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Subject Area: Telephone Services

**3. Cellular Services**Effective Date: **June 2008**Point of Contact: [Telephone Services\\*](#)**Applicability**

This information applies to staff acquiring and using cell services for business purposes (e.g., cell phones, mobile data devices [BlackBerry], pagers).

**Required Procedure**

Battelle recognizes that under certain circumstances use of cell phones is the preferred option to wired telephones. Staff and management are expected to control the cost to the Laboratory for cell phone and to use these resources in the best interest of Battelle and DOE.

Procedures for cell services are discussed in the following sections:

[3.1 Justification for Business Use of Cell Services \(Voice and Data\)](#)

[3.2 Stipend for Business Use of Personal Cell Services \(Voice and Data\)](#)

[3.3 Reimbursement for Occasional Use of Personal Cell Services \(Voice and Data\)](#)

[3.4 Business-Paid Cell Services \(Voice and Data\)](#)

[3.5 Pagers](#)

**3.1 Justification for Business Use of Cell Services (Voice and Data)**

The staff member and manager perform the following steps.

<b>Step 1</b>	<p>Determine if a cell service is business justified. Acceptable business justifications are limited to the following:</p> <ul style="list-style-type: none"> <li>special work assignments related to emergency preparedness, worker safety, public health, environmental protection, and security where staff must be continuously available and use of wired telephone services is impractical</li> <li>on-call staff or supervisors who must be able to be contacted outside of their scheduled working hours or when they are temporarily away from their normal work location</li> <li>project and/or job assignment requirements such as field work or work at multiple site locations where wired telephone service is not reasonably available</li> <li>temporary off-site work assignments where wired telephone services are not reasonably available or are more costly than a comparable cell service.</li> </ul> <p><b>Note:</b> Managers may approve the rental of cell devices for staff traveling to countries with non-standard cell systems (e.g., Japan) or when standard international cell devices are not available from the Laboratory's cell device loan pool. Cell devices will be rented with the staff member's travel credit card and submitted on the travel expense report. Purchase of disposable cell devices is prohibited. Contact <a href="#">Telephone Services*</a> regarding other specific international service needs or questions.</p>					
<b>Step 2</b>	<p>If there is an acceptable business justification, determine the appropriate method of supplying the needed cell service.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #e6f2ff;">If the cell device will be used</th> <th style="background-color: #e6f2ff;">The appropriate method is</th> </tr> </thead> <tbody> <tr> <td>on a limited or temporary basis</td> <td> <ul style="list-style-type: none"> <li>cell device loan pool</li> </ul> </td> </tr> </tbody> </table>		If the cell device will be used	The appropriate method is	on a limited or temporary basis	<ul style="list-style-type: none"> <li>cell device loan pool</li> </ul>
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on a limited or temporary basis	<ul style="list-style-type: none"> <li>cell device loan pool</li> </ul>					

on a routine basis for business calls (i.e., average monthly usage of 60 minutes or more)	<ul style="list-style-type: none"> <li>• <a href="#">stipend for business use of personal cell services (voice and data)</a> (cell service stipend)</li> <li>• <a href="#">business-paid cell services (voice and data)</a></li> </ul>
in exclusion, limited, or protected areas	<ul style="list-style-type: none"> <li>• one-way <a href="#">pager</a></li> </ul>
to access PNNL email services	<ul style="list-style-type: none"> <li>• <a href="#">stipend for business use of personal cell services (voice and data)</a> (mobile data stipend)</li> <li>• <a href="#">business-paid cell service</a></li> </ul>
to access PNNL email using a single cell device for both voice and data service	<ul style="list-style-type: none"> <li>• <a href="#">stipend for business use of personal cell services (voice and data)</a> (mobile data stipend and cell service stipend)</li> <li>• <a href="#">business-paid cell service</a></li> </ul>

### 3.2 Stipend for Business Use of Personal Cell Services (Voice and Data)

A stipend for a personal cell device is appropriate when the staff member and the staff member's line manager determined in [3.1 Justification for Business Use of Cell Services \(Voice and Data\)](#) that there is a continuing and routine need for business use of a cell device and the business use can be accommodated under the staff member's personal plan and device.

The staff member performs the following steps to process a request for a cell service stipend.

<b>Step 1</b>	<p>Determine what service (voice and/or data) is needed and complete the <a href="#">Request for Cell Service Stipend</a> application. The request requires the staff member to</p> <ul style="list-style-type: none"> <li>• document the business need for the services</li> <li>• determine the length of time the stipend is required (not to exceed one year)</li> <li>• select from one of the three options of cell (voice) service stipend support or select "none" if for a data only device (see the <a href="#">Guidelines for Determining Cell Service Stipend Amount</a> exhibit)</li> <li>• select the cell data support option or select "none."</li> </ul> <p><b>Note:</b> Stipend and allowance amounts are determined by Telephone Services based on available average market rates for services, commensurate with those of business-paid plans.</p>
<b>Step 2</b>	<p>Digitally sign the request.</p> <p><b>Note:</b> The digital request means the staff member agrees to follow the requirements for cell services outlined in this subject area. The request will be automatically forwarded to the staff member's immediate manager and one-over-one manager for approval.</p> <p><b>Note:</b> Most stipend services are charged to an indirect/overhead charge code (e.g., TMC or OJS). If a direct charge code is used, the form will also be automatically routed to the appropriate Business Office for approval. See the <a href="#">Charging Requirements - Types of Costs</a> exhibit in the Time Reporting and Charging Requirements subject area for information on direct charge use for cell service.</p>
<b>Step 3</b>	<p>Once all approvals are obtained, Payroll will process the stipend payments on a monthly basis. The payment is considered taxable income to the staff member.</p>
<b>Step 4</b>	<p>The staff member does not use the cell device for the discussion of the following:</p> <ul style="list-style-type: none"> <li>• U.S. government classified defense information</li> <li>• unclassified controlled nuclear information</li> <li>• official use only information</li> <li>• Battelle or PNWD business sensitive information</li> <li>• any information that may harm Battelle, PNWD, or customers of Battelle and PNWD.</li> </ul> <p><b>Note:</b> Cell devices are listed as Controlled Articles in Exclusion, Limited, and Protected Areas. See the <a href="#">Prohibited/Controlled Articles*</a> exhibit in the Access and Protection Requirements at Battelle Facilities subject area for more information.</p>

<b>Step 5</b>	If loss or theft occurs, report the loss or theft of a cell device to the PNNL Single Point of Contact (375-2400) as soon as possible.
<b>Step 6</b>	Upon expiration of the stipend term (not to exceed one year) the staff member either <ul style="list-style-type: none"> <li>revalidates and submits a new request, or</li> <li>informs their immediate manager that the stipend is no longer required. Contact <a href="#">Payroll Accounting*</a> for assistance.</li> </ul>

### 3.3 Reimbursement for Occasional Use of Personal Cell Services (Voice and Data)

Staff members who are not receiving a cell service stipend and do not have a business-paid cell service may receive reimbursement for incremental costs (i.e., long distance and roaming charges associated with business use of their personal cell service).

**Note:** This reimbursement method is also available to staff members receiving a stipend in order to cover extraordinary costs for services (e.g. international long distance and roaming fees, usage clearly outside of the scope of the stipend).

The staff member requesting reimbursement completes the following steps.

<b>Step 1</b>	Prepare a travel or non-travel expense report, selecting "telephone" as the expense type. See the <a href="#">Travel for Business Purposes (Domestic)</a> subject area for more information.
<b>Step 2</b>	Attach a copy of the cell service bill to the expense report explaining the incremental cost being claimed. <p><b>Note:</b> If a stipend is already being received, justification for the nature of the extraordinary costs (e.g. international calls, other costs clearly outside of the scope of a base plan) must be included. Insufficient justification and/or basis for reimbursement will result in denial of reimbursement.</p>
<b>Step 3</b>	If a stipend is already being received, review the current stipend level with the immediate manager to determine if the current stipend level is still appropriate for the business need. <p>If a stipend is not already being received, review <a href="#">Section 3.1 Justification for Business Use of Cell Services (Voice and Data)</a> to determine if there will be a continuing business need where a stipend should be requested.</p>

### 3.4 Business-Paid Cell Services (Voice and Data)

Business-paid cell service is appropriate when

- the staff member's line manager has determined that there is a continuing and routine need for business use of a cell service (see Section [3.1 Justification for Business Use of Cell Services \(Voice and Data\)](#))
- the cell service will be used for business purposes only. (Personal use of a business-paid cell service is only allowed in very [limited](#) circumstances or emergency situations.

<b>Step 1</b>	To order a new cell service, activate an existing device, or change the service plan for an existing plan, the staff member: <ul style="list-style-type: none"> <li>completes the <a href="#">Cell Phone/BlackBerry Request</a> application provided on the Infosource website. The form requires documenting the business need for the cell service and acknowledgement of use responsibilities and accountabilities.</li> <li>selects from one of the listed standard cell devices and plans. Be careful to select the device that correlates with the provider having the best coverage for the area where the service is to be used. Choose the lowest cost service plan and equipment that most closely matches the staff member's business requirements.</li> <li>digitally signs the request, indicating agreement to follow the cell service requirements in this subject area. The request will be automatically forwarded to the appropriate organizational line manager and one-over-one manager for approval. <b>Note:</b> Upon receipt of management approval, the request will be processed with the selected cell vendor.</li> </ul> <p><b>Note:</b> Selecting a non-standard rate plan or use of another service provider requires justification and approval according to the process provided in the <a href="#">Variances to Subject Areas</a> subject area.</p>
<b>Step 2</b>	The staff member uses business-paid cell services only for government or Battelle business, with the exception of limited incidental personal use <b>only</b> under one or more of the following conditions:

	<ul style="list-style-type: none"> <li>• any personal or public emergency situation where safety or health is an issue</li> <li>• to notify family, make child care arrangements, or reschedule appointments due to changed work circumstances</li> <li>• to confirm/change travel arrangements while on business travel</li> <li>• to make alternative transportation arrangements when away from the Laboratory.</li> </ul> <p>Personal use of business-paid cell services that do not meet the above criteria requires full reimbursement to Battelle by the staff member for all additional charges including roaming, forwarding, text messaging, long distance, air time, applicable taxes, and a \$10 administrative fee to process the payment. Reimbursing Battelle for unauthorized calls does not exempt a staff member from administrative, civil, or criminal action as a result of the unauthorized use of government equipment and services (see the <a href="#">Disciplinary Actions and Administrative Reviews</a> subject area). The downloading of ring tones, wall paper, games, etc. is prohibited.</p>
<b>Step 3</b>	<p>The staff member does not use business-paid cell service for the discussion of</p> <ul style="list-style-type: none"> <li>• U.S. government classified defense information</li> <li>• unclassified controlled nuclear information</li> <li>• official use only information</li> <li>• Battelle or PNWD business sensitive information</li> <li>• any information that may harm Battelle, PNWD, or customers of Battelle and PNWD.</li> </ul> <p><b>Note:</b> Cell devices are listed as Controlled Articles in Exclusion, Limited, and Protected Areas. See the <a href="#">Prohibited/Controlled Articles*</a> exhibit in the Access and Protection Requirements at Battelle Facilities subject area for more information.</p>
<b>Step 4</b>	<p>The staff member takes all necessary precautions to protect the cell device from loss or theft.</p> <p>If loss or theft occurs, as soon as possible</p> <ul style="list-style-type: none"> <li>• report the loss or theft of a cell device to the PNNL Single Point of Contact (375-2400)</li> <li>• file a <a href="#">Loss/Damage/Destruction Report</a> following the instructions provided in the Property Management subject area.</li> </ul>
<b>Step 5</b>	<p>The staff member reviews and digitally signs each monthly invoice to verify that all usage is correct and that no personal use outside the guidance above have been incurred.</p>
<b>Step 6</b>	<p>Organizational line management reviews staff members' cell service expenditures at least quarterly to confirm that the service plan fits business requirements. Cell service plans should be adjusted as needed to meet acceptable business requirements (see <a href="#">Step 1</a>).</p> <p><b>Note:</b> Statistical samplings of monthly invoices are conducted by Telephone Services to evaluate business-paid cell services. Organizational line management is notified and asked to reevaluate plan selection if account costs regularly exceed or fall significantly below plan fees. Account changes are processed in accordance with Step 1.</p>
<b>Step 7</b>	<p>The staff member revalidates the requirement for the business-paid cell service on an annual basis and, if needed, submits a request for management approval.</p>
<b>Step 8</b>	<p>If the business-paid cell service is no longer required, the staff member</p> <ul style="list-style-type: none"> <li>• transfers it to another staff member using the Cell Phone/BlackBerry Request form, select the "transfer to another staff member" option, identify the new responsible staff member, record the justification, and obtain management approval (see <a href="#">Step 1</a>) <b>or</b></li> <li>• cancels the business-paid cell service; using the Cell Phone/BlackBerry Request form, select the "Terminate Service" option and then process the device as excess property (see Section <a href="#">12. Excessing Property</a> of the Property Management subject area for the proper procedures).</li> </ul>

### 3.5 Pagers

A pager is appropriate when a staff member's line manager has determined that there is a continuing need that is best met by a pager (one-way communication) (see Section [3.1 Justification for Business Use of Cell Services \[Voice and Data\]](#)).

The staff member requesting and using a pager service performs the following steps.

<b>Step 1</b>	To order a new pager service: <ul style="list-style-type: none"> <li>complete the <a href="#">Pager Request</a> (PDF) form. The form requires documenting the business need for the service.</li> <li>select one of the listed pager data service plans. Choose the lowest cost service plan and equipment that most closely matches the staff member's business requirements.</li> </ul>
<b>Step 2</b>	Sign the request, indicating agreement to follow the requirements in this subject area, print it out, and forward it to Cell Services, K7-80, for processing.
<b>Step 3</b>	Use the pager service to conduct government or Battelle business only.
<b>Step 4</b>	Take all necessary precautions to protect the pager from loss or theft. If loss or theft occurs, report the loss or theft of the pager to the PNNL Single Point of Contact (375-2400). Contact Cell Services (375-6789, option 4) to request suspension of service, as soon as possible.
<b>Step 5</b>	Renew the pager service on an annual basis by sending an email to ^PNNL Cellular Services.  <b>Note:</b> Failure to renew the service justification will result in termination of the service.
<b>Step 6</b>	If the pager is no longer required, <ul style="list-style-type: none"> <li>transfer it to another staff member; using the pager request form, record the justification and identify the responsible staff, <b>or</b></li> <li>contact <a href="#">Telephone Services</a>* to return the device.</li> </ul>

### References

[Access and Protection Requirements at Battelle Facilities](#) subject area\*

[Cell Phone/BlackBerry Request](#) online form

[Disciplinary Actions and Administrative Reviews](#) subject area

[Property Management](#) subject area

[Request for Cell Service Stipend](#) application

[Time Reporting and Charging Requirements](#) subject area

[Travel for Business Purposes \(Domestic\)](#) subject area

[Variances to Subject Areas](#) subject area

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\* = Limited Access: PNNL staff and approved guests only

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