the beginning of each Billing Period.

Basic Plan

Voice – $4.75 unlimited local calling
Text, Picture text – unlimited Canada wide texts. Unlimited incoming texts from outside of Canada
Data - $14.30 for the first 6 GB of data, an additional $30.70 for more than 6 GB.

Long Distance

Free national calling Bell Mobility to Bell Mobility phone numbers
$0.01 per minute Canadian long distance; $0.15 per minute US long distance
All of our phones are London, Ontario based. If you are outside of the London calling area, you will also be charged long distance rates for incoming calls. That is, if you are in Calgary and someone in London calls you from their desk phone, you will be charged $0.01 per minute. If they call you from their Bell cell phone the call will be free.

Travel Plans

All FM Bell cell phones have a standard 'Flex' travel plan. That means that they are always on the phone, but we only get billed for a plan if it is used. The rates for the US plan are listed below. If you go to Detroit for the day, and send one text message while you are there, we will be billed $5.00. There is no additional charge for any additional texts you send that day or the rest of that 'Billing period'. If you are back in Detroit for the weekend and send a text on the 11th and a second text on the 12th of the month, we will be billed $10.00 because you sent texts in two different billing periods.

Voice Flex USA at $0
Tier 1 - $0 / 0mins
Tier 2 - $15/300mins
Tier 3 - $15 + $0.10/min LD $0.95/min

Text Flex at $0
Tier 1 - $0 / 0 text
Tier 2 - $5 Unlimited Text; LD text $0.15/text

US Roaming – Data

Tier 1- $0-0 MB	Tier 5- $100 up to 2 GB
Tier 2 - $20 up to 250 MB	Tier 6- $150 up to 3 GB
Tier 3- $30 up to 500 MB	Tier 7- $250 up to 5 GB
Tier 4- $50 up to 1 GB	Overage $250.00 + $0.05/Mb

TELUS

Billing Period

15th of the month to the 14th of the month following. These dates are important because your usage and your 'Flex' Travel plans are reset at the beginning of each Billing Period.

Basic Plan

Voice – $20.00 for 250 minutes pooled local calling. Unlimited Nights & Weekends.
Text – unlimited, Canada wide texts. Unlimited incoming texts from outside of Canada
Picture text – varies by phone. $0.25 per picture text, or $1.00 for unlimited.
Data – Only applies to iPhones; our TELUS Android phones do NOT have a Data plan and this feature should not be accessible from these phones. Plan costs are $30.00 for the first 6 GB of data, additional usage is approximately $50 per 1 GB. Unlike voice, data is NOT pooled.

Long Distance

$0.08 per minute Canadian long distance; $0.15 per minute US long distance
All of our phones are London, Ontario based. If you are outside of the London calling area, you will also be charged long distance rates for incoming calls. That is, if you are in Calgary and one of your Western colleagues in London calls you from their desk phone, you will be charged $0.08 per minute.

Travel Plans

Various plans are available. Most need to be requested each time you use it and will cover 30 days. Frequent travelers can request a 'Roam Ready' package, which is always on the phone, but you are only charged when you use it.
If you require a travel plan, please email fm-it@uwo.ca at least 5 business days before travel starts.
If you use your phone outside of the country, and you do not have a travel plan, you can expect charges in the $100s if not $1,000 dollar range.

Usage/Overage

Notifications from the Carrier– you won't get one.

CRTC changes to legislation requiring cell phone carriers to provide a warning when you are nearing your plan limit received a lot of publicity. These regulations only apply to 'consumer' based phones and plans. All of Western's phones are considered 'Corporate' phones. The regulations do NOT apply, and you will NOT receive any notification. If you are concerned that you will go over your limit, please contact fm-it@uwo.ca for assistance with tools to monitor your data usage.

What happens if I go over my plan, make a long-distance call, or incur other charges?

Facilities Management Accounting reviews our Cell Phone bills each month. If the charges for your number exceed $25.00 for Bell or $65.00 for TELUS, you will receive an email from one of the people in FM Accounting. A sample email is below. The exact content will vary, depending the type of charges. The amount will reflect the 'Overage' charges and not include the base monthly charge.

Note: The amounts are different for each carrier because our Bell plans are less expensive than the TELUS plans. We are phasing out the TELUS Plans. The thresholds allow for approximately 150 minutes of Canadian long distance per billing period.

Sample eMail

Hello,

I am currently reviewing cell phone overage charges for the billing period of _____ to _____. It appears that you exceeded the allowable 6 GB of data, resulting in an additional charge of $_____ (see attached for a copy of your bill).

If this additional data usage was incurred for Western related business purposes, could you please discuss with _____ (Manager) and forward me his/her approval.

If the charges were incurred for personal use, I will generate an invoice so that you can reimburse this expense.

If you have any questions regarding your cell phone statement, please feel free to contact me.

Settings to reduce data usage

iPhone

The following steps show how to change the settings on your iPhone to reduce data usage. If you are not comfortable doing this yourself, please contact fm-it@uwo.ca for assistance.
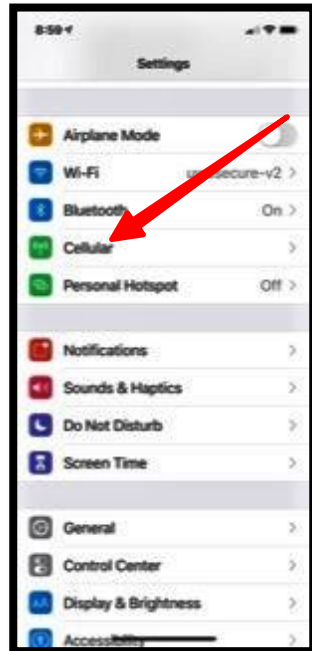
Roaming

Roaming allows you to use your cell phone outside of Canada. Usage charges can be very high unless you have a Travel Plan specific for the country you are visiting. We highly recommend that **Roaming** be turned off by default, even if you have a 'Flex Travel Plan' on the phone. Only turn Roaming on when you need to use it, and you know that you have arranged for a Travel Plan.
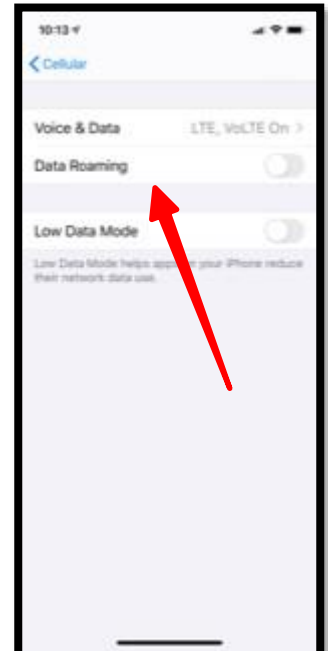
1. Tap **Settings**
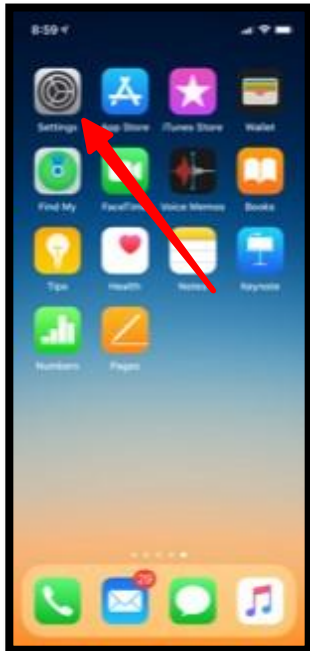
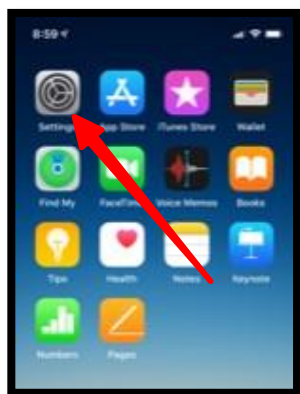2. Tap **Cellular**

3. Tap **Cellular Data Options**.
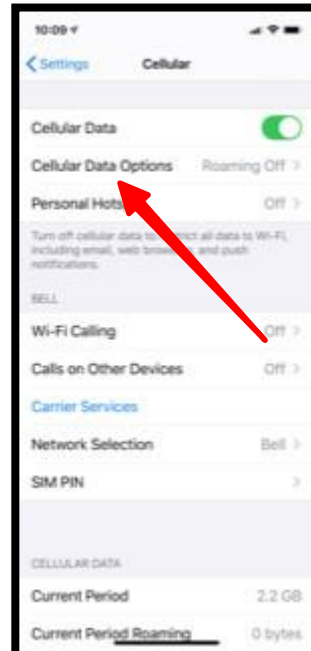
4. Verify that **Data Roaming** is turned off (Slider is NOT green.)
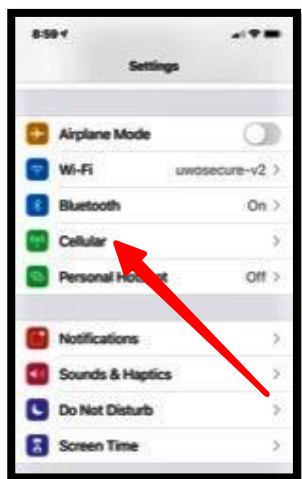
WiFi Assist

If Wi-Fi connectivity is poor, Wi-Fi Assist uses cellular data to boost the signal. We highly recommend turning this off. It rarely makes a noticeable difference in speed, and it can quickly use up your data.
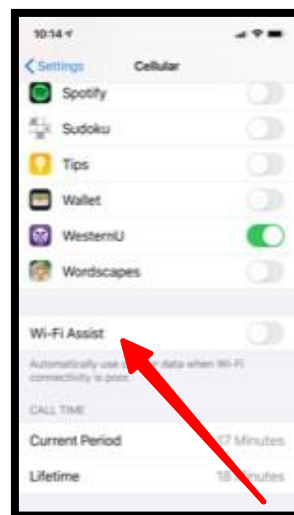
3. Scroll down to the bottom of the screen. Verify the **WiFi Assist** is turned off (Slider is NOT green.)

1. Tap **Settings**


2. Tap **Cellular**

Apps allowed to use Cell Data

You can further control your data usage by specifically selecting which of your installed apps are allowed to use 'Cellular Data'. While a single app may only use a little data, when you look at all of the apps, it adds up. You choose which apps you allow to use data. Just be aware that some apps (like 'Facebook') can use a lot of data in a hurry. Often, they will download embedded graphics and videos, even if you do not look at them.
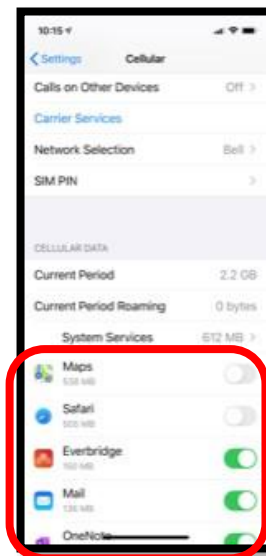
1. Tap **Settings**
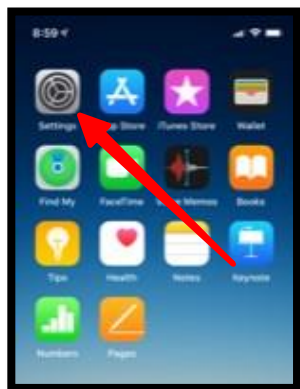
2. Tap **Cellular**
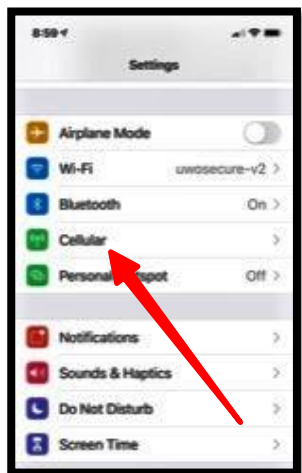
3. Scroll to the list of installed apps.

Turn off any app that you do not want to use Cellular data (Slider is NOT green). They will still work when you are connected to WiFi. In this example, 'Maps', and 'Safari' will only work on WiFi. 'Everbridge' and 'Mail' will work on both WiFi and Cellular.

Android

The following steps show how to change the settings on your Android phone to reduce data usage. They were documented from a Samsung Galaxy phone. Other Android phones will be similar, but exact screen appearance will vary. If you are not comfortable doing this yourself, contact fm-it@uwo.ca for assistance.
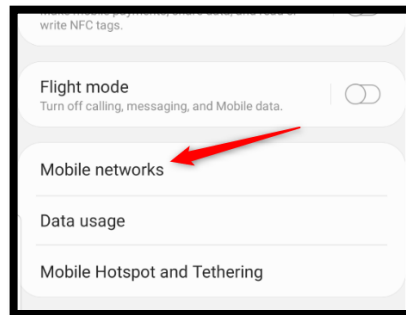
Roaming

Roaming allows you to use your cell phone outside of Canada. Usage charges can be very high unless you have a Travel Plan specific for the country you are visiting. We highly recommend that **Roaming** be turned off by default, even if you have a 'Flex Travel Plan' on the phone. Only turn Roaming on when you need to use it, and you know that you have arranged for a Travel Plan.
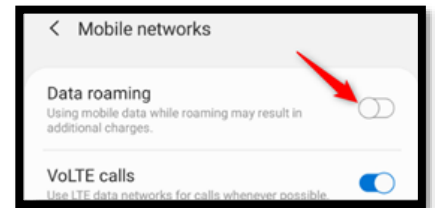
1. Tap **Settings,** then **Connections.**
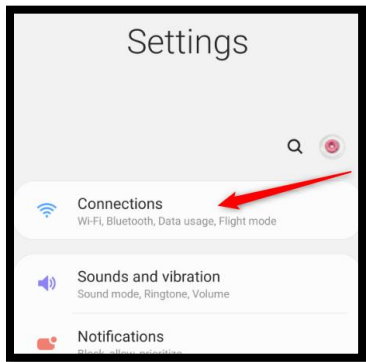
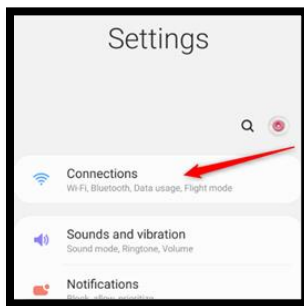2. Tap **Mobile Networks**.

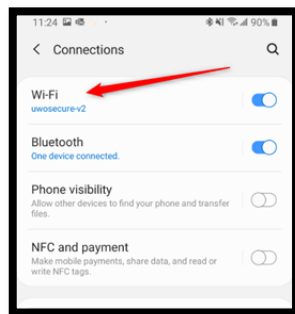3. Toggle the button to disable **Data Roaming**.
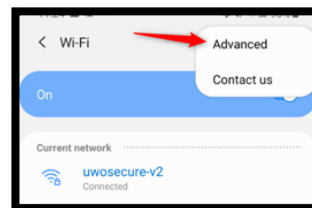

WiFi Assist
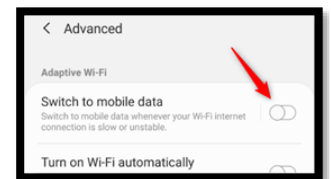
1. Tap **Settings,** then **Connections.**

2. Tap **Wi-Fi**.

3. Tap the three dots (ellipsis), then **Advanced**.

4. Toggle the button to disable **Switch to mobile data**.

Apps allowed to use Cell Data

You can further control your data usage by specifically selecting which of your installed apps are allowed to use 'Cellular Data'. While a single app may only use a little data, when you look at all of the apps installed, it adds up. The apps you allow to use data are your choice. Just be aware that some apps (like 'Facebook') can use a lot of data in a hurry. Often, they will download embedded graphics and videos, even if you do not look at them.

1. Tap **Settings,** then **Connections.**
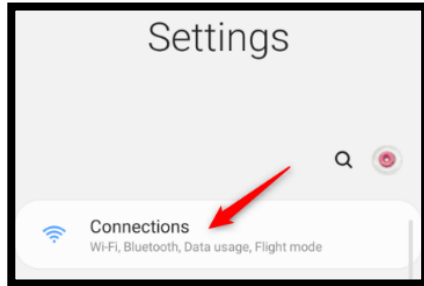
2. Tap **Data Usage**.
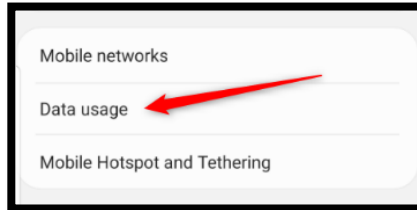
3. Tap **Data Saver**.

4. Tap **Allow app while Data saver on**.
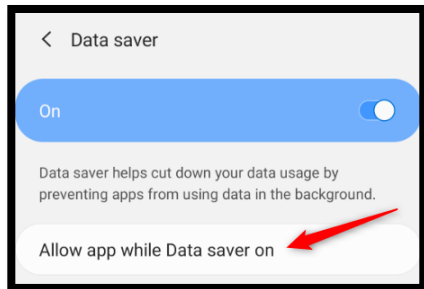
5. Choose the apps you'd like to allow to use data when not on Wifi. In the example below, only the 'Weather Network' will use Cellular data.
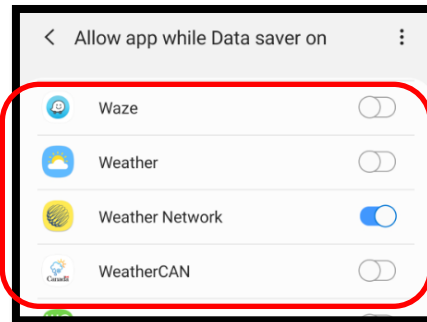
Western AlertU

Alert WesternU is Western's **emergency mass notification system**. It issues important safety messages in the event of a campus-wide emergency. Western will also engage the system to share class cancellations, and/or campus disruptions due to extreme weather. This document does not include all of the information that you need to know about **Western AlertU.** You can find the most up to date information at https://alert.westernu.ca .

Everbridge App

FM- supplied cell phones should come with the Everbridge App pre-installed. If yours did not, or you wish to install it on a personal phone, please contact fm-it@uwo.ca or visit https://alert.westernu.ca and look for the "How-to Customize" link.

Registering for Text Alerts

You can register multiple phone numbers and email addresses to receive alerts. You can receive alerts via email, even if you do not have a cell phone. Please contact fm-it@uwo.ca for assistance or visit https://alert.westernu.ca and look for the "How-to Customize your Alert WesternU account" link. This will take you to a YouTube video.

Recommended Apps

The following apps are recommended by your FM-IT team. You can find them in the 'App Store' for iPhones, or the 'Google Play Store' for Android phones. Search for the text in each of the headings below. At the time that this document was written, all of these apps were free.

WesternU Mobile

Vendor: Western University. This app provides information on or access to Western Today, Campus Maps, location of Eateries on Campus, Course and Exam schedules, Mental Health resources, and more.

MyDataManager

Vendor: Mobidia. This app helps you take control of your mobile data usage and save money on your monthly phone bill.

Microsoft Outlook

Vendor: Microsoft. This app provides centralized access to Email, calendar, contacts and files.

Microsoft Teams

Vendor: Microsoft. This app is a hub for teamwork in Office 365. All your team conversations, files, meetings, and apps live together in a single shared workspace on your mobile device.

Microsoft OneNote

Vendor: Microsoft. This app helps organize your thoughts, and ideas with your digital notepad. OneNote lets you take notes on your phone and sync them across all your devices, including your desktop PC.

Honk Mobile

Vendor: HonkMobile. This app helps you find and pay for parking in any meter area or Pay and Display parking areas on Campus (as well as many lots off Campus, including the City of London).

Glossary

FM	Facilities Management
GB	Gigabytes of data. Equal to 1,000 MB.
LD	Long Distance
MB	Megabytes of data.
Pooled	When multiple cell phones are set up under a single account with a single carrier, some of the features of the cell phone plan can be 'Pooled' or 'shared.' For example, our TELUS plans usually include 250 minutes of talk time per phone. If we have 10 phones on the account, each month there are 2,500 minutes in the 'pool'. Any of the 10 users can 'withdraw' from the pool. Individuals can withdraw more than 250 minutes, as long as the 10 users combined do not use more than 2500 minutes. We do not incur any additional charges until all 2,500 minutes have been used. Any minutes not used by the end of the month expire and cannot be carried over to the next month.
Roaming	The ability to automatically make and receive telephone calls, send and receive data, or access other cellular services while travelling outside of Canada. There are additional charges for using this service. These charges can be quite high, if travel plans are not purchased in advance of travel.
Travel Plan	Additional service that can be added to your cellular service package, allowing you to use your cellular device outside of Canada at a significantly reduced cost. These must be arranged in advance of your travel dates.

Acceptable use form

Depending on when you received your FM Cell phone and who you received it from, you should have been asked to sign off on an 'Acceptable Use Agreement'. The text of the agreement is included below, and is current as of Dec 2, 2019. The policy reinforces (but does not supersede) University Policy 1.13 – *Computing, Technology, & Information Resources*, which every employee agrees to when they activate their Western University credentials.

CODE OF USE FOR CELLULAR DEVICES

1.00 This cellular device is the property of Facilities Management and is to be used primarily for work purposes.

2.00 If the user is no longer an employee of Facilities Management, he/she must return their cellular device immediately.

3.00 Loss or stolen cell phones are to be reported immediately by e-mailing FM-IT and your supervisor.

4.00 Damage and intentional abuse to these devices could result in loss of use. This does *not* include reasonable *"wear and tear".* All cellular devices will be kept in an appropriate protective case at all times.

5.00 U.S and/or international roaming charges will not be covered unless preapproved by your supervisor. Contact your director/supervisor prior to travel.

6.00 All users must ensure that the University's mobile devices are used in an effective, ethical, and lawful manner. The University expects all users to conduct themselves according to the high standards of professional ethics and behavior appropriate in an institution of higher learning.

7.00 Caretaker staff required to leave their phones at work at the end of your shift, please do so in the caretaker office/lunch room.

8.00 University cell phones are provided with an approved Talk, Text, and Data (in most cases) plan. The over use of these plans including long distance, talk time, or data overages may result in the user having to pay the overage fees.

9.00 This policy does NOT supersede or override University Policy 1.13 – Computing, Technology, & Information Resources or other University of Western Ontario corporate policies.

Misuse of the cell phone, or and breach of this policy could result in loss of access.