



Memo

To: Registered Ulster University Mobile Account Holders

From: Donna O'Kane
Unified Communications Manager
Digital Services

Date: 1 October 2024 Ref: Mobile Contract

Ulster University Mobile Contract 2023-2025

The university has awarded its mobile telephony contract to Virgin Media O2

Tariff Options (monthly rental charges)

Voice Only
£0.28

Voice & Data
1GB £1.18, 3GB £2.92, 5GB £4.58 10GB £8.38, 16GB £12.28, 20GB £14.48

Data Only
1GB £5.07, 3GB £6.81, 5GB £8.47, 10GB £12.27, 16GB £16.17, 20GB £18.37

Users can cancel the contract at any time with one month's notice.

There is no hardware credit – all devices are charge at list price.

Handset prices are outlined in the application form.

<https://ulster.sharepoint.com/sites/forms/UC2/SitePages/ChangeRequest.aspx>

All queries relating to this contract can be directed to Unified Communications office, on extension 24110 or via telephones@ulster.ac.uk

Kind regards,

A handwritten signature in black ink that reads 'Dana O'Kane'.

Standard Conditions of Use

1. Mobile phones should only be issued to members of staff who are frequently away from a University or other fixed phone and whose constant access to a phone is necessary to enable efficient execution of duties.
2. Data devices should only be issues to members of staff who require access to their Email, Calendar or Internet services as part of their University responsibilities. It should be noted that this will only be issued where there is a clear business need.
3. All applications must be made on the standard application form and be approved and signed by the appropriate Senior Officer (i.e. a member of the Senior Leadership Team). Applications will bind the user to a minimum contract period for both equipment and airtime.
4. All mobile invoices are paid centrally by Unified Communications and recharged on a monthly basis. It is the applicant's responsibility to ensure that the invoices are being applied to the correct cost code. It is the applicant's responsibility to ensure that the cost code supplied is linked to the following nominal codes;
21301 Mobile usage charges
21302 Mobile hardware/handset charges
21303 Mobile credits – reimbursement of personal usage
5. Senior Officers will be undertaking responsibility for payment of all costs and recovery from staff of private call charges. Private call charges (inclusive of VAT) are to be paid by members of staff by sending a crossed cheque made payable to 'University of Ulster' to the Senior Accountant (Income), Finance Department, Coleraine, with a covering note indicating the account code to be credited. Cash payments can also be made to the Cashiers Office. Personal call charge recovery will be monitored by the Senior Leadership Team on an annual basis.
6. Where a mobile phone is no longer required the Senior Officer must inform Unified Communications immediately and return the mobile and accessories. It should be noted that charges would continue until the end of the contractual notice period or where the minimum contract periods are not complete, until the end of the minimum contract period.
7. It should be noted that the University does not consider the use of a mobile phone necessary for the execution of staff duties. All applicants must undertake to comply with the manufacturer's advice for the safe operation and use of mobile phones. Users will be required to sign a declaration that they are aware of suggested links between mobile phone use and certain health problems and that they request the use of a mobile phone at their own risk.
8. The use of hand held mobile phones whilst driving for any purpose including the making or receiving of calls is not permitted even when stationary in a traffic jam or at traffic lights. Using a mobile phone whilst driving (even in a car kit) for accessing data (including internet) and sending or receiving text messages or other images is not permitted.
9. All staff mobile phone numbers will be made available to the Senior Leadership Team. The University reserves the right to further circulate or publish numbers as appropriate.
10. All applicants agree to the University ACUP.

Unlimited Domestic Smartphone Tariffs

Tariff Description

Unlimited Calls to the following call types:

- O2 to O2 calls
- O2 to other network calls
- Calls to fixed lines (starting 01, 02 and 03)
- SMS messages
- Voicemail retrieval
- Freephone calls (0800 and 116)
- Calls to the UK and within the EU whilst roaming in the EU
- Unlimited UK and EU SMS

Exclusions

- Non-geographic calls (0845 and 087x)
- Premium rate calls (09x)
- Directory enquiries (118402)
- MMS messages
- Calls and texts to a non-UK number from the UK

International Call Charges for Unlimited Voice Tariffs

Zones	UK Outbound Call Charge (Per Minute, £)	UK Outbound SMS Charge (Per SMS, £)
Zone 1	0.15	0.20
Zone 2	0.15	0.20
Zone 3	1.00	0.20
Zone 4	0.15	0.20
Zone 5	1.00	0.20
Zone 6	1.00	0.20

Roaming Call Charges for Unlimited Voice Tariffs

Zones	Back to UK (£)	In Country (£)	In Zone (£)	Out of Zone (£)	Received Roaming (£)	SMS (£)
1	0.00	0.00	0.00	2.00	0.00	0.00
2	0.00	0.00	0.00	2.00	0.00	0.00
3	1.00	1.00	1.00	2.00	1.00	0.20
4	0.15	0.15	0.15	2.00	0.15	0.20
5	1.00	1.00	1.00	2.00	1.00	0.20

For more information on countries covered within each zone, visit [Travelling abroad for Enterprise customers | Mobile | O2 Business](#)

International Data – please contact unified Communications on +442870124110 before traveling abroad to discuss your data requirements.