

IS&T Mobile Device Reimbursement Policy Frequently Asked Questions

Q: Why is IS&T ending reimbursements for mobile devices?

A: The goal of this policy change is to decrease the effort and paper work associated with administering the current IS&T Cell Phone Reimbursement Policy.

Q: How was the salary adjustment amount arrived at?

A: The current policy reimburses staff \$90.00/month for mobile data and voice plans. The salary adjustment amount of \$1,404 includes a 30% increase to cover taxes ($\$1,080 \times 1.3 = \$1,404$).

Q: What is the difference between Corporate user and Personal user

A: A Corporate plan user is an employee who receives service under a MIT corporate account for which MIT has financial responsibility. A Personal user is an employee who receives service under an individual account for which the employee him/herself has financial responsibility.

Q: If I have a corporate plan, what is the process for switching to an individual plan?

A: Each carrier has different processes regarding the Corporate to Individual transfer.

With AT&T:

With the Corporate Liable to Individual Liable (Personal) program, AT&T classifies the new contract as a "zero-day" contract with no limitations. Which means the user can cancel the service at any time, after it's been transferred to a personal account and will not incur an ETF (Early Termination Fee) if they were to cancel. If the user purchases a new subsidized device, they will be bound to the conditions that come with that purchase. (e.g. contract term and ETF)

Prior to calling, review the available AT&T plans and decide which plan and features you'll need. (<http://www.att.com/shop/wireless/plans.html>)

Call 888-444-4410, select Option 2, select Option 5 "Change in Financial Liability" You will then be asked to enter your phone number. They will then connect you to someone to transfer over your service. Once you are connected to a representative, tell them you need to transfer the line to your name, also known as a "Change in Financial Liability". During this process the representative will request personal information such as your date of birth, social security number, and new billing address. (as required by all new cellular contracts). If you're asked for the Corporate (CRU) number it is (FAN 96220). Make sure to ask that they move your line to the MIT IRU FAN of 48118 (which will allow for the monthly plan discount).

With Sprint:

With the Corporate Liable to Individual Liable (Personal) program, Sprint will zero out the contract when they move the line to the Individual Liable (Personal) account. This allows the customer to be able to purchase a new phone or keep existing device. The only exception to this is that if the customer has an iPhone, the original contract terms transfers from Corporate to Personal.

Prior to calling, review the available Sprint plans and decide which plan and features you'll need. (http://shop.sprint.com/mysprint/shop/plan/plan_wall.jsp)

Employees will need to access and complete the transfer of liability web form:

<https://sprint.custhelp.com/app/CL-IL/Main>

Sprint's Care Team (available Monday-Friday 6.00 a.m. to 4:30 p.m. pacific standard time) will complete account set-up within 24-48 hours and employees establishing a new account will be required to do a credit check. If you prefer to call Sprint, please use the following number: 866-618-4515

Sprint is offering a Loyalty Program to Liability Transfers:

This promotion is for existing MIT Corporate Liable (CL) users who wish to transfer their Sprint Nextel mobile device accounts to Individual Liable (IL) accounts. This program allows you to keep your Company's Individual Liable discount when you transfer your service to a qualified rate plan* as well as provides several options for additional promotions on equipment or service credits with your contract renewal.

- For a commitment of one (1) year of service an employee will receive a \$75 service credit or one month free usage on the monthly rate for the plan selected.
- For a commitment of two (2) years of service an employee will receive a \$150 service credit or one month free usage on the monthly rate for the plan selected.
- OR, an Equipment Upgrade with new 2 yr renewal, with new customer pricing as listed on www.Sprint.com. New phone pricing advertised at \$0.00 on [Sprint.com](http://www.Sprint.com) will be billed \$0.99 at the time of order, then credited at invoicing.

Note: These offers cannot be combined.

Once you have selected your promotional option, please select a term option and type your rate plan option in "Additional Instructions" box on the Transfer of Liability Web Form. If you do not select a promotion you can remain on your existing rate plan.

With Verizon:

With the Corporate Liable to Individual Liable (Personal), users will be required to sign up with a new 2 year contract. Users will be able to get a new device/upgrade once the current device is 22 months old from the original date of purchase.

Prior to calling, review the available Verizon Wireless plans and decide which plan and features you'll need. (<http://www.verizonwireless.com/b2c/plan-information/?page=share-everything>)

Call 1-800-922-0204, when prompted, enter in the number you are transferring. Select Option1, then Select Option 5. When prompted to describe your required assistance, state "changes to my account". You'll be routed to a business representative. Once you connect to a representative, tell him/her you need to transfer the line to your name, also known as a "Assumption of Liability". During this process the representative will request personal information such as your date of birth, social security number, and new billing address. (as required by all new cellular contracts).

Q: Who in IS&T do I contact for help?

A: For questions regarding the time line, process or amount of reimbursements, contact ist-finance@mit.edu. If you need mobile device recommendations or device related technical

assistance, please see the Mobile Devices Ninja <http://kb.mit.edu/confluence/x/XQdS> or to contact the Mobile Devices Team directly at mobile-help@mit.edu

Q: Who do I contact with specific questions regarding cellular plan pricing, contract terms, or other carrier related assistance?

A: Contact MIT's carrier representatives found below.

AT&T

Sarah Tierney (att-mit@mit.edu)
Phone: 617-543-7165

Kristy Hawes (att-mit@mit.edu)
Phone: 603-546-5142

Verizon

Shaughn Dunlavey (vzw-mit@edu)
Phone: 617-875-4504

Sprint

Brian LaBree (Brian.LaBree@sprint.com)
Phone: 617.839.1068

Sonia Restall (sonia.restall@sprint.com)
Phone: 781.276.5882

T-Mobile

Kristine Cotoia (kristine.cotoia@t-mobile.com)
Phone: 617-543-9829

Q: Is there a self service option that I can use to transfer my account? What are my online options?

A: No, you will need to contact the carrier directly.

Q: How long do I have to transfer my account?

A: Accounts need to be transferred to the individual by October 1, 2012. Staff should contact their carriers as soon as possible and no later than September 24, 2012 to facilitate the transfer.

Q: Will I incur a penalty or fee for the transfer or termination of my account?

A: There are no fees associated with transferring liability from Corporate to Personal. Subscribers, however, will fall under standard contract terms once the account is transferred to a Personal plan. Please verify specific terms and details with the carrier during the transfer.

Q: What if I want to keep my carrier but change my plan?

A: As referenced above, once customers move to an individual plan, they will have the option to choose what level of service they want.

Q: What if I want to switch to a different carrier?

A: Subscribers will first need to transfer the liability of the account from Corporate to Personal with the original carrier (with the exception of Verizon Wireless). Once that is done and a new account has been established, subscribers can speak with another carrier and go forward with porting the number.

If you're a Verizon Wireless user and want to take your number to another carrier, do not execute the Assumption of Liability outlined above; you will need to execute a "port-out". To do so, please contact mobile-help@mit.edu and provide you phone number, account number, and the Mobile Devices team will authorize you with the carrier to process a number port to another carrier. Once this is done, you can speak with another carrier, create an account, and port the number from Verizon Wireless to the new carrier.

Q: What if I already have a phone paid for by MIT, do I get to keep it?

A: Yes.

Q: Will MIT reimburse for new phone equipment purchases in the future?

A: No.

Q: Will IS&T reimburse mobile device expenses for contractor/consultants?

A: No. Contractors/consultants are expected to acquire and maintain their own mobile devices as part of the cost of doing business. The assumption is that those costs are built into the terms and price of the contract.

Q: Will IS&T reimburse mobile device expenses for newly hired employees?

A: No. New hires are expected to acquire and maintain their own mobile devices. If the position requires use of mobile device, the cost is included in the annual salary/compensation.

Q: Can I submit old bills in for reimbursement after October 1, 2012?

A: Yes. IS&T will reimburse staff up through the September 2012 billing statement. IS&T will not prorate or reimburse for any changes included in the October account statement or beyond.

Employees are encouraged to submit all requests for reimbursement by October 31, 2012.