



SOUTH LANARKSHIRE
Leisure & Culture

South Lanarkshire Leisure and Culture Ltd

User Guidance and Advice – Mobile Communications Devices



December 2013



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User Guidance and Advice – Mobile Communications Devices

1 Introduction

- 1.1 This document provides guidance and advice for users of mobile communications devices, including mobile phones and similar handheld devices supplied to South Lanarkshire Leisure and Culture (SLLC) employees. It covers the use of mobile telephones, Smartphones, Personal Digital Assistants, Blackberry® and similar data transmission devices. It does not cover guidance in the use of two-way radios.
- 1.2 The guidance and advice describes responsibilities - best practice, device and cost administration and support; stolen and lost devices; environmental issues; how to handle spam, scams and inappropriate calls; and provides Health & Safety guidance related to usage of mobile devices.
- 1.3 All employees who make use of mobile communications devices supplied by SLLC must ensure that they are aware of, and comply with, the IT and Communications Technology Policies, available via Q Pulse, Corporate I drive or Active IT Staff Pages.
- 1.4 The acceptable use of the Internet using communications devices such as IPAQ or Blackberry® handhelds and some mobile phones is described in SLLC's Internet Code of Practice, available on via Q Pulse, Corporate I drive or Active IT Staff Pages.
- 1.5 The acceptable use of desktop and laptop computer systems is described in a companion Policy, also available via Q Pulse, Corporate I drive or Active IT Staff Pages.
- 1.6 Breaches of any of the above IT Policies will be viewed seriously and may result in action being taken under SLLC's Disciplinary Procedures.

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2 Responsibilities & Best Practice

- 2.1 The responsibility for the appropriate use of mobile communications devices rests with the designated user, their line manager and the General Manager. All managers and supervisors must ensure that members of their teams who are likely to make use of these devices are aware of their rights and obligations under the various SLLC Policies.
- 2.2 A monthly billing summary of calls made from each handset, including personal calls, is supplied to billing coordinators. Inland Revenue guidance indicates that no personal tax liability results from the personal use of mobile devices supplied for business use, other than the payment of VAT on call and SMS charges. Therefore, line managers and supervisors have responsibility for ensuring that the cost of personal calls and VAT is recouped from mobile phone users for whom they are responsible.
- 2.3 It is important to be aware of and respect local policies regarding the use of mobile communications devices when visiting non-SLLC sites. For instance it may be necessary to switch such devices off in hospitals, courts etc. and the use of mobile phones with cameras in schools should be avoided. If in doubt, local personnel will be able to describe local policies and practice.
- 2.4 SIM cards are normally delivered without a pre-configured PIN security code, and this should be set up as soon as you receive your phone – instructions are provided with the handset. The PIN code must not be disclosed to unauthorised personnel. Should you forget your PIN code, or find your mobile phone is locked after an incorrect PIN code is entered, contact the SLC IT Service Centre (01698 455656) for assistance, providing the phone number of the affected handset.
- 2.5 Mobile phones are provided for use while on SLLC business and calls should be kept as short as possible. In order to avoid excessive costs, calls to mobile networks other than Vodafone should be minimised, whilst calls to other Vodafone numbers and landline numbers should be encouraged.
- 2.6 All phones supplied to SLLC are, by default, barred from making calls to Premium Rate telephone numbers (090xx), International numbers and from making calls while abroad (“roaming”). However, should it be necessary to use your mobile for work while abroad on business, you may have the bar lifted by contacting your IT Support team, provided the requirement has been previously authorised by a line manager.
- 2.7 Calls from mobiles to Directory Enquiries (D.Q) services can be expensive, especially where the D.Q. service onward-connects the call on your behalf; in such cases the cost increases significantly – operator-connected calls are charged at up to £1.50 per minute and long calls have been known to cost over £25. Online search services such as Yell.com offer number lookups for free – this approach is recommended wherever Internet access is available.
- 2.8 If you need to use a telephone-based D.Q. service, calls from landlines are generally cheaper. **Do not** request the D.Q. service to onward-connect your call as costs may be very high. SLLC’s preferred D.Q. service is B.T. Business, **118 707**.



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- 2.9 Costs for various call types are listed in **Appendix A** of this document. Note that calls made to 0800 numbers are free from landlines, but not from mobiles where charges vary depending on the 0800 service called. If in doubt, you should call 0800 numbers from a landline.
- 2.10 All mobile devices remain the property of SLLC and should be re-assigned within the Trust or returned to IT Support Services for cancellation when they're no longer required – contact your IT coordinator for more information. The sale for gain or passing on of redundant mobiles to non-SLLC personnel is not permitted and may be viewed as theft.
- 2.11 BlackBerries and other Smartphones may contain confidential or sensitive information, such as contact details, records and emails. This information **must** be deleted from the device before it is recycled or returned to IT - it is recommended that mobile devices be reset to factory defaults. This can be done from within the menu system in most mobile phones. Instructions are provided with the handset.
- 2.12 It is not permitted to install SLLC-owned SIM cards into personal mobile devices. The swapping of SIM cards could result in significant uncontrolled costs and may result in breaches of IT Security Policies should SLLC information such as emails and documents be stored on a personal device.
- 2.13 It is not permitted to subscribe to non-business premium text services such as adult chat, ringtones, mobile games and downloads, etc. These services can be very expensive – up to £2.50 per text message – and, once your phone is subscribed, they will continue to be sent until a 'STOP' command is sent to the source. The use of premium and incoming text services is monitored and their use will result in costs being investigated and recovered with disciplinary action taken where appropriate.
- 2.14 Users should be aware of the tariff associated with their assigned device – this will help ensure that costs are controlled and no unexpected charges are incurred. This is particularly true of 3G data devices such as those installed in laptops and in BlackBerries. These devices typically have a 500MB data transfer allowance per month. In most cases, this is more than enough for normal business use but, just as with home broadband, excessive use of video or other multimedia services can mean the allowance is used up very quickly.
- 2.15 Data transfer beyond the allowance is charged at £0.60 per Megabyte (MB) of data sent / received. To put this in context, a typical You Tube type video may be around 10MB in size – if viewed from a device that had already used up its monthly allowance, a charge of £6 would accrue to the mobile user's account for viewing the content.
- 2.16 If in doubt about your bandwidth allowance, contact the SLLC IT Section for assistance. Tariff details are provided at the end of this guide. A range of monthly inclusive data transfer bundles are available to suit individual requirements.

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3 Administration and Support

- 3.1 Employees who require a mobile communications device to perform work duties should request authorisation from their Line Manager. The authorising line manager should complete a Authorisation form (available from the IT Section) and return the completed document to the ICT section or send to the ICT Leisure email account, providing appropriate cost centres for the purchase and on-going rental and call costs of the device.
- 3.2 Handsets, accessories and SIM cards will be ordered by the ICT Section and delivered to HQ from where they can be collected.
- 3.3 Itemised monthly usage and rental invoices are supplied for each mobile communications device and are issued to designated managers.
- 3.4 Faulty devices should be reported to the IT Service Centre (01698 45 5656) with details of the phone number, the type of device affected and the handset's serial / IMEI number (found inside the battery compartment, or by typing *#06# from the keypad) and the nature of the fault. Where necessary, replacements will be supplied by IT Support Services.
- 3.5 Personal calls can be differentiated from business calls by appending an asterisk (*) onto the end of the dialled number; e.g. 01698 45 9999*. Calls with an appended asterisk will appear in a separate part of the monthly invoice, and so can be more easily identified for payment purposes. Personal contact numbers can be stored in the phone or SIM card memory with an appended asterisk for ease of use. Note that returned calls made in response to incoming calls from personal contacts will not automatically have the asterisk appended, and it is not possible to append an asterisk to outgoing text messages.
- 3.6 Should you require to call the Vodafone customer service team, you should use the following numbers:

Calling from UK: **03333 044444**

Calling from abroad: **+44(0) 1635 676 061**

These numbers should be entered into your mobile phone's address book.

- 3.7 When you call these numbers from your Vodafone mobile, you'll be put straight through to the dedicated Vodafone Government account team, who'll have your details to hand. If you call from a landline, you'll need to enter your mobile number when connected. Then you'll be put straight through to a Vodafone Government team member who'll have your details and be ready to support you.

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4 Lost and Stolen Phones

- 4.1 Every month in the UK, thousands of mobiles are either lost or stolen. If that happens to your mobile phone, you must contact the Vodafone Customer Services team immediately using the following numbers:

Calling from UK: **03333 044444**

Calling from abroad: **+44(0) 1635 676 061**

- 4.2 Upon dialling, you'll be asked to input your mobile phone's number and then will be passed to a Vodafone Customer Services operator who will immediately suspend the phone so that it can't be used until it is found or a replacement is issued to you. It is vital that you contact Vodafone immediately the loss is discovered - this helps prevent unauthorised usage and potentially significant costs. Note that line rental charges continue to be applied to suspended phones.
- 4.3 Thereafter, you should contact the IT Service Centre (01698 45 5656) during business hours. If the loss is discovered outside business hours, you should contact the IT Service Centre as soon as possible.
- 4.4 If you subsequently discover the missing phone, you should contact the IT Service Centre to have it re-enabled.
- 4.5 Your mobile phone has its own unique 15 digit code, called the IMEI (International Mobile Equipment Identity) code which is used to identify your GSM mobile telephone to your network. The IMEI number of your phone should be noted somewhere secure. Once a phone is confirmed as lost or stolen, the IMEI number should be provided to Vodafone or the IT Service Centre when reporting the loss – Vodafone will "blacklist" the phone, rendering it permanently unusable thereby helping to avoid fraudulent use. You can find the IMEI number underneath the battery on many phones, or by entering ***#06#** on the keypad.

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5 Environmental Issues

- 5.1 Over 15 million mobile phones are discarded in the UK each year but only 4% are recycled. They represent an environmental hazard if discarded and if they are recycled they can be put to very good use. When mobiles are discarded they often end up in landfill sites where they can present an environmental hazard by leaking chemicals into the soil.
- 5.2 Ni-Cd batteries, of the type typically used in mobile phones, contain Cadmium, a dangerous toxic and carcinogenic substance; mobiles also contain arsenic, mercury and other toxic substances, a significant quantity of which ends up in landfill sites, causing considerable toxic contamination) by the inevitable medium and long-term effects of these substances leaking into the surrounding soil.
- 5.3 The SLLC is committed to compliance with the Waste Electrical and Electronic Equipment Directive (WEEE Directive) a European Community directive on waste electrical and electronic equipment (WEEE) which, together with the RoHS Directive 2002/95/EC, became European Law in February 2003, setting collection, recycling and recovery targets for all types of electrical goods including mobile phones.
- 5.4 The directive imposes the responsibility for the disposal of Waste Electrical and Electronic Equipment on the users of such equipment, such that "Users of electrical and electronic equipment should have the possibility of returning waste equipment at least free of charge". Also, the companies are compelled to use the collected waste in an ecologically-friendly manner, either by ecological disposal or by reuse/refurbishment of the collected waste equipment.
- 5.5 Old handsets are returned to Vodafone for credit which is reinvested in mobile services. Therefore, it is important that redundant or faulty mobile phones are returned to IT for disposal.
- 5.6 As much as 95% of the energy used by the UK's mobile phone chargers is wasted, the rest is dissipated by chargers left plugged in but not switched off at the socket – annually, over 250,000 tonnes of carbon dioxide emissions could be avoided by unplugging chargers when not in use. This applies to mobile phones, laptops, digital camera or anything else that's charged from the mains - simply disconnect the charger or switch it off at the wall.



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6 Health & Safety

- 6.1 Mobile phones are small, low power radio frequency transmitters and are designed to operate within electromagnetic exposure guidelines to safeguard public health. A Government body, the National Radiological Protection Board (NRPB), sets these guidelines. In response to media speculation surrounding possible health effects, the NRPB issued a statement in March 1999, stating:

"...At present, the international consensus in the worldwide scientific community is that there is no demonstrable health risk. If any of the scientific work being carried out in the UK, EU countries, the USA or elsewhere, indicates a health risk from the use of mobile phones, the NRPB will review its advice".

- 6.2 Press and media speculation regarding the possible damaging effects on health of prolonged use of mobile telephones has persisted for a number of years. To date, no clear evidence has been published in support of claims of adverse health effects. In May 2000, the Independent Expert Group on Mobile Phones (The Stewart Report) reported that:

"...The balance of the evidence available does not suggest that RF (Radio Frequency) radiation from mobile phones or base stations causes cancer or other brain diseases. However, there is now evidence that effects on biological functions, including those of the brain, may be induced by RF radiation at levels comparable to those associated with the use of mobile telephones. There is, as yet, no evidence that these biological effects constitute a health hazard, but at present only limited data are available. This is one reason why we recommend a precautionary approach."

- 6.3 In 2011, the International Agency for Research on Cancer (IARC), a division of the World Health Organization (WHO), classified mobile phone use as a possible cause of some forms of brain cancer¹ though it confirms that only limited evidence is available.

- 6.4 Coverage in the media focused on potential effects of the use of mobile phones by children, and concluded that, if negative long-term health effects do result, they are likely to affect young children first and most seriously². The available advice states that mobile phones should not be used by children under eight. Notwithstanding that, SLLC mobile phones should **never** be used by children.

- 6.5 In order to minimise any potential effect on health, repeated and / or prolonged use of mobile phones should be avoided – their use should be minimised. In addition, they **must not** be used while driving or operating machinery of any kind.

- 6.6 These guidelines are in line with advice from ROSPA, which states:

"...No driver should use a mobile telephone or any similar piece of telecommunications equipment while driving. Such use is likely to distract the driver from the main task of managing the vehicle in a safe and competent manner and be prejudicial to road safety. Calls should not be made or received while on the move."

- 6.7 ROSPA has also re-stated its view that drivers should be prohibited from using hands-free phones altogether, stating:

¹ <http://www.nhs.uk/news/2011/05May/Pages/iarc-mobile-phones-brain-tumour-cancer.aspx>

² <http://news.bbc.co.uk/1/hi/health/4163003.stm>



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“...it is the telephone conversation that is the problem. People are drawn into the conversation and ignore what is happening on the road around them. They vary their speed, drive closer to other vehicles, wander about the road and their reactions are slower”.

- 6.8 Further guidance from RoSPA on the issues arising from the use mobile phones while driving can be found on the web site, below:

<http://www.rospa.com/roadsafety/info/workmobiles.pdf>

- 6.9 Should you be unfortunate enough to have an accident while using a mobile phone when driving your own car on SLLC business, you should note that your private motor insurance will be expected to meet the costs of damage repairs and any personal injury claim that may arise. You may also incur penalty points, a fine or possibly even a prison term.

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7 Spam, Scams & Inappropriate Calls

- 7.1 The massive expansion of the use of mobile services, like the use of the Internet, has had a huge effect on how we interact with the world and, like the Internet, mobile use can have both positive and negative aspects.
- 7.2 The growth of unsolicited advertising messages, known as spam, affects business phones as much as it does personal ones. They often include a short message encouraging you to contact a service, usually on a premium / high rate number or a short code mobile number. Unfortunately, spam messages cannot be blocked by the network because it's impossible to differentiate them from legitimate messages.
- 7.3 A commonly occurring example of a spam message looks like this:
- Free Message: Our records indicate you may be entitled to £3750 for the accident you had.
To apply free reply CLAIM to this message
To opt out text STOP
From <mobile / short code number>
- 7.4 PhonePayPlus is the organisation with responsibility for regulating chargeable telephone services in the UK. Companies wishing to issue unsolicited messages are required to comply with its code of Practice, including the publication of contact / enquiry details via the PhonePayPlus web site, <http://www.phonepayplus.org.uk/>. Service providers will remove end user mobile numbers from their' databases on request.
- 7.5 If you receive unsolicited, offensive or otherwise inappropriate messages of this kind on your phone, you should not respond to them. Instead, you should ignore them, but do not delete them. Unsolicited messages of this kind are not chargeable, though responses would be, as would texts received following a response to an unsolicited message.
- 7.6 Vodafone offers a spam monitoring and reporting service called VSPAM that aims to identify and block the sources of unsolicited spam. If you receive a text message that you suspect is spam, forward the message to the VSPAM service on 87726.
- 7.7 If in doubt, you should contact the IT Service Centre (01698 45 5656), providing details of the received message(s), including the source telephone number - which may be a short code (5 digits) - the date and the time the message was received and the content of the message.
- 7.8 Other examples of unscrupulous practice include the "missed call" scam - your mobile rings once then disconnects, leaving you with a missed call. Upon calling back, the caller is redirected to a chargeable number, ostensibly to receive a prize. These calls can cost up to £1.50 per minute. If you do not recognise the incoming number, and the caller does not leave a voicemail message that is relevant to you, you should not return such calls.
- 7.9 Finally, there's reverse texting, where the caller is encouraged to subscribe to a commercial service that delivers chargeable information. Initially a text is received, describing games, ring tones, wallpapers, etc. that can be downloaded to your mobile phone. After responding to one of these texts, a recurring subscription is created and the phone account is charged for subsequent texts and any downloads retrieved.



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- 7.10 Unless there is a business requirement to subscribe to commercial text services, you should not do so and you should consult with your line manager before using subscription services. Subscription (or “opt-in”) services can be very expensive – up to £2.50 + VAT per message - and will continue until you cease the subscription. To cancel a subscribed service, text “**STOP**” to the source number – the service is then obliged by the terms of its OFCOM license to cease sending chargeable messages to your number. You will be responsible for the costs arising from the unauthorised use of subscription services.
- 7.11 All of SLLC’s mobile phones are registered with the Telephone Preference Service, which means that you should not receive unsolicited marketing and sales phone calls. Any such calls you do receive may be in contravention of the code of conduct imposed upon service operators by the telephone services regulator, OFCOM. In the event that you receive such a call, you should contact the IT Service Centre with details of the time, date and phone number, and any relevant contact or company details provided by the caller. The IT Networks section will report the matter to Vodafone and/or the regulatory authorities.
- 7.12 If you receive a marketing call purporting to be from Vodafone or its agents, offering a phone or package upgrade or phone insurance, you should not act on it and report repeated instances to the IT Service Centre. Vodafone does not contact corporate customers individually. Such calls are therefore likely to be a scam, or at least irrelevant and wasting of time.
- 7.13 Should you receive a call on your mobile phone that is offensive, malicious or otherwise unacceptable, you should follow the procedure described below:
- ◆ If possible, simply ignore the call. You are in control of the calls you receive.
 - ◆ If you do receive an unacceptable call, end it as soon as possible and immediately contact the Vodafone malicious call reporting service by dialling **191*** from your mobile handset – an agent will note the last call made to your phone as having been unacceptable. Don’t delay dialling 191* till another call is received.
 - ◆ Record all supporting evidence of the call – date, time, calling number, contact name, company details etc. This helps make any subsequent investigation much easier.
 - ◆ Contact the IT Service Centre to report the issue
 - ◆ If the nature of the call indicates that an illegal act was committed, contact the Police.
- 7.14 **Summary:**
- ◆ If you receive a text message from a service you don’t recognise, don’t reply.
 - ◆ If you receive an unsolicited text message offering you a prize, forward it to VSPAM (87726) and delete it without response.
 - ◆ Don’t respond to a missed call from a number you don’t know.
 - ◆ Don’t subscribe to commercial services that involve the delivery of incoming text messages, unless there is an approved business requirement for doing so.
 - ◆ If you find that your phone has become subscribed to a chargeable service, texting the word “STOP” to the originating number should cause the subscription to be ceased.



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- ◆ If you continue to receive communication from the service, report it to the IT Service Centre, providing details of the date and time of the received messages and the STOP message.
 - ◆ If you repeatedly receive calls on your mobile that are offensive, threatening or illegal, report them to the IT Service Centre and record the exact date and time of the call.
- 7.15 Remember, mobile phones are provided to support business use, so shouldn't be used for non-business purposes, other than a controlled number of personal calls. You are liable for the costs of personal usage of a phone provided to you for business purposes.

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8 Voicemail

- 8.1 Recent press coverage of illegal and unauthorised access to private voicemail services has highlighted the need for security. Guidance on how to set up PIN code passwords for voicemail is included in the instructions provided with your phone. Vodafone has developed additional guidance on voicemail security³ - excerpts are produced below.

• **What is a Voicemail security code (PIN) and why is it so important?**

The security code is a 4-digit security number, which you as the user can set, and which keeps your Voicemail messages private. Security Codes can be any combination of 4 digits; however they should not consist of repeated or sequential numbers such as 1111, 1234 or 4321.

To set your security code, **call 121**, then press **1** for the main menu, **4** for mailbox setting and **2** for security settings.

To help ensure your messages remain secure, it is recommended that you change your PIN Security Code on a regular basis.

• **Can my phone be tapped and someone listen to messages in my Voicemail mailbox?**

No. As long as you have not shared your security code (PIN) with anyone, only you will be able to access the messages on your Voicemail.

• **Does Voicemail have a default security code such as 1111?**

No, there is no default security code. It's strongly advised that you set your own security code and keep it safe.

• **How are my Voicemail messages protected?**

Your Voicemail mailbox is protected by a security code (PIN number) and a security level, both of which you choose.

Two levels of security are available:

• **Complete security** - you will be asked to enter your PIN number at all times, whether you are accessing your Voicemail from your mobile phone or from another phone.

• **Standard security** - you will be asked to enter your PIN number only if you are accessing your Voicemail from another phone or if you are calling from abroad.

³ See

http://help.vodafone.co.uk/system/selfservice.controller?CMD=BROWSE_TOPIC&PARTITION_ID=1&CONFIGURATION=1000&SIDE_LINK_SUB_TOPIC_ID=1227&SIDE_LINK_TOPIC_ID=1075&TOPIC_ID=1227&TOPIC_TYPE=0&STARTING_ID=0&TOPIC_NAME=Voicemail%20security&PARENT_TOPIC_ID=1075&P



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- ***What do I do if I enter my security code incorrectly and my Voicemail becomes blocked?***

If you enter the wrong PIN code three times in a row, your voicemail account will be locked as a security measure - you will receive a message telling you to contact Customer Services to get a new PIN.

Vodafone Customer Services will send you a text message with a randomly-generated 4-digit PIN code. If you are using another phone, then you will need the new PIN code from your mobile before you can access your Voicemail.

Call **121** and select options **4, 2, 2** to change your PIN code to one you prefer

- ***Will I be able to tell if someone has tried to access my Voicemail messages?***

If someone tries several times to access your messages using an incorrect PIN code, your voicemail account will be locked as a security measure. You will receive a message asking you to contact Customer Services to get a new PIN. Customer Services will send you a text message with a randomly-generated 4-digit PIN code.

You can call **121**, select options **4, 2, 2** to change your PIN code to one you prefer.



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Appendix 1 – Tariffs

- As of May 2012, charges for SLLC-provided mobile communications devices are as follows:

Item	Cost
GSM Voice – line rental (per month)	£2.00
Local / national rate calls (per minute). Includes 03 numbers	2.7p
Calls to Vodafone (per minute)	3.0p
Calls to other mobile networks (per minute)	9.4p ⁴
Calls to 0800 numbers (per minute)	<u>Not currently FoC</u> – charges vary per number called
Calls to 0870 numbers (per minute)	6p
Calls to 0871 numbers (per minute)	10p
Emergency calls (Note – 112 should be used to call the emergency Services from a mobile (rather than 999) as the latter can be rejected if the operator suspects it is an accidental call)	FoC
Call to Directory Enquiries	Variable, up to £1.50 per minute.
SMS (per text)	3.5p
Blackberry with voice service – line rental (per month)	£15pcm (inc. 500MB data transfer allowance)
Mobile data – low user (per month)	£6.75 (inc. 10MB data transfer allowance) ⁵

⁴ Except Three – 14.4p

⁵ Data transfer beyond allowance in any month is charged at £0.60 per Megabyte!



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Mobile data – medium user (per month)	£7.50 (inc. 500MB data transfer allowance; must be specified with GSM Voice at £2.00pcm) ⁶
Mobile data – high user (per month)	£18 (inc. 5GB data transfer allowance)
Entry level mobile handset	£50

Pricing information for other handsets, accessories and services is available on the Intranet, or by contacting the IT Service Centre.

⁶ Data transfer beyond allowance in any month is charged at £0.60 per Megabyte!