College owned cell phone information

**IMPORTANT CONTACT INFORMATION**

- Verizon's Corporate assistance phone number is 1-800-922-0204
- ITS Point of Contact: Tom Prince (princet@canisius.edu) at x 8346
- ITS Help Desk (helpdesk@canisius.edu) at x8340
- College Cell Phone Account Manager: Scott Clark (clarks@canisius.edu) at x8357

**NEW DEVICE ACTIVATIONS, REMOVALS AND UPGRADES**

Contact Tom Prince in ITS for new device activations, plan changes or upgrade. Approval from campus budget owners is required before we can proceed with any orders. Devices and models available are always changing so please call for current offerings. There are always several $0 cost devices available. As a general rule, any device costs are the responsibility of the individual, not the department. The college does NOT lease phones as part of their plans. Smartphone plans typically cost approximately $50/month per phone while on the colleges plan.

A device phone number can be removed from our plan if an employee is leaving the college and wishes to retain their number. ITS can assist with the proper procedures and paperwork to retain a phone number.

**PROCEDURES FOR INTERNATIONAL TRAVEL**

By default, international services on all campus owned devices will be disabled. It can be activated based on travel needs by ITS as needed. Please contact ITS to submit a request and someone will assist you to determine the best plan for your device on your planned trip. This applies to all cell phones, iPads and Mifi devices under the colleges wireless plan. Please contact ITS a week prior to your travel dates.

Current International plan offerings and charges:

Global plans for SmartPhones

- $40/Month: 100 min ($0.25 per min over), 100 messages with unlimited incoming ($0.25 per message over), 100 MB ($25 per 100MB over)
- $85/Month: 250 min ($0.25 per min over), 250 messages with unlimited incoming ($0.25 per message over), 250 MB ($25 per 100MB over)

Canada and Mexico Only:

- $25/month: 500 min ($0.25 per min over), 500 messages with unlimited incoming ($0.25 per message over), 1GB data ($25 per 100MB over)

Mifi devices & iPads only

- $25/Month: 100 MB ($25 per 100MB over)
- $50/Month: 250 MB ($25 per 100MB over)

**ASSOCIATED POLICIES**

- 7.1.11 Cell Phone and Mobile Device Policy
- 2.4.1 Acceptable Use of College Computer and Network Systems Policy
- 2.4.11 Mobile Device Use and Support Policy