

KSU Cellular Device & Service FAQs

**Here are a list of common cell phone-related questions. Please do not hesitate to call KSU Service Desk at 470-578-6999 or via email at service@kennesaw.edu if you need further assistance or have additional questions.*

1. How do I request a phone & service?

All employees must first have a CIO approval on file in order to have a cellular device and/or service. To request a cellular device and/or service, please visit [here](#) for more information and to access the request form. The request must be signed by the employee, the supervisor, the budget approver, and will route to UITS for final approval. Once the request has been fully approved, the order will be fulfilled, and a UITS technician will coordinate delivery of the equipment with you. As with computers and other IT equipment, the end user will need to sign an inventory form at the time you receive the device.

2. What kind of phone can I get?

All employees and supervisors must review and agree to the CIO policy governing all cellular devices and services. Per this policy, only the lowest cost devices will be approved for employees. This is typically \$0 cost devices available to KSU through contracts with service providers. Current approved models can be found [here](#). All other devices will require a business justification, and CIO review/special exception approval. Please note device availability and pricing is subject to provider availability.

3. What about accessories? Can I request a case or extra charging cable?

UITS does not facilitate the ordering of extra accessories outside of the contents in standard device packaging (varies by device), and these items may not be ordered on your KSU account. You can request accessories to be purchased by your department. UITS Approval is not required for standard cellular accessories such as cases and extra charging cables. Third party or aftermarket peripherals are not recommended. Any other advanced peripherals, or equipment that plugs into a computer (such as a docking station) must go through the UITS Approval request process. Please contact Procurement at purchasing@kennesaw.edu for purchasing questions. A few examples of preferred vendors include, but are not limited to:

www.amazon.com

www.scw.com

www.bhphotovideo.com

www.staplesadvantage.com

www.cdwg.com

4. How does billing work?

Once a device and/or service has been requested for an employee, monthly invoices will be mailed by the service provider in the employee's name to the address indicated on the request form. Please note: Campus Mail routes mail per the employee's name, not the address. It is the department's responsibility for submitting payments in a timely manner. Any billing address changes should be emailed to service@kennesaw.edu. Please contact Accounts Payable at vendor@kennesaw.edu for further assistance with billing reconciliation, replacement invoices or other billing issues.

5. Can we pay our bills online?

Due to security risks, UITS cannot administer online accounts for departmental payments. The preferred payment method for monthly invoices is P-Card, which can be paid over the phone with the service provider. You will need to have your invoice information (account number, payment amount) to provide to the representative. Additional account information, such as balances, payments, etc. will not be shared over the phone for security reasons. Departments without a P-Card, or larger invoices that must go through OwlPay, please note: the turnaround time is longer and may lead to past due invoices if not submitted in a timely manner. Occasionally, the providers will not credit payments made via OwlPay to the correct account, so P-Card is strongly recommended whenever possible. If submitting payment for a past due invoice, please include all consecutive invoices in your OwlPay request. Please contact Accounts Payable at vendor@kennesaw.edu for further assistance with OwlPay payments.

6. Can I get a reimbursement on my personal phone bill?

Per KSU policy, employees are not eligible to receive a stipend or reimbursement towards personal cellular service or equipment. An exception to this would be one-time, documented invoice showing that conducting KSU business resulted in extra charges on the employee's personal account, such as international travel, exceeding minutes, etc. that was pre-approved by the department (supervisor & business manager). Any billing arrangements for reimbursement (to or from the employee) are between the employee & his/her department.

7. My phone is old, can I get a new one?

Most devices are eligible for upgrade/replacement after 10 months. To request a new device, please visit [here](#) for standard options and the request form. Be sure to include the wireless number of the device, and the KSU inventory tag number. Standard options are typically \$0 cost devices available to KSU through contracts with service providers. All other devices will require a business justification, and CIO review/special exception approval. It is recommended to replace phones every two years for optimal device performance and software support. Older devices may lose software and security updates from the manufacturer.

8. We no longer need this cell phone, how do we turn it in?

With rare exceptions, there are usually two parts to this request: disconnecting service with the carrier, and turning in the device, both of which are handled by different teams. Please submit a request to service@kennesaw.edu and clearly include both items in your request. Please include the wireless number, the KSU inventory tag number, and the employee it was assigned to. The service will be disconnected with the carrier, and a UITS technician will coordinate surplus pickup of the device. Please make sure the device is factory reset and removed of any account info or passcodes before UITS pickup.

9. One of our employees left, can we reassign his/her cell phone to another employee?

It is generally recommended to provide a new employee with a new phone, and a free option is almost always available. Previously used devices may have diminished battery life and/or operation, depending on how they have been used and maintained. Any device must be factory reset, disconnected, and a new wireless number & service established before it can be reassigned to another employee. The new employee must go through the CIO approval process before new service can be established. To request a device reassignment, visit [here](#) for more information and to access the request form. You will need to provide the device KSU inventory tag number, the previous employee it was assigned to, the new employee, supervisor, budget approver, and the service plan requested.

10. Will my number stay the same if I get a new phone?

Yes, unless the service has been previously disconnected, or requested otherwise, the employee's number will stay the same between device upgrades.

11. Can I port my personal number in to my KSU plan? Or port my KSU number out to a personal plan?

Yes, KSU policy allows for employees to take control of their number – whether it was their personal number to begin with, or they wish to keep their KSU number and transfer to a personal account. Please include this information on the request form.

12. I don't really want to carry two phones and/or I have my own device. What are my options?

Employees may opt to bring their own device to receive KSU-provided cellular service. Cellular technology now allows for individuals to have more than one service plan on a single device. Smartphones that have "Dual SIM" technology are compatible with this. Examples are Apple iPhone XS and later, or Samsung Galaxy S9 and later. KSU policies still apply in regard to device cost. Employees may also opt to receive KSU-provided service on their personal phone that is Dual SIM compatible. This would result in the employee having both personal and business service numbers ringing to one device. Please be sure to include this detail in your request. Personal devices are subject to carrier compatibility and will need to provide their device ID numbers to UITS in order to receive KSU service SIM/eSIM.

13. My KSU device is not working. What do I do?

Contact the KSU Service Desk (x6999 or service@kennesaw.edu) who will assist with simple troubleshooting, including issues with WiFi, email, or other device settings. You may also contact customer support of your carrier over the phone, or in-store, for further troubleshooting. Devices are generally not covered outside of the initial 30-day warranty, except for manufacturer warranty, which must go through UITS & the carrier.

14. My device was lost or stolen. What should I do?

This needs to be reported to UITS immediately. We will need to report the device as missing or stolen with your service provider so that service can be temporarily suspended. You will also need to file a police report and forward to UITS for inventory records. If the phone cannot be reclaimed, service can be disconnected on that device, and a replacement device request will need to be submitted. Enabling security & location services on your device are strongly recommended to help avoid these circumstances.

15. I am travelling internationally on KSU business. How will this work on my KSU phone?

Please submit a request for temporary international plan at least (5) business days in advance to service@kennesaw.edu. Please include your wireless number, account number, destination(s) and dates of travel. A UITS representative will discuss with you the options depending on the country of travel, features, and pricing packages available. You will need to have your department and/or business manager's approval included before changes can be made.