



**Policy Governance**

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Policy Custodian		
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**List of Acronyms**

CAPEX	:	Capital Expenditure
DIRECTOR	:	
CORPORA	:	
TE	:	
SERVICE	:	Chief Financial Officer
DPSA	:	Department of Public Service and Administration
IT	:	Information Technology
PFMA	:	Public Finance Management Act
SAPS	:	South African Police Service
SCM	:	Supply Chain Management
SMS	:	Short Message Service
Vodacom	:	Vodacom (Pty) Ltd

1. DEFINITIONS

- a) **Accountable Manager** – a person with overall executive responsibility for the operations of an institution, a division or unit within an institution.
- b) **Accounting Authority** - means a body or person mentioned in section 49 of the PFMA.
- c) **Accounting Officer** – a person mentioned in section 36 of the PFMA.
- d) **Bearer or Usage Limit** – the allocated monthly limit of either the Voice minutes, the SMS's or the Data within the Enterprise Bundle.
- e) **Device Refresh** – an issue of a new device either at twelve (12) months or twenty four (24) months
- f) **Enterprise Bundle** - a Price Plan option with a shared pool of minutes/SMS/MB which all users can consume where high usage by one user is offset by low usage of another.
- g) **Employee** - all permanent, temporary and contracted users and other Government users where an employer-user relationship exists as defined in the Labour Relations Act and other applicable legislation, as amended.
- h) **Hard Lock** - when a monthly limit of mobile communication service (bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified and usage of the service will be terminated for that month.
- i) **Hardware fund** – a Vodacom device investment to allow maximum flexibility in choosing the appropriate devices consolidated into a hardware fund to be used for the procurement of devices at the discretion of an The Municipality. Where it may be insufficient to cover the cost of the selected devices, a bespoke finance and amortization pay in option can be calculated over 12 or 24 months to suit an The Municipality or a pay in option from the capex budget.
- j) **Loyalty Program** – a reward program offered to the Organs of State which has two (2) membership plans called Onyx and Platinum.
- k) **Mobile Contract Administrator(s)** – any person or people who are responsible for managing the mobile communication services within an The Municipality.
- l) **Mobile device** – any portable computing device having a display screen with a miniature keyboard or a touch screen which enables a virtual keyboard along with other icons and buttons to be pressed.
- m) **Monetary value** – the cost incurred by an The Municipality for any mobile usage made by any user from any mobile device.
- n) **Onyx membership** - entitles a user to any one device refresh at any value every year that the user is in the programme free of charge and any other services as on section 8.7.
- o) **Operating System** – system software that manages computer (inclusive of cellular phones) hardware and software resources and provides common services for computer programs like Microsoft Windows, Apple and Android.
- p) **The Municipality** – means any department of state or administration in the national, provincial or local sphere of government and any other functional or institution exercising power or performing a duty in terms of the Constitution.
- q) **Platinum membership** - - - entitles a user to any one device refresh at a maximum value of R15,000.00 every year that the user is in the programme free of charge and any other services as on section 8.7.
- r) **Private usage** – mobile usage over and above the allocated for private usage that have no bearing on the business of the Municipality.
- s) **Service provider** – Vodacom (Pty) Ltd as a provider of only the services contracted for under RT15.
- t) **Soft Lock** - when a monthly limit of mobile communication service (bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified, but service consumption will still be allowed.

- (n) **Spend Manager** – is a medium reporting online tool to manage, control and have visibility of usage across the Municipality, Department, Cost Centre or User level that gives complete visibility of spend.
- (v) **User** – an employee as defined who has access to the mobile communication services.
- (w) **Usage amount** - is the allocated amount of minutes/SMS/MB allocated by an The Municipality to a user which is managed using Spend Manager

## 2. BACKGROUND

The high cost incurred by Government in the use of mobile communication services and associated mobile devices has necessitated the most cost effective Transversal Contract by the Department of National Treasury (National Treasury) which is to be taken advantage of by all Organs of State.

In National Treasury's Instruction Note No.2 of 2016/2017 Cost Containment Measures, it is directed that Section 38(1)(b) of the PFMA requires Accounting Officers of departments and constitutional institutions to be responsible for the effective, efficient, economical and transparent use of their respective institutions resources. Sections 38(1)(c)(iii) and 51(1)(b)(iii) of the PFMA require Accounting Officers and Accounting Authorities to take effective and appropriate steps to manage the available working capital of their respective institutions efficiently and economically.

Accounting Officers and Accounting Authorities are therefore required to implement control measures to ensure that all expenditure in their respective institutions is necessary, appropriate, cost-effective and is recorded and reported, as prescribed by the relevant legislative framework.

In giving effect to the requirement above, Accounting Officers and Accounting Authorities are responsible for ensuring that all users are mindful of the current economic realities and the need to intensify efforts to improve efficiency in expenditure. In particular, the user must take effective and appropriate steps to prevent, within that user's area of responsibility, any unauthorised, irregular, fruitless and wasteful expenditure.

Accounting Officers and Accounting Authorities are required to implement the cost containment measure set out in paragraphs 4.25 to 4.28 related to telephone, cellular phones and data facilities as stated below:

4.25 Accounting Officers and Accounting Authorities **must implement policies and procedures** to effectively manage and monitor expenses related to telephones, cellular phones and data facilities; including the reimbursement of costs for the private use thereof by users, hence the provision of this framework policy to all Organs of State.

4.26 The **allocation** of cellular phones and data facilities and the reimbursement of communication related expenses must **be managed in accordance with the requirements associated with a user's responsibilities** rather than levels of occupational positions.

4.27 Accounting Officers and Accounting Authorities must, subject to paragraph 4.28 below, participate in the transversal term contract (RT15) arranged by the National Treasury for the acquisition of mobile communication services. Documents related to this transversal term contract can be downloaded via the following web

### 3. PURPOSE OF THE POLICY

This policy is aimed at serving the following purpose:-

- 3.1 Allocation and use of mobile communication services including devices by all qualifying members of Municipality.
- 3.2 Provides the procedures related to the effective, efficient and economical use of the mobile communication services as a tool of trade.
- 3.3 Outline and formalize the procedures to be followed in each of the activities relating to the allocation, usage, custody and possession of the mobile communication service inclusive of devices.
- 3.4 Standardize on the mobile communication devices for the Municipality.
- 3.5 Define principles and rules that are necessary to govern the usage, custody, procurement and possession of mobile communication services inclusive of devices.

### 4. OBJECTIVES

To ensure the following:-

- 4.1 Efficient and effective utilization of the Municipality mobile devices as a tool of trade including procedures that will maximize value to the Municipality.
- 4.2 Responsibilities of the user members towards safeguarding of mobile devices.
- 4.3 Prevent abuse and ensuring accountability of the mobile communication services and devices.
- 4.4 Foster a working environment that respond positively and proactively to the communication needs of its users.
- 4.5 Real-time monitoring and management of mobile communication usage and spend with a view to optimize utilization thereof.

### 5. APPLICATION AND SCOPE

The policy applies to all users of the Municipality who have access to mobile communication services inclusive of mobile devices. The mobile communication services system the Municipality is meant solely for user business purposes. However, to assist users a limited private use of the mobile communication service is permitted. On exceeding the limited private use, the Municipality must recover the cost from the user concerned.

To ensure effective control and management of this resource, it is necessary to introduce additional controls as set out in this policy document. The efficient, effective and economical utilization of the mobile communication services will be monitored live using Spend Manager.

This policy applies to all permanent, temporary and contracted users and other Government users where an employer-user relationship exists as defined in the Labour Relations Act and other applicable legislation, as amended.

All mobile devices, whether owned by the Municipality or owned by users, that have access to corporate networks, data and systems, not including corporate IT managed laptops. This includes any device that could be a standard mobile handset; smartphone handset; mobile broadband device; mobile tablet and others.

## 6. QUALIFYING CRITERIA

A user's actual working conditions will determine whether he/she may be allocated a mobile device and or access to the mobile communication services. The following are guidelines:-

- a) A user who needs to be contacted at all times.
- b) All managers to ensure their availability.

## 7. POLICY STATEMENT

7.1 The total amount to be paid by the Municipality towards the mobile communication services and mobile devices should not exceed the budgeted line item expenditure for the Municipality, taking into consideration the approved adjusted budget.

7.2 This policy regards a mobile device as a tool of trade which will assist user members in performing their duties for which they have been appointed and not as a status symbol or fringe benefit. Mobile communication services and devices are issued to qualifying user members to enable them to make use of the service in execution of the work requirements.

7.3 Mobile communication services participation agreement and devices will be entered into with the service provider authorized by the Accounting Officer of the Municipality.

7.4 The contract will be in the name of the Municipality. No individual capacity contracts will be permitted.

7.5 The usage amount to be allocated per user shall be determined by the type of work required and not the level of appointment.

7.6 The usage amount will change every time as demanded by the work execution and this should be communicated to the mobile contract administrator on approval by the relevant Accountable Manager for adjustment of the limit in the system.

7.7 The mobile communication services are provided for the exclusive official use; however, management recognizes the need to use the services for personal use from time to time. Private calls are permitted with reimbursement being required from the staff member where apparent misuse or abuse of the services is confirmed.

7.8 Where a pool device is issued, the usage limit allocated shall be in line with the allocation guideline policy for a user in the Enterprise Bundle.

## 8. BUSINESS RULES

**8.1** Transfer of Mobile Communication Service line (Cell phone number)  
The mobile communication service line in the Enterprise Bundle and device remains the property of the Municipality. In the event that an employee is set to leave the employ of the Municipality the mobile communication service line (cell phone number) will be transferred to the user who will be leaving the employ of the Municipality. The Director Corporate Services will approve the transfer provided it is at no cost to the Municipality - the employee requesting the transfer will be responsible to pay any fees.

### 8.2 Usage Limit

The Municipality shall, using Spend Manager, allocate MB (data bundles), voice and SMS minutes per user as a monthly limit. Once the limit has been reached for either data, voice or SMS, the line will not allow access for the reached limit until beginning of new month. Any application to uplift the lock must be approved by the Accountable Manager and then submitted to mobile contract administrator for implementation. The three (3) months review of spend pattern will allow the optimum usage allocation per user per month that will inevitably derive the monthly subscription. Based on the nature of the work requirements, users may be soft-locked or hard-locked.

Taking into consideration the work requirements the Accountable Manager may approve the change from hard-lock to soft-lock. At month end a detailed usage report per user will be produced and distributed to the Accountable Manager or as it will be required within the Municipality for oversight.

### 8.3 Personal Usage Reimbursement

Where a recovery from a user has to take place, mobile contract administrator shall send through to the salaries section in Human Resources Management a list of amounts to be recovered from users' salaries in this regard.

Where a recovery from a user has to take place, mobile contract administrator shall send through to the salaries section in Human Resources Management a list of amounts to be recovered from users' salary in this regard. Where a user prefers to pay cash, the user must pay the amount deemed to be in excess at the cashier's office and submit proof of payment to the mobile contract administrator.



The new contract RT15-2021 was introduced and signed by the Municipality with different packages (Top Ups) that has more data and voice for usage since the spread of the Covid-19 pandemic and companies, including government entities have opted to use the 4IR industrial revolution for online trainings and meetings.

**The new packages were allocated as follows:**

1. Anytime Work+ with Business Flex (Option1) Top Up that gives 230 Voice Minutes and 1GB of data for all employees including Managers with Uncapped work related data (i.e. Emails, google search and other work related issues) and unlimited CUG (Closed User Group)

2. My Red 10GB Category 1A (Integrated Plan) Top Up for all Directors – Unlimited voice minutes and 20GB of data with Uncapped work related data (i.e. Emails, google search and other work related issues) and unlimited CUG (Closed User Group)

3. Mobile Broadband (MBB) Data Contracts (20GB) for all employees including Directors, Managers and Councilors

4. Councilors were given an option to choose their preferred voice packages based on their allowances.

## 8.4 International Roaming

All users must obtain written approval from the Accountable Manager, prior to travelling to activate roaming for business outside of the borders of the Republic of South Africa. All users travelling outside the borders of South Africa are required to familiarize themselves using the traveler's guide available from the mobile contract administrator.

## 8.5 Devices

A device is a tool of trade. The Municipality's shall standardize devices on either a manufacturer or on an operating system. The standardization can be across the Municipality or per categories of users based on work responsibilities. On standardization of devices, the service provider will negotiate further the device prices and stock availability will be guaranteed.

Where Municipality decides not to standardize devices, there will be inability to negotiate further the device prices as the quantities will be unknown. There will also be no stock reservations that can be guaranteed for the procurement of the devices as the quantities will be unknown.

In terms of cost containment measure The Municipality are required to standardize on one of the proposed standardize options to unlock the potential savings, improved support emanating from volume purchases

### 8.5.1 Allocation of device per user

A device being a tool of trade means it is capable of multi functions including access to the Internet, read email, make calls and listen to music or the radio. Calls can be made over the mobile network or via over-the-top Internet based services (e.g. video-on-demand, Skype and WhatsApp) and therefore a user will be allocated one (1) device for the execution of the user's work responsibilities. In instances where a user is required to have more than one (1) device based on work requirements, the DIRECTOR CORPORATE SERVICE must approve that exception.

A user will be issued a mobile device as per the need of the type of work he/she is appointed for. Should a user prefer any other make or device other than the allocated, the user member will be responsible for the device cost involved and will under no circumstances be refunded.

### 8.5.2 Device Accessories

The Municipality will not pay for the purchase and or installation of any hands free car kit. It is the responsibility of each user to ensure that he/she operates within the law when travelling and using a mobile device for official and/or private purpose.

### 8.5.3 Device Refresh per user

The Municipality will not reimburse users for use of mobile communication services costs incurred using a private mobile device. Due to the standardization of devices, devices can be used beyond the normal 24 months cycle without being refreshed. Where it is proven that a device cannot be used beyond the normal 24 months, the mobile device refresh should take place every 24 months, except for the users on Loyalty Program.

All mobile devices must be returned to the mobile contract administrator at their end of life or replaced via Loyalty Program. These should be disposed of in accordance with the normal policy on disposal of assets or be sold back to the service provider.

Dipaleseng Local Municipality will establish and maintain a buffer pool of mobile devices for loan or temporary allocation to users. Any user who has a need for a temporary mobile device may apply for this service via the Accountable Manager through the relevant The Municipality's protocols. The number of pool mobile devices must be kept to a minimum.

All devices from the loyalty program members after the device refresh period of twelve (12) Months must not be the member's property but it will be returned back by the user to be a pool device for the Municipality.

**9. DAMAGES, THEFT AND LOSSES OF DEVICES**

- 9.1 Users should ensure safety of the mobile devices at all times. Users issued with a mobile device by the Municipality will be liable for all costs of replacing the device if such a device is lost, stolen or damaged due to negligence.
- 9.2 In the event of a lost or stolen mobile device, it is incumbent on the user to report the incident to the SAPS immediately within twenty-four (24) hours of the incident then inform the mobile contracts administrator to blacklist the mobile device.
- 9.3 A SAPS case number together with the sworn affidavit in which the circumstances under which the Municipality's mobile device has been lost/stolen must accompany a claim to the Corporate Services Department ICT unit.
- 9.4 The ICT unit will then provide written confirmation that all documents were received to the mobile contract administrator/legal services for consideration.
- 9.5 If liability can be determined, the Director Corporate Services must recover the value of the loss or damage from the user responsible, failing which the loss/damage may be written off if it is found that the loss/damage is irrecoverable.
- 9.6 The Municipality shall only provide the user with a loan mobile device when the mobile device has been lost, stolen or damaged on condition there is such available.

Replacement cost to be obtained from the Service provider by the mobile contract administrator.

9.7 Legal services, losses or damage through acts of crimes against users shall be investigated and if the user is judged not to be a fault, no penalty will be imposed. Loan mobile devices will be provided where possible.

9.8 Loss or damage of The Municipality mobile devices for the second (2nd) time will result in the user forfeiting the mobile device facility and will result in investigation which may lead to disciplinary action.

9.9 The device will be remotely wiped of all/corporate data and locked to prevent access by anyone other than IT. If the device is recovered, it can be submitted to IT for re-provisioning. The remote wipe will destroy all data on the device, whether it is related to official business or personal. IT should ensure that the user understands that personal data may be erased in the event of a security breach, must be agreed to before connecting the device to corporate resources where the model in an The Municipality it is bring your own device.

## 10. SECURITY

10. Any mobile device that connects to the Municipality's network will be subjected to IT security policy.

## 11. APPLICATION FOR MOBILE COMMUNICATION SERVICES

All applications for the allocation of mobile communication services request letters must be made through Corporate Services Department. The applicant's director/manager must support the application for users by signing the request letter and attaching a motivation in that regard. All mobile communication services requests must be approved by the Chief Financial Officer and noted by the Accounting Officer of the Municipality. All new mobile devices received by the mobile contracts administrator must be signed over to the user as soon as delivery has taken place. Authority to approve the mobile communication services allocation is vested with the Accountable Manager on recommendation of the Director Corporate Services.

## 13. ROLES AND RESPONSIBILITIES

### 13.1 Financial Management

13.1.1 Ensure monthly reconciliation of invoices received in respect of the municipality mobile communication services.

13.1.2 Ensure settlement of all monthly mobile communication services accounts within 30 days of receipt of invoice from the Service provider.

13.1.3 Manage the Loss Control report.

13.1.4 Ensure the reimbursement of any amount due by or from a user for expenditure incurred by the Municipality as a result of transgression of this policy.

### 13.2 Mobile Contract Administrators

- 13.2.1 Reconcile the register of the Municipality mobile devices on a monthly basis.
- 13.2.2 Control movement and usage of loan and pool devices.
- 13.2.3 Manage Spend Manager and administer allocation of usage.
- 13.2.4 Ensures that all the Municipality's mobile devices are captured on the Municipality's asset management system.
- 13.2.5 For new applications, ensure the application forms are completed in full, recommended by the Accountable Manager and approved by the Director Corporate Service.
- 13.2.6 Ensure daily management of all mobile communication services entered into with the recognized service provider.

### 13.3 Users of mobile communication services

- 13.3.1 Ensure effective, efficient and economical utilization of the Municipality's mobile communication services for the purpose it is intended for, namely, official purpose.
- 13.3.2 Ensure that all necessary precautionary measures are taken to keep the mobile devices safe and in working order.

### 14. NON - COMPLIANCE WITH MOBILE POLICY

Any disciplinary action arising from breach of this policy will be referred to the user's Accountable Manager and referred to the Risk Management Office.

Where a user is suspected of breaching the policy, an internal investigation will be undertaken, depending on the outcome, withdrawal of the mobile device and revoke of access to the mobile communication services or disciplinary action or both could be instituted against the user.

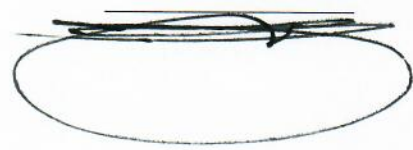
### 15. REVIEW, AMENDMENT AND GOVERNANCE

This policy shall be reviewed by the Accounting Officer on recommendation by the Director Corporate Services.

No amendment(s) may be made to any section of this policy without consultation with all relevant and recognized stakeholders within the Municipality and approval by the Director Corporate Services.

Any user who breaches any clause contained in the policy shall be subjected to the Municipality's disciplinary procedure.

**This policy was signed by \_\_\_\_\_ in his capacity as the Municipal Manager of the Dipaleseng Local Municipality on the \_\_\_\_\_ and the policy takes effect as from 01 July 2023**

  
Signature

30 May 2023  
DATE OF Council Approval