

**Document Title:** ICT Knowledgebase – AKU Mobile Phones & Cellular Services

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## **ICT Knowledgebase – Topic19: AKU Mobile Phones & Cellular Services**

This section explains the policies, entitlements, procedures, and frequently asked questions regarding official mobile phones, SIMs, reimbursements, and roaming access provided by AKU to eligible staff based on job roles and responsibilities.

### **Frequently Asked Questions (FAQs)**

#### **Q1: Who is eligible to receive an official AKU mobile phone and SIM?**

**A:** Eligibility is based on role category as defined in the policy. For example:

- **Category 1–2** (VPs, Deans, Chairs, Directors): Full device + SIM + paid bill
  - **Category 3** (Managers, Instructors): Device + SIM (billed to user)
  - **Category 4–5:** May be eligible for device or SIM if job requires, with supervisor approval.
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#### **Q2: Who pays the mobile bill?**

**A:**

- For **Category 1–2** staff, bills are settled by AKU.
  - **Category 3:** Bill is in user's name, but AKU pays directly.
  - **Category 4:** SIM is in user's name, and reimbursement is claimed through the department for official calls/data.
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#### **Q3: How do I request a new or replacement official mobile phone?**

**A:**

1. ICT must first technically evaluate the need for replacement.
2. Replacement is allowed after 24 months or if the phone is lost/damaged (with proper reporting).
3. The user must submit a purchase requisition after choosing from the ICT-approved model list.

4. If a more expensive model is chosen based on their eligibility, the user can pay the difference, but the phone still belongs to AKU.
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**Q4: What should I do if my official phone is lost, stolen, or damaged?**

**A:**

1. Immediately report the incident to Safety & Security and fill an Incident Report Form (IRF).
  2. Replacement will only proceed after a recommendation from Safety & Security based on the AEMS (IRF).
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**Q5: Is there a loaner (temporary) phone option available from ICT?**

**A:** Yes. ICT may provide a loaner phone/SIM for up to 15 days based on the availability. The user is responsible for billing during this period. Any loss or damage due to negligence will be charged to the user.

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**Q6: Can I buy back my official mobile phone when it's due for replacement?**

**A:** Yes. The buyback option is available after 24 months with the following price structure:

- **Up to 12 months:** 100% of original cost
  - **Up to 24 months:**  $\frac{2}{3}$  of original cost
  - **Up to 36 months:**  $\frac{1}{3}$  of original cost
  - **After 36 months:**  $\frac{1}{5}$  of original cost
- This only applies if the phone is being replaced, and the department has budget.
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**Q7: What is the process when I leave AKU or change departments?**

**A:**

- The mobile phone and SIM must be returned to the original department.
  - If the user wants to retain the SIM number, the department must inform ICT to update the billing code.
  - The exit checklist will not clear unless the phone/SIM is returned or settled.
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**Q8: Can I keep the mobile number if I'm leaving AKU?**

**A:** Yes, with department approval and NOC from ICT, the SIM can be transferred to your personal ownership and buy back cost will be paid via final settlement.

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**Q9: Who is entitled to international roaming?**

**A:**

- Category 1–2 staff can receive data/voice roaming during official travel.
  - Usage should be limited to emergency/special circumstances.
  - Category 3–5 are not eligible for international roaming.
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**Q10: How are mobile phones disposed of after replacement?**

**A:**

1. The user/department fills a write-off form, approved by department head and ICT.
  2. Finance processes the asset disposal and removes it from the Asset Register.
  3. Device is collected by the disposal team.
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**Q11: Can I choose any model when getting a new phone?**

**A:** You must select from the approved models based on your entitlement category. If you choose a higher-end model, you must pay the difference — but the phone will still be owned by AKU.

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**Q12: Who manages the mobile phone inventory and records?**

**A:** The Finance Department maintains mobile phone records in the Asset Register. ICT handles technical evaluation and provisioning.