

## University Shared Cellular Plans: Frequently Asked Questions

### **Will my phone number or service provider change?**

No. Your current cell phone number and service provider will remain the same.

### **Do I have to switch to a new phone or device?**

No. You will continue to use your current phone.

### **What is the main benefit of the new shared cellular plans?**

Adopting shared cellular plans will result in significant annual cost savings to the University for cellular service.

### **Will there be any savings on personal cellular plans for University employees?**

Yes. The Personal Purchase Discounts from each provider for monthly cellular service plans are as follow:

Verizon:	20%
AT&T:	15%
T-Mobile:	15%

Additional discounts and promotional offers are available for both devices and accessories. For more information, or if your invoice does not reflect the discounts listed above, please visit the Personal Purchase Discount Page of the cellular provider of choice:

Verizon:	<a href="http://www.bc.pitt.edu/purchasing/VerizonPersonal.html">www.bc.pitt.edu/purchasing/VerizonPersonal.html</a>
AT&T:	<a href="http://www.bc.pitt.edu/purchasing/ATT_Personal.html">www.bc.pitt.edu/purchasing/ATT_Personal.html</a>
T-Mobile	<a href="http://www.bc.pitt.edu/purchasing/TMobile_Personal.html">www.bc.pitt.edu/purchasing/TMobile_Personal.html</a>

### **When will the change to the shared cellular plans occur?**

The University will begin using shared cellular plans at the beginning of a billing cycle. This will most likely occur in October 2010.

### **Do the shared cellular plans affect both voice and data service?**

No. Shared cellular plans apply only to domestic voice service. Devices used for data and text only (such as aircards, modems, tethering, and PDAs) will not be affected.

### **How do I know which cellular lines in my department will be affected?**

The business managers in each responsibility center will receive a list of the devices that will be affected and the changes that will result from the adoption of the shared cellular plans.

**What are the different types of shared cellular plans?**

The agreement with AT&T Mobility includes a 300 minutes per month plan and an unlimited minutes per month plan. The agreement with Verizon Wireless includes a 200 minutes per month plan, a 900 minutes per month plan, and an unlimited minutes per month plan. T-Mobile is also offering a more cost-effective bundled plan of services.

**What shared cellular plan will my phone or device be placed into?**

For existing cellular lines, the University will determine the most beneficial placement within the new shared plan structure. For new cellular lines, the customer will automatically be placed into the lowest available plan. If a University line is transferred to another service provider in the future, that line will be placed into a shared plan based on past usage.

**What happens if I exceed my monthly allocation of minutes?**

The University will monitor usage on a regular basis and make adjustments as needed. If you exceed your monthly allocation of minutes, unused minutes from the respective pooled plan will be applied to cover the overage. If the total minutes of the pooled plan minutes is exceeded, then the users with the highest monthly average will be moved to another plan that better suits their usage pattern.

**Will there be any changes to iPhone plans?**

No. At this time, iPhone plans will not be affected.

**For additional questions, contact CSSD:** <http://technology.pitt.edu/telephone/cell-mobile.html>

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