



Connectivity and Mobility Cellular Services and Devices

Service Description Version 1.00

Effective Date: 07/01/2012

Purpose

This Enterprise Service Description is applicable to **Connectivity and Mobility - Cellular Service Plans and Devices** services provided by MN.IT Services and described in the MN.IT Service Catalog. This description provides **State of Minnesota** customers with specific expectations regarding the performance parameters, delivery and support of the IT services included in this document of Connectivity and Mobility services.

Overview

Cellular Service Plans and Devices: MN.IT Services provide a number of cellular-based devices and service plans to end users. Mobile devices range in size and weight and come in a number of form factors including cell phones, smart phones, cellular data cards/adapters, hotspots, tablets and pagers. Mobile “hotspots” are devices that create a small area of Wi-Fi coverage off a cellular network connection, providing one or more nearby Wi-Fi devices access to the Internet.

Benefits

- **Cost-savings** – Customers benefit by being part of a larger pool when procuring devices and services
- **Business efficiencies:** MN.IT Services meets customer business needs by:
 - Centralized contract and vendor management
- **Fully managed service**
 - Provisioning through MN.IT Services - Service Catalog
 - 24x7x365 technical support via the MN.IT Service Desk.

Standard Features

Statewide Standards and Contracts

On a statewide level, MN.IT is responsible for the development of Minnesota standard products and the purchasing contracts for these standard products. Working with an advisory team, MN.IT develops a set of technologies requirements for various types of devices and service plans within a standard product category. Within the current statewide standard product category of mobile devices, the following packages have been identified.

- **Cellular Phone Device Packages**

Device features, capabilities and accessories vary by device and provider. Because the details for device packages change frequently, current information can be found on the following websites:

- Sprint
https://secure.bluefishwireless.net/minnesota/cl/select_device.cfm?viewonly=yes
- Verizon
<http://state.mn.verizonwireless.com/Equipment/default.htm>

- **Cellular Voice Plans**

Each customer organization has separate provider accounts & service plan subscription levels. See your Financial Unit for your organization's plans details. Because the details for device packages change frequently, current information can be found on the following websites:

- Sprint
https://secure.bluefishwireless.net/minnesota/cl/select_plan.cfm?viewonly=y&provider=sprint
- Verizon
<http://state.mn.verizonwireless.com/Plans/default.htm>

The feature details for the current State contract plans are:

- **Sprint Business Essentials Plan for Department Pooling**
 - Subscribed minutes are shared between all phones in the pool
 - Unlimited mobile to mobile (Sprint CDMA & Nextel)
 - Unlimited Nationwide long distance
 - Unlimited nights & weekends starting at 9:00pm
 - Nationwide roaming (Sprint CDMA only)
 - Voice mail
 - Data - not included (can be added to individual phones for an additional cost)
 - Text messaging - not included (can be added to individual phones for an additional cost)
- **Sprint Business Advantage Messaging & Data Plan**
 - Unlimited messaging
 - Unlimited data usage – there is an additional premium charge for 4G devices
 - GPS Navigation
 - Caller ID
 - Minutes subscribed to each phone are shared with other phones in this pool
 - Unlimited mobile to mobile anytime (Sprint CDMA & Nextel)

- Unlimited nights and weekend minutes.
- Nights: M-TH 7pm-7am - Weekend: F 7pm - M 7am
- **Verizon Phone Plans**

Verizon offers the State multiple plans – the State of Minnesota Local Flat Rate Plan, State of Minnesota National Flat Rate Plan and America’s Choice National Plan. All plans have options for individual and pooled voice minute subscriptions. All plans and options share these features:

- Voicemail (note: accessing voicemail from mobile phone uses minutes)
- Unlimited data (BB/PDA)
- Each phone is subscribed with 400 minutes and the minutes are shared within the group
 - Unlimited nights and weekends
 - Mobile to Mobile calling Unlimited on Verizon Wireless Network
 - Unlimited long distance
 - Unlimited TXT messages (domestic)
 - *The State of Minnesota Local Flat Rate and National Flat Rate Plans also feature free minutes for incoming calls*
- Caller ID
- Custom Calling Package (call forwarding, call waiting, conference calling)

Requests to subscribe to plans not listed on the Buy.IT website are evaluated on a case by case basis, require justification and approval.

- **Cellular Data Card/Hotspot Devices**

Because the details for cellular network data devices (not voice capable) change frequently, current information can be found on the following websites:

- Sprint
https://secure.bluefishwireless.net/minnesota/cl/select_device.cfm?aircard_only=yes&viewonly=yes
- Verizon
<http://state.mn.verizonwireless.com/Equipment/default.htm>

- **Cellular Data Only Plans**

Because the details for cellular network data plans (not voice capable) change frequently, current information can be found on the following websites:

- [Sprint](https://secure.bluefishwireless.net/minnesota/cl/select_plan.cfm?viewonly=y&data=y)
https://secure.bluefishwireless.net/minnesota/cl/select_plan.cfm?viewonly=y&data=y
- [Verizon](http://state.mn.verizonwireless.com/Plans/default.htm)
<http://state.mn.verizonwireless.com/Plans/default.htm>

Cellular devices and plans are subject to frequent change. The Buy.IT webpage serves as the entry point for up to date information relevant to this service offering.

[Cellular phones – equipment and Service Plans](#)

<http://www.oet.state.mn.us/itproducts/cellphones/index.html>

The devices listed below are not currently defined within the statewide standard product category of mobile devices, but are available for purchase and are supported.

- **Tablets (iPads and Android)**
 - Tablets requests are currently handled via purchase orders
 - Tablets can be ordered either Wi-Fi only or also be subscribed to a cellular data plan.
 - Tablets can be ordered with varying amounts of memory.
 - iPads are ordered from the Apple contract.
- **Pagers**
 - Pager requests are currently available through the employee onboarding process.

Service Specification Summary

Requirements to initiate new cellular service include: a completed justification form accompanied by approval from the proper authorized approver.

Exceptions

Related Information

- Minnesota Statutes 207 Chapter 16E ([Office of Enterprise Technology](#))
- Operational documents and information on [OET's website](#)
- Connectivity and Mobility Service Level Agreement
- Statewide Electronic Communication and Technology policy
- Admin - Telephone use addendum

History & Ownership

Note:

This section is for internal use only and should be removed before creating a PDF file for distribution to customers

Revision History – record additions as Major releases, edits/corrections as Minor

Date	Author	Description	Major #	Minor #

Revision History – periodic reviews to ensure alignment with business requirements

Date	Reviewer	Description	Compliance

Approval History – record of approval phases

Phase	Description	Date