

SUBJECT: Cell Phone Service Changes Effective July 1, 2010

**UW Information Technology will discontinue centralized cellular phone billing and equipment ordering services to all UW departments effective July 1, 2010.** Over the past year, UW-IT has completed a comprehensive cost study of all of its operations. With oversight and input from a team that included representatives from across campus, it was determined that managing the cell phones centrally was inefficient and did not add value to campus. Rather than imposing a surcharge to cover these costs, we are opting to decentralize this service and have you manage the billing and equipment ordering directly.

This change will not impact our service of providing smartphone setup (one-time fee) and basic smartphone support (monthly fee) which will continue as one of our Self-Sustaining Services.

Although we are still confirming details, we wanted to let you know the plan now, and will send you a follow-up email with specifics as soon as they have all been finalized. We will work with you to transition your department's cellular phone ordering and billing so they can be managed directly with the vendors. We can also provide some messaging for you to use with your own specific information to your faculty and staff about this change.

### **Quick Overview of the New Process**

- Each vendor will deliver monthly electronic bills that can be managed through their Web portals. Bill delivery and various account groupings can be tailored for each individual department to facilitate review and payment.
- Bills will be paid via ProCard. (If you don't have one, you may obtain one by contacting ProCurement Card Services at 543-5252 or [procard@uw.edu](mailto:procard@uw.edu).)
- A new “mobile phone specific” object code will be established to help you manage these charges.
- You will use the cellular phone company's Web site to order new service, phones and accessories.
- You will still get the benefit of the UW negotiated discounts under our central contracts. We have preferred vendor contracts with *AT&T Wireless and T-Mobile*, offering considerable savings to your department and the University. The Purchasing Department website will contain the details of these plans and how you can save money by transitioning users with other carriers to these discounted plans.

## **Benefits of this New Approach**

- You manage your cell phone ordering and bill oversight directly online via the carrier's Web site.
- You have more direct visibility into the usage of cell phone services in your Department. A variety of reports is available directly from the vendor's Web sites.
- You will no longer receive paper bills, thus supporting the UW's commitment to reducing paper consumption.
- Dedicated account representatives for the University have partnered with us in the transition planning and are ready to assist you any way they can, now and in the future.

We remain focused on providing dependable, value-added services to the UW community, and we are committed to working with you on a successful transition for your cellular phone needs.

Sincerely,

Donna

Donna Lipsky

Director of Accounting Operations, Business & Finance

[donnam21@uw.edu](mailto:donnam21@uw.edu) | 206.616.0208

