



Academic Services

Exeter IT

Desktop Support

Recommended Smartphones

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1 TABLE OF CONTENTS

1	Table of Contents.....	2
2	Document History	3
2.1	Document location	3
2.2	Revision history	3
2.3	Approvals.....	4
2.4	Review.....	4
3	Overview.....	5
4	Supported Device Policy	5
4.1	Review period	5
4.2	Support.....	5
4.3	BlackBerry replacements	5
4.4	Personal devices	5
4.5	Porting of personal mobile numbers.....	6
4.6	Use as a modem.....	6
5	BlackBerry Service	6
5.1	Registering BlackBerry devices on the University Enterprise Server	6
5.2	Support.....	6
5.3	Supported BlackBerry devices	7
5.4	Costs	9
6	Supported Apple Devices.....	11
6.1	Costs	11
7	Insurance.....	12
7.1	BlackBerry devices	12
7.2	iPhone devices	12
8	Fixed tariff Details.....	13
8.1	Fixed Cost Tariff Details (<i>as of 29/08/13</i>).....	13
8.2	International Roaming Tariffs (<i>as of 29/08/13</i>)	14

2 DOCUMENT HISTORY

2.1 Document location

This document can be accessed from the following locations:

<\\isad.isadroot.ex.ac.uk\uoel\ps\as\shared\ExeterITPolicies&Procedures\Procedures\DesktopSupportProcedures>

http://as.exeter.ac.uk/media/level1/academicserviceswebsite/it/documents/desktopsupport/Recommended_Smartphones.pdf

2.2 Revision history

The latest revision can be found at the top of the list:

Revision Date	Author	Version	Summary of Changes
28 Aug 2013	Bill Lambert & R. Hatswell	3.2	Removed BlackBerry Z10. Added new fixed monthly tariff information. Minor amendments to text.
18 July 2013	R. Hatswell	3.1	Updated information for BlackBerry Curve 9320 & BlackBerry Bold 9900. Added BlackBerry Z10. Updated information for iPhone 5. Updated web links. Minor amendments to text.
06 June 2013	B. Lambert & S. Tollerfield	3.0	Updated iPhone 5 specs and tariffs
07 Mar 2013	N. Datta	2.9	Added different memory capacities for iPhone 5, note about iPhone 4S 16GB still being available.
14 Nov 2012	T. Sharp & A. Wakefield	2.8	New BlackBerry Curve 9320 model and removed Torch model, also added iPhone 5
19 July 2012	S. Tollerfield	2.7	Removed pricing as discussed with AS purchasing, also updated new Torch model.
2 March 2012	B. Lambert	2.6	Price updates for iPhone
13 Jan 2012	B. Lambert	2.5	Changed list of models and price updates
22 Sep 2011	N. Datta	2.4	Updated link to Smartphone policy, updated prices of phones.
16 June 2011	B. Pritchett	2.3	Changed list of supported models & amended prices.
7 Dec 2010	R. Hatswell	2.2	Changed list of supported models, updated web links, updated tariff and insurance information. Minor amendments to text.
22 July 2010	K Hardiman	2.1	Added iPhone 4G 16GB & iPhone tariff upgrades
14 July 2010	J. Hyde	2.0	Changed iPhone 3GS model and prices as 16GB is no longer available.

2.3 Approvals

This document requires the following approvals:

Name	Title	Version	Date of approval
M Coppell	Incident Response Team Leader	3.2	29 Aug 2013
M Coppell	Incident Response Team Leader	3.0	06 Jun 2013
M Coppell	Incident Response Team Leader	2.9	28 Mar 2013
M Coppell	Incident Response Team Leader	2.8	11 Dec 2012
M Coppell	Incident Response Team Leader	2.7	20 July 2012
P Grogan	Incident Response Manager	2.6	2 Mar 2012
P Grogan	Incident Response Manager	2.5	20 Jan 2012
P Grogan	Incident Response Team Leader	2.4	23 Sep 2011
P Grogan	Incident Response Team Leader	2.3	17 Jun 2011
P Grogan	Incident Response Team Leader	2.2	16 Dec 2010
M Coppell	Deputy IR Team Leader	2.1	23 Jul 2010
P Grogan	Incident Response Team Leader	2.0	14 Jul 2010

2.4 Review

This document was reviewed on the following dates and needed no changes:

Name	Title	Version	Date of approval

3 OVERVIEW

All smartphones are to be purchased from Vodafone through the University's central contract. The type of device you select will determine the tariff you need to use (shown below). The prices shown for the tariffs are correct at the time of writing.

All recommended smartphones allow you to receive e-mail and calendaring appointments on the move. **However a BlackBerry smartphone is the Academic Services recommended and preferred smartphone.**

4 SUPPORTED DEVICE POLICY

4.1 Review period

The world of smartphones is constantly changing and we cannot hope to keep pace with every new release. Our list of supported devices will be reviewed every six months.

4.2 Support

Devices that don't appear on this list are unsupported – **if you wish to have your smartphone supported by Academic Services then you need to purchase one of the devices detailed in this document.**

4.3 BlackBerry replacements

If you are replacing your existing BlackBerry with a new device, the transfer of historic data such as calendar entries and e-mails (previously available on the old device) to the new device is **NOT** supported. The new device will hold data for you from the date of its own activation and setup.

4.4 Personal devices

The following restriction applies across the whole University whether you require support for your device or not. **No support is provided for personal smartphones.** If you need to use a smartphone for University business and have it supported then you will need to purchase one of the models detailed in this document.

**Only University-owned BlackBerry devices,
using the standard University-negotiated Vodafone contract,
can be added to the University's BlackBerry Enterprise Server.**

What this means in practice is that you cannot use a personally owned BlackBerry device to receive your University e-mail and calendaring appointments.

This is because the BlackBerry Enterprise Server is for academic / work use only and is to be used in conjunction with a limited set of standard, supported BlackBerry devices. This ensures that individuals who need to use the service for academic / work reasons can be provided with a fast, reliable and supportable service.

4.5 Porting of personal mobile numbers

The porting of existing personal mobile numbers to new University owned devices is no longer undertaken due to the large numbers of problems we have encountered when doing this. We are unable to make any exceptions to this policy.

4.6 Use as a modem

Although they have the ability we do not support the use of a BlackBerry, iPhone or Windows Mobile smartphone as a modem / tethering device. If you require this functionality we recommend that you purchase a mobile broadband solution such as the Vodafone Express Card, or purchase a laptop with mobile broadband built-in.

More information about Vodafone's Mobile Broadband Solutions can be found here:

<http://www.vodafone.co.uk/business/shop/internet/dongles-and-mobile-wi-fi/index.htm>

5 BLACKBERRY SERVICE

BlackBerry devices are known for their specialism in e-mail and calendaring. However, all of our recommended BlackBerry devices are full smartphones which can view common attachment types such as Office documents and have built-in media players, memory expansion and GPS technology (required for SatNav).

5.1 Registering BlackBerry devices on the University Enterprise Server

In order to use a BlackBerry to receive your University e-mail and calendaring appointments, it needs to be registered on the University's BlackBerry Enterprise Server. Each device requires a licence before it can be registered. We do not support adding Blackberry devices which were not bought via the AS Purchasing Office. BlackBerry devices purchased via the AS Purchasing Office include this licence.

Please adhere to the requirements detailed in the Purchasing section of the Smartphone Service Policy document before choosing and ordering your BlackBerry. If you do not adhere to these requirements then we cannot guarantee that your device can be added to the Server, nor can we guarantee to provide support. The Service Policy document can be found here:

<http://as.exeter.ac.uk/media/level1/academicsserviceswebsite/it/documents/desktopsupport/DS015SmartphoneServicePolicy1-8.pdf>

5.2 Support

Details of the support available for the BlackBerry service is set out in the Academic Services Smartphone service policy document. There are conditions attached to receiving this support so please read this before ordering your BlackBerry. The document can be found here:

<http://as.exeter.ac.uk/it/equipmentandsoftware/purchasing/mobilecomputingandsmartphones/>

5.3 Supported BlackBerry devices

Please confirm costs with Academic Services Purchasing before proceeding with your order.

BLACKBERRY CURVE 9320

ENTERPRISE

Features:

3.2 Megapixel Camera
Bluetooth
Wi-Fi
3G
GPS Technology
FM Radio

Battery Life:

Talk Time: Up to 7 hours
Standby Time: Up to 18 days

Weight: 103g

Dimensions: 109 x 60 x 12.7mm
(HxWxD)



More information:

For more detailed information about the device, see:

<http://uk.blackberry.com/smartphones/blackberry-curve-9320.html#/h:/smartphones/blackberry-curve-9320/phone-specifications.html>

For handset price information, please contact AS Purchasing.

E-Mail: aspurchasing@exeter.ac.uk

BLACKBERRY BOLD 9900

ENTERPRISE

Features:

Touchscreen
5.0 Megapixel Camera
Bluetooth
Wi-Fi
3G Technology

Battery Life:

Talk Time: Up to 6.5 hours
Standby Time: Up to 12.8 days

Weight: 130g

Dimensions: 115 x 66 x 10.5mm
(HxWxD)



More information:

For more detailed information about the device, see:

<http://uk.blackberry.com/smartphones/blackberry-bold-9900.html#h:/smartphones/blackberry-bold-9900/phone-specifications.html>

For handset price information, please contact AS Purchasing.

E-Mail: aspurchasing@exeter.ac.uk

5.4 Costs

The fixed cost model below will allow the University to process Mobile bills through the 'Invoice Processing Automation' (IPA) system thus reducing the administration burden on departments.

All prices exclude VAT.

Device	Voice per Month	Data Amount per Month	Data per Month	Total Monthly Charge
Voice Only	£5.00			£5.00
iPhone	£5.00	1GB	£7.23	£12.23
BlackBerry	£5.00	0.5GB	£10.00	£15.00
Android	£5.00	0.5GB	£5.00	£5.00
Broadband SIMs		3GB	£9.00	£9.00
Broadband SIMs		5GB	£12.00	£12.00
		Excess Data Charges 5p per MB up to £4.25 (250MB) £4.25 for 250 MB thereafter. Or £7.23 per 1GB as an add on		

Note: Details of what is included and excluded in the fixed-cost tariff are detailed in section 8.

5.4.1 NEW MOBILE PHONE CONTRACTS

	Item	Cost (ex-VAT)
Initial Costs	BlackBerry device	Depends on model selected
	BlackBerry Enterprise Server Licence - 1 User	£55.00
Monthly Costs	See above	See above

5.4.2 EXISTING MOBILE PHONE CONTRACTS

If you already have a University mobile number and would like to become a BlackBerry user you can add the BlackBerry data service to your existing number. The additional charges will then appear on your monthly bill. You will also need to purchase a BlackBerry Enterprise Server licence for one user and a BlackBerry device and you can then make use of the new services.

	Item	Cost (ex-VAT)
Initial Costs	BlackBerry device	Depends on model selected
	BlackBerry Enterprise Server Licence - 1 User	£55.00
Monthly Costs	See above	See above

5.4.3 SAT NAV COSTS

You will need to subscribe to the Vodafone Telmap Navigator service in addition to the costs given above. In addition, you must state this requirement at the time of ordering your device. You can pay monthly or annually for this service. Costs are given below (ex-VAT):

Tariff	£ / Month	£ / Annual
Telmap Navigator SatNav service	£4.99	£49.99

A member of Desktop Support will install this software at the time of delivery. In order for them to do this, they will need a member of staff authorised to use a departmental credit card present, as subscription and payment are done online.

6 SUPPORTED APPLE DEVICES

APPLE IPHONE 5

Features:

8.0 Megapixel iSight Camera
16/32/64GB internal memory
Bluetooth
Wi-Fi
GPS

Battery Life:

Talk Time: Up to 8 hours (3G)
Standby: Up to 225 hours

Weight: 112g

Dimensions: 123.8 x 58.6 x 7.6mm

Note: iPhone 5 uses a new “Lightning connector”. Pre-existing older iPhone accessories may need a Lightning to 30-pin Adapter (sold separately).



More information: For more detailed information about the device, see:

<http://www.apple.com/uk/iphone/specs.html>

Note: The University service does not support third party applications such as Facebook and Twitter when added to the iPhone.

The older iPhone 4S 16GB is available in addition to the iPhone 5. For handset price information, please contact AS Purchasing.

E-Mail: aspurchasing@exeter.ac.uk

6.1 Costs

6.1.1 NEW MOBILE PHONE CONTRACTS

	Item	Cost (ex-VAT)
Initial Costs	iPhone device	For handset prices contact AS Purchasing
Monthly Costs	See Section 5.4	See Section 5.4

6.1.2 EXISTING MOBILE PHONE CONTRACTS

If you already have a University mobile number and would like to become an iPhone user you can add the iPhone data service to your existing number. The additional charges will then appear on your monthly bill.

	Item	Cost (ex-VAT)
Initial Costs	iPhone device	For handset prices contact AS Purchasing
Monthly Costs	See Section 5.4	See Section 5.4

7 INSURANCE

7.1 BlackBerry devices

The University's insurance policy **does not** cover any kind of mobile phone, including smartphones. You therefore may wish to purchase Vodafone's Total Cover Insurance package. This provides comprehensive cover for loss, theft, accidental and malicious damage and mechanical failure beyond the manufacturer's warranty period. If you wish to take up this option, you must state this at the time of ordering your device. The additional charges for this will appear on your monthly bill, and are given below:

Tariff	£ / Month (ex-VAT)	£ / Month (inc. VAT)
Vodafone Total Cover Insurance	£3.50	£4.11

7.2 iPhone devices

The University's insurance policy **does not** cover any kind of mobile phone, including smartphones. You therefore may wish to purchase Vodafone's iPhone insurance package. This provides comprehensive cover for loss, theft, accidental and malicious damage, and mechanical failure beyond the manufacturer's warranty period. If you wish to take up this option, you must state this at the time of ordering your device. The additional charges for this will appear on your monthly bill, and are given below:

Tariff	£ / Month(ex-VAT)	£ / Month (inc. VAT)
Vodafone iPhone Insurance	£12.99	£15.26

8 FIXED TARIFF DETAILS

8.1 Fixed Cost Tariff Details (as of 29/08/13)

Delivery /Capability	All Inclusive £5.00	
	Included Y/N	Cost £
Pricing - All Inclusive Fixed Tariff		
<i>Calls to Mobile:</i>	Y	0
same network	Y	0
same network, same account	Y	0
other network	Y	0
Calls to national fixed lines (starting 01, 02, 03)	Y	0
Non Geographic Calls (0845)	Y	0
Freephone Calls (0800)	Y	0
Voicemail Calls	Y	0
Non Geographic Calls :		
(0870)	N	0.045
(0871, 0874)	N	0.25
Directory Enquires (Starting 118)	N	0.51
Premium Rate* (Starting 09)	N	0.89
<i>Mobile Originating Roamed Calls:</i>		
(Europe): - example cost for France	N	0.247
(Rest of the World): - example cost for Australia	N	0.558
<i>Mobile Terminating Roamed Calls:</i>		
(Europe): - example cost for France	N	0.095
(Rest of the World): - example cost for Australia	N	0.299
<i>International Calls:</i>		
(Europe) from UK: - example cost for France	N	0.13
(Rest of the World) from UK: - example cost for Australia	N	0.242
<i>Cost per SMS text:</i>		
PEAK	Y	0
OFF PEAK	Y	0
<i>SMS Messages (UK):</i>	Y	0
Same Account	Y	0
Same Network	Y	0
Cross Network	Y	0
Multimedia Message (UK) (Picture): - Price of sending a picture with a file size of 50kb,	N	0.306
<i>SMS Messages (Non-UK)</i>		
(Europe): - example cost for France	N	0.09
(Rest of the World): - example cost for Australia	N	0.2

8.2 International Roaming Tariffs *(as of 29/08/13)*

	Outgoing Calls Pence per minute	Incoming Calls	SMS	MMS	Data	Roaming Bundles
Europe	£0.24.04	£0.06.6	£0.07.4	£0.30.6	£0.58.5p per MB	£1.67 per day gives 25 MB per day then £0.85p per MB
USA and Canada	£0.90	£0.75	35p	£1.30.6	£3 per MB	£5 per day gives 25 MB per day then £5 per 15MB
Rest of the world	£1.40	£1	35p	£1.30.6	£3 per MB	£5 per day gives 25 MB per day then £5 per 15 MB