

TO: ALL COUNTY PERSONNEL

**FROM: VERDENIA C. BAKER
COUNTY ADMINISTRATOR**

PREPARED BY: INFORMATION SYSTEMS SERVICES (ISS) DEPARTMENT

**SUBJECT: COUNTY-SUPPLIED CELL PHONES,
SATELLITE PHONES, AND MIFI UNITS / AIR CARDS**

PPM#: CW-O-020

ISSUE DATE
April 29, 2025

EFFECTIVE DATE
April 29, 2025

PURPOSE:

To establish processes and identify responsibilities for the assignment, acquisition, disposition, and use of commercially contracted cellular telephones and other wireless communication devices and related services supplied by the County, including reimbursement for the personal use of these devices.

UPDATES:

Future updates to this PPM are the responsibility of the Chief Information Officer (CIO).

AUTHORITY:

- Florida Statutes, Chapter 119, Florida Public Records Law, as may be amended
- Palm Beach County Code, Chapter 2, Article III, Division 2, Part A, Section 2-52, as may be amended
- Countywide PPM # CW-L-008, Purchasing Policy and Procedures, as may be amended
- Countywide PPM # CW-O-007, Risk Management Incident Reporting, as may be amended
- Countywide PPM # CW-R-008, Internet Use Policy, as may be amended
- Countywide PPM # CW-O-079, Information Technology Governance Policies, as may be amended

SCOPE:

Wireless communication devices covered under this PPM include: 1) cellular telephones (“cell phones”); 2) MiFi units / air cards; and 3) satellite phones, including all handsets, related service plans, and accessories. Wireless services covered under this PPM include voice, data, and messaging services, including associated features.

Radios and related services are the responsibility of the Facilities Development & Operations (FDO) Department, and are subject to a separate PPM maintained by FDO.

DEFINITIONS:

Refer to **Attachment A** for a listing of definitions related to this PPM.

BACKGROUND:

Government employers frequently provide their employees with cellular telephones and similar telecommunications devices to conduct business. This practice raised special tax concerns due to the fact that these items were categorized as “listed property” under the Internal Revenue Code. Because cell phones were listed property, employers (including governments) and employees had to comply with IRS substantiation requirements mandating detailed accounting records for all calls made and received, both business and personal. Furthermore, IRS regulations mandated that all employers charge employees for all personal calls made on employer-provided phones, or alternatively, report the fair market value of the phone and its use as taxable income to the employee. The adoption of the stipend alternative to County-supplied cell phones was a direct result of the County’s efforts to eliminate the burden of compliance with the IRS regulations and safeguard the County from potential non-compliance issues, as listed property requirements do not apply to personal cell phones. However, in those situations where the use of stipends was impractical and County-supplied cell phones were provided, the County needed to ensure compliance with existing IRS regulations.

After a detailed review of the extremely burdensome monthly reporting and recordkeeping requirements associated with alternative employee reimbursement methods even should a standard reimbursement rate be used, the County chose to utilize the “imputed taxable income” method to address the issue of personal use of County-supplied cell phones. In recognition of the 24x7 availability of County-supplied cell phones versus the expected business use of these phones during normal work hours, the County utilized the category of “incidental personal use” which at the time was defined as personal usage of up to 250 minutes per month, including calls made or received during evenings and weekends, within service plan maximum limits, regardless of whether or not the County is billed for these minutes.

Since adoption of the imputed taxable income method by the County in October of 2009, two events occurred which necessitated a reassessment of this method. These included the County’s entering into an agreement with one of its cellular telephone carriers for a standard per minute rate for all calls, thereby reducing overall cell phone costs, but also eliminating “unlimited” night and weekend minutes and “free” mobile-to-mobile use. The second event involved an IRS Notice, released in September of 2011, which, in effect, removed the substantiation and taxable income requirements for the personal use of County-supplied cell phones. Although IRS requirements have been removed and the practice of adding imputed taxable income to the paychecks of affected employees was subsequently discontinued in October of 2011, the County is still obliged to address the issue of reimbursement to the taxpayers for the personal use of these cell phones.

POLICY:

General Usage

County-supplied cell phones and other wireless communication devices and services are to be used for County-related business, and are intended for employee use only. Personal use of these devices and services may be permitted in accordance with the provisions of this PPM. This, in no way, authorizes employees to use County-supplied equipment as their primary personal communication device.

In order to reduce cellular equipment and administrative costs, the County will strictly limit the purchase of County-owned cellular phones and services and instead utilize the stipend approach wherever possible. In those situations where the use of stipends is impractical and cellular communication is required to conduct County business, County-supplied cell phones will be provided. In addition, cellular devices requiring access to the Palm Beach County Intranet and a limited number of pooled phones will continue to be procured and managed by the County in accordance with the provisions of this PPM.

Only those wireless services and features which are necessary based on the type of work involved are to be provided by the County. In most cases, subscriptions to commercially provided ring tones should be avoided. Data plans for County-supplied smartphones should be thoroughly justified on the basis of business requirements. Use of 411 Directory Assistance should also be kept to a minimum given the high cost of this service.

Usage of County-supplied devices to access the Internet for personal use must be in accordance with the requirements outlined in Countywide PPM # CW-R-008, "Internet Use Policy." Whether for County business or personal use, utilization of County-supplied wireless devices and services subjects the user to the requirements of the Florida Public Records Law. Staff using cellular phones and similar devices shall understand and comply with all rules governing the safe utilization and operation of wireless communication devices while operating a moving vehicle as addressed in separate Countywide Fleet and Risk Management PPMs (CW-O-004).

Periodic audits will be conducted and personal usage found not to be in accordance with this PPM will be considered inappropriate use of County equipment and may result in removal of the County cell phone from the employee's possession and/or disciplinary action.

Personal Usage Reimbursement

Employees using a County-supplied cell phone will not be required to reimburse the County for the **first 100 minutes per month** or on any unlimited usage plan for personal calls ("incidental personal use"). Personal usage **exceeding 100 minutes per month** will require employees to reimburse the County for these additional minutes at the tariff rate identified in the monthly billing detail, including applicable taxes on personal use.

For shared cell phones, a pro-rata share of the monthly personal use minutes exceeding the 100 minutes per month cap will be assigned to each employee based on usage. Pooled cell phones are not to be used for personal communications.

Other personal usage charges for personal text messages, personal directory assistance calls, etc. will be reimbursed at the tariff rate identified in the monthly billing detail, including applicable taxes on personal use.

RESPONSIBILITIES

In order to effectively control wireless communication devices provided for County business, and minimize problems associated with excessive personal use, a judicious approach to the approval process and careful monitoring and timely reporting of current usage is required.

County Administration

County Administration will be responsible for determining the maximum number of personal usage minutes permitted for “incidental personal use” of County-supplied cell phones and for approving all written requests by departments for exemptions or exceptions to this maximum allowed.

Deputy/Assistant County Administrators

The Deputy County Administrator, or the Assistant County Administrator responsible for overseeing the department, will be responsible for approving the assignment and acquisition of satellite phones requested by departments.

Department Directors

Department Directors will be responsible for approving the assignment, acquisition and disposition of cell phones, , and MiFi units / air cards within their departments, the wireless services and features provided on these devices, and service plan requirements. Department Directors will also be responsible for monitoring usage, including personal use, for operations under their control. In carrying out this responsibility, Department Directors may define County-related business based on individual circumstances and requirements within their department and may request, in writing from the County Administrator, an exemption or exception to the personal usage minute maximum permitted for the “incidental personal use” category. Finally, Department Directors are responsible for monitoring their subordinate employees’ compliance with this PPM.

Employees

Each employee will be responsible for protection of assigned wireless communication devices from loss or damage. Employees who repeatedly lose or damage devices will be charged for their replacement. Each employee will be responsible for self-auditing their personal use of assigned wireless communication devices and providing timely reimbursement to the County for applicable personal use. **In addition, each employee will be responsible for coordinating with their department to modify their wireless service for out of country usage prior to departure. Employees will be personally responsible for additional service charges resulting from failure to so modify their cellular service.**

ISS

As the designated Resource Manager for this area, ISS, through the Network Services Division, will be responsible for assisting departments with the acquisition process, ensuring technical compatibility and compliance with standards. In addition, ISS, through its Finance & Administrative Services Division, will be responsible for providing information to Department Directors to facilitate their monitoring process, administering the automated telecom usage and call management system and providing monthly statements of detailed call records to employees and supervisors, and reviewing and administering the Mobile Communications Master Agreement at the countywide level.

PROCEDURES:

I. Requests for Devices and Services

When determining requirements for County-supplied wireless communication devices and services, departments should first consider whether the stipend approach would meet their needs. Departments should also keep in mind that the ISS Network Services Division has loaner devices for their temporary use to support events, projects, and emergencies. (Refer to the section of this PPM titled “Loaner Devices” for loaner device request and usage procedures and requirements.)

A. Cell Phones and MiFi Units / Air Cards

The County has under contract a number of vendors that provide different sets of capabilities, features, and dialing plans. These plans vary by usage, feature sets, and cost. Voice service is contracted by minutes of air time and subscribers are charged accordingly. Data service is measured by the volume of information transmitted or received, typically expressed in terms of kilobytes (KB), megabytes (MB), or gigabytes (GB) of data. Messaging service is contracted on the number of messages transmitted or received.

1. Decentralized Ordering, Receiving and Processing

This process is to be used by departments assuming responsibility for the ordering, receiving and monthly bill processing of cell phones and other wireless communication devices and services.

- a. Department staff members will identify the business need for wireless communications and work with their department’s Cellular Communications Coordinator, if available, and/or the ISS Network Services Division, if necessary, to refine and finalize individual requests.

In determining the need for wireless communications, the

requirement for specific wireless services and features, and the selection of a particular service plan, the following factors must be taken into consideration:

- the need for the employee to communicate with others when away from their desk;
- the form of communication required in terms of verbal or non-verbal (e.g., e-mail, text messaging, etc.) capability;
- the need for instantaneous two-way communication versus delayed response;
- the availability of a regular phone, radio or pager to provide the necessary communications capability;
- the need for the employee to access applications to view or make changes to electronic information (e.g., in databases, spreadsheets, schedules, etc.) when away from their desk;
- the need for the employee to access the Internet when away from their desk;
- the expected monthly volume of wireless communication activity for work-related needs, as compared to historical usage; and
- the expectation of the employee to incur or initiate personal usage of the wireless communications device, and the expected monthly volume.

b. Departmental staff will document their requirements in writing as specified by the department. At a minimum, this written documentation should include the following information:

- Full name and address of user;
- preferred vendor;
- type(s) of service and features;
- level of service (anticipated daytime usage);
- device type;
- accessories; and
- justification for new service and equipment requested.

c. The written documentation will be forwarded to the Department Director or designee for signature approval.

d. Department fiscal staff will complete the department procurement process by entering the appropriate document in the County's

financial system to initiate the actual ordering process. To complete this step, departments will be given access to the current cellular communications Master Agreement.

At a minimum, the same level of detail for vendor, service plan, equipment and accessories contained in the approved written documentation should be captured in the County financial system ordering document.

- e. ISS will review the ordering document as Resource Manager to ensure that the final request is technically compatible and complies with standards. Any identified issues will be followed up by ISS with the requesting department.
- f. The department will transmit the financial system ordering information to the selected vendor via an approved method (i.e., U.S. mail, fax, e-mail).

Vendors will be bound by all existing County requirements for accepting and executing purchase orders (e.g., purchase order number must be on invoices, items must be delivered to the indicated location, etc.).

- g. Departments will be responsible for receiving goods and for coordinating with vendors on any service issues that may arise. The ISS Network Services Division may provide second level problem resolution.
- h. Responsibility for reviewing monthly service invoices, obtaining reimbursement from employees for personal usage, reconciling any differences with the vendors and issuing periodic financial system documents for service and usage payment in the department will reside with the respective department.

The automated telecom usage and call management system will be used to assist departments in this area.

- i. Departments will be responsible for recordkeeping of wireless communications activity in accordance with County records retention policy.

2. Centralized Ordering, Receiving and Processing

This process is to be used by departments working through ISS for the ordering, receiving and monthly bill processing of cell phones and other wireless communication devices and services.

- a. Department staff members will identify the business need for wireless communications and work with their department's Cellular Communications Coordinator, if available, and/or the ISS Network Services Division to refine individual requests.

In determining the need for wireless communications, the requirement for specific wireless services and features, and the selection of a particular service plan, the same factors identified for decentralized ordering must be taken into consideration (refer to section **I.A.1.a.** above).

- b. Departmental staff will complete a "Work Order" (WO) in ISS's Service Request System (SRS) to document their requirements. At a minimum, the WO document should include the following information:

- Full name & address of user;
- preferred vendor;
- type(s) of service and features;
- level of service (anticipated daytime usage);
- device type;
- accessories; and
- justification for new service and equipment requested.

- c. The completed WO document will be submitted to the Department Director or designee for signature approval.
- d. The approved WO document will be forwarded to the ISS Network Services Division for review and processing.
- e. ISS will use the approved WO document to complete the procurement process by entering the appropriate document in the County's financial system to initiate the actual ordering process.
- f. ISS will provide Resource Manager approval.
- g. ISS will transmit the financial system ordering information to the selected vendor, receive goods, review monthly service invoices,

and coordinate with vendors on any service issues that may arise.

In this capacity, ISS will continue as the central bill recipient and payer with subsequent chargebacks to departments.

B. Satellite Phones

Requests for satellite phones and related services will be submitted through the ISS Department to the appropriate Assistant or Deputy County Administrator for final approval.

1. Department staff members will identify the business need for additional or expanded satellite phone service and work with their department's Cellular Communications Coordinator, if available, and/or the ISS Network Services Division to refine individual requests.
2. Departmental staff will complete a "Work Order" (WO) to document their requirements.
3. The completed WO document will be authorized by the Department Director or designee for approval.
4. The approved WO document will be forwarded to the Network Services Division for review and processing.
5. The Voice Services Section will complete a technical, fiscal, and requirements review of the request, and forward the results to the appropriate Assistant or Deputy County Administrator for final approval.
6. Department fiscal staff will use the approved WO document to complete the department procurement process by entering the appropriate document in the County's financial system to initiate the actual ordering process.
7. ISS will review the ordering document to ensure that the final request still provides technical compatibility and compliance with standards and provide Resource Manager approval.
8. The department will transmit the financial system ordering information to the selected vendor, receive goods, review monthly service invoices, and coordinate with vendors on any service issues that may arise.

II. Reimbursement for Personal Use of Devices and Services

Personal usage charges subject to reimbursement include:

- personal text messages;
- personal directory assistance calls;
- additional features (e.g., ring tones) not covered by the selected plan;
- additional personal calls exceeding the “incidental personal use” limit of 100 minutes per month, including calls made or received during evenings and weekends, regardless of whether or not the County is billed for these minutes; and
- additional personal calls or other usage beyond service plan maximum limits.

Reimbursement for these charges will be at the tariff rate identified in the monthly billing detail. If any government agency requires that a tax be paid on personal use, the County employee is responsible for such payment.

A. Review and Approval of Cell Phone Invoices

ISS will make electronic copies of monthly invoices available to departments via the County Intranet. All cell phone invoices are to be reconciled by the cell phone user as follows:

1. The department cell phone designee shall distribute the applicable portion of the monthly cell phone invoice, showing the detail of usage charges (e.g., text messages).
2. The cell phone user shall review the monthly cell phone invoice to determine if the usage was business or personal.
3. If personal usage is involved, the cell phone user shall highlight the personal usage, including detailed explanations as may be required by the department.
4. Once the cell phone user has reconciled their usage on the monthly cell phone invoice, it shall be sent to the departmental billing designee for review along with a completed and signed Personal Usage Reimbursement form (refer to **Attachment B**).

The Personal Usage Reimbursement form is only required for months when personal usage charges subject to reimbursement actually occur.

5. The departmental billing designee shall review the submitted information and, if correct, approve and sign the Personal Usage Reimbursement form

and return the invoice and form to the cell phone user for payment processing.

A copy of the invoice and form shall be maintained by the department for auditing purposes.

B. Payment to County for Personal Use

Cell phone invoices are to be reconciled by the cell phone user and payment made to the County **within 30 days** of invoice receipt.

The cell phone user can make cash payment in person at the Clerk & Comptroller's Finance Department or by mail with a personal check payable to the "Palm Beach County Board of County Commissioners." Under no circumstances should cash payments be made through the mail.

Payment must be accompanied by a marked up copy of the invoice the payment is made against highlighting personal usage items and a signed and approved Personal Usage Reimbursement form.

C. Use of Personal Phone Number on County Device

With some vendors, an employee can elect to have their personal phone number placed on their County device. In this event, the County bears no liability or financial responsibility for the charges associated with the private number.

III. Loss or Damage to Devices

Immediately upon discovery of loss or damage, the employee is required to notify the Department Director and their Department's Cellular Communications Coordinator (decentralized) or ISS Network Services via a SRS work order (centralized). The Department may also be required to follow up with a Property Incident Report (CW-O-007). In the case of theft, a report must also be filed with the Sheriff's Office. Note: ISS cannot replace devices or disconnect services without a SRS work order. Department Directors can expand the definition of employee negligence as it relates to frequent damage or loss based on individual circumstances and requirements within their department. For example, an employee required to work outdoors may experience more frequent device failures due to exposure to moisture than employees who generally work in a more protected environment (e.g., inside a vehicle or building). The Department Director will determine if an employee shall be responsible for device replacement based on the underlying circumstances.

IV. Disposition of Devices

Note: ISS will factory reset devices prior to disposal or reassignment.

Assetted Devices: All assetted devices should be turned in to the Fixed Assets

Management Office (FAMO) for reassignment, surplus, or disposal.

Non-Assetted Devices:

Decentralized Departments should dispose of all unwanted or outdated wireless communication devices by first attempting to negotiate a trade-in with the original vendor. If this option is not available, the devices should be turned into ISS Network Services Division for reassignment, surplus, or disposal.

Centralized Departments can enter a PTS work order for ISS Network Services to negotiate a trade-in with the original vendor.

V. Loaner Devices

The ISS Network Services Division maintains a small inventory of wireless communication loaner devices with working numbers. The loaner devices are intended to support temporary usage requirements such as events, projects, and emergencies. Loaner devices can also be requested while a user is waiting for the permanent wireless communications device order to be processed or as a temporary replacement for a malfunctioning unit.

Because the units are intended for short-term usage only, devices will be loaned out for a period not to exceed 90 calendar days from date of issue and must be returned to the ISS Network Services Division after that time. If a department requires loaner wireless communication services and devices beyond the 90-day loaner interval, the department must process a request for permanent wireless communication services and devices in accordance with the procedures outlined in the “Requests for Devices and Services” section of this PPM.

1. Departments will submit an authorized WO to the ISS Network Services Division to request the issuance of loaner devices. The requesting (“borrowing”) department should indicate in the WO document the responsible user, what event/purpose the devices will be utilized for, and the expected start and return dates for the loaner devices.
2. Loaner cellular telephone “packages” consist of a cellular telephone and a desk charger. When the loaner package is issued to the borrowing department’s representative, it is inventoried and the inventory sheet is signed by the receiving individual and the Network Services representative handling the transaction.
3. When the loaner package is returned to the ISS Network Services Division, the package is inventoried with the borrowing department’s representative to ensure all borrowed items are returned back into inventory and the inventory sheet is signed by the returning individual and the Network Services representative handling the transaction.

4. Any items, including the cellular telephone, that are missing from the return inventory will be the borrowing department's responsibility to pay for costs of replacing the missing items. The ISS Network Services Division will procure the missing items using the borrowing department's identified and valid budget account number.
5. ISS will be responsible for normal air time and usage charges incurred while a loaner device is in the possession of the borrowing department. The borrowing department will be responsible for air time and usage charges determined to be abusive in nature. Calls within service plan maximum limits will be charged at a rate determined to be the average cost per minute for cellular service by the County.



VERDENIA C. BAKER
COUNTY ADMINISTRATOR

Supersession History:

1. PPM # CW-O-020, effective 01/20/1990
2. PPM # CW-O-020, effective 07/06/1992
3. PPM # CW-O-020, effective 11/01/1993
4. PPM # CW-O-020, effective 05/01/2004
5. PPM # CW-O-020, effective 02/01/2005
6. PPM # CW-O-020, effective 12/01/2005
7. PPM # CW-O-020, effective 10/01/2009
8. PPM # CW-O-020, effective 01/01/2013
9. PPM # CW-O-020, effective 05/01/2019

ATTACHMENT A

DEFINITIONS

Air Card

A type of radio modem which uses the cellular network to transmit and receive data. Air cards are typically used in portable (“laptop”) computers.

Air Time

The amount of time customers spend talking over their wireless networks, including both incoming and outgoing calls, for which they are billed by the carrier.

Cellular Telephone (Cell Phone)

A long-range, portable electronic device used for mobile communication which is connected to a cellular network of base stations.

Cellular

A type of wireless communication system that uses many base stations to divide a service area into multiple cells. Cellular calls are transferred from base station to base station as a user travels from cell to cell.

Cellular Communications Coordinator

A departmental employee who is familiar with wireless service and the corresponding equipment and will work with ISS Network Services Division and the requesting department staff to refine individual requests.

Centralized Ordering, Receiving and Processing

Ordering, receiving and monthly bill processing of cell phones and other wireless communication devices and services provided by ISS for departments.

Decentralized Ordering, Receiving and Processing

Ordering, receiving and monthly bill processing of cell phones and other wireless communication devices and services by departments.

Directory Assistance

The amount charged for 411 calls.

ATTACHMENT A

DEFINITIONS

Enterprise Paging

Enhanced paging and notification system including delivery confirmations, longer messages than normal text messaging, and multiple choice response options. Enables unlimited two-way remote worker notification and response between a business' notification application and a text messaging-capable mobile device.

Enterprise paging is required to utilize the Telocator Alphanumeric Protocol (TAP) for alerts which are not transmitted via e-mail or the Internet.

Feature

For wireless communications, typical features include: traditional telephone and ring tones for voice service; application, Internet and e-mail access for data service; and text and instant messaging for messaging service.

Less common features include Enterprise Paging, Push-to-Talk (PTT), Telocator Alphanumeric Protocol (TAP) service, and Wireless Priority Service (WPS).

Gigabyte (GB)

An amount of computer memory or storage consisting of 1,024 megabytes of information.

Incidental Personal Use

Personal usage of up to 100 minutes per month, or on any unlimited usage plan including calls made or received during evenings and weekends, regardless of whether or not the County is billed for these minutes.

This level of personal usage recognizes that while County-supplied cell phones and other wireless communication devices and services are intended primarily for business and normal work hour use, there may be instances of limited personal usage associated with unsolicited incoming calls, messages or data, or emergencies.

Instant Messaging (IM)

A form of real-time communication between two or more people based on typed text. The text is conveyed via computers over a network such as the Internet.

Kilobyte (KB)

An amount of computer memory or storage consisting of 1,024 bytes of information.

ATTACHMENT A

DEFINITIONS

Loaner Devices

Stock of wireless communication devices maintained by the ISS Voice Services Section available for short-term loan to user departments.

Megabyte (MB)

An amount of computer memory or storage consisting of 1,048,576 bytes, or 1,024 kilobytes, of information.

MiFi Unit

A wireless router that acts as a mobile WiFi hotspot that connects to a cellular network and provides internet access for up to ten devices.

Personal Usage Reimbursement Form

A form used by employees for reimbursement of personal usage charges including those for personal text messages, personal directory assistance calls, additional features (e.g., ring tones) not covered by the selected plan, additional personal calls exceeding the *incidental personal use* limit of **100** minutes per month, and additional personal calls or other usage beyond service plan maximum limits (refer to **Attachment B**).

Pooled Cell Phone

A County-supplied cell phone which has not been assigned to an individual employee on a permanent basis, but which is used by one or more employees on a temporary basis as needed.

Push-to-Talk (PTT)

A means of instantaneous communication commonly employed in wireless cellular phone service that uses a button to switch a device from voice transmission mode to voice reception mode. The operation of phones used in this way is similar to “walkie-talkie” use. Multiple parties to the conversation may also be included.

Resource Manager

The Director of a County department, or designee, who has been given the responsibility for monitoring and approving the County’s procurements of specific commodity groups as specified in the Purchasing Department’s policies and procedures (Palm Beach County Code). The IT Resource Manager is responsible for reviewing and approving all purchases of IT-related goods and services, to assure technical compatibility and compliance with

ATTACHMENT A

DEFINITIONS

standards and strategic direction (ISS Governance Policies). The CIO of ISS is the designated Resource Manager for computer and telecommunications related goods and services (Purchasing Policy and Procedures).

Ring Tone

The sound made by a telephone to indicate an incoming call or, in the case of mobile phones, the customizable sounds available on these devices.

Satellite Phone

A mobile phone that communicates directly with orbiting communications satellites.

Service Plan

A package of services offered by wireless service providers that includes the activation, monthly charges, per-minute air time charges, roaming terms, local service area as well as additional services such as voicemail, data, or international roaming.

Shared Cell Phone

A County-supplied cell phone which has been assigned to more than one employee on a permanent basis according to an established schedule (e.g., a shift).

Smartphone

A mobile phone offering advanced capabilities beyond those of a typical mobile phone, often with PC-like functionality and wireless Internet connectivity.

Telecom Usage and Call Management System

An application which provides telecommunications management reports and call records review. Call information by employee, by Department and on a countywide basis is available over the County's Intranet.

Telocator Alphanumeric Protocol (TAP)

A backup notification service which uses a modem (dial-up) to send out alerts in the event an e-mail or Internet failure does not allow for the transmission of alerts via e-mail. TAP service requires Enterprise Paging.

ATTACHMENT A

DEFINITIONS

Text Messaging

Common term for the sending and receiving of short (160 characters or fewer) text messages between mobile phones and/or from e-mail to phone.

Wireless

Use of the radio-frequency spectrum for transmitting and receiving voice, data and video signals for communications.

Wireless Priority Service (WPS)

An “add-on” feature providing priority for emergency calls made from cellular telephones. Key federal, state, local and tribal government, and critical infrastructure personnel are eligible. This feature is subscribed to on a per-cell phone basis; no special phones are required.

Work Order (WO)

An electronic document in ISS’s Project Tracking System (PTS) used by departments to initiate communications equipment and service requests from the ISS Network Services Division, including those associated with cell phones, , MiFi units / air cards, satellite phones and “loaner devices.”

Revised 03/2024

ATTACHMENT B

**Palm Beach County-supplied Wireless Communication Device
PERSONAL USAGE REIMBURSEMENT FORM**

Purpose: This form is to be used for reimbursement of personal usage charges (e.g., personal text messages, personal directory assistance calls, etc.).

I _____ (print your name), Employee ID number _____, an employee of the Palm Beach County Board of County Commissioners, _____ (Department/Division), hereby claim that I have used a County-supplied wireless communication device with number _____ for the period of _____ (print month and year of invoice), and that personal usage charges as allowed by Countywide PPM # CW-O-020 (e.g., for personal text messages; personal directory assistance calls; additional features such as ring tones not covered by the selected plan; additional personal calls exceeding the “incidental personal use” limit of 100 minutes per month, including calls made or received during evenings and weekends, regardless of whether or not the County was billed for these minutes; and additional personal calls or other usage beyond service plan maximum limits) were incurred. These personal usage charges are highlighted on the attached invoice. The enclosed check for \$ _____ covers the cost of these personal usage charges at the tariff rate identified in the monthly billing detail including applicable taxes on personal use.

This statement must be attached to the appropriate invoice and signed by the County employee who is assigned use of the County-supplied wireless communication device. By signing this Personal Usage Reimbursement form and attaching it to the associated invoice, you are acknowledging that you have used the device for personal use and you understand that periodic audits will be conducted and personal usage found not to be in accordance with this Personal Usage Reimbursement form will be considered inappropriate use of County equipment and may result in disciplinary action.

Employee Signature: _____ **Title:** _____ **Date:** _____

Approved by: (print name and title) _____

Signature: _____ **Date:** _____