



Transitioning Your U of A Mobile Device: Understanding Your Options

This overview is intended to help you navigate the process of changing from a university-owned cellular device and plan to an individually owned device you manage.

Effective June 01, 2025, university employees approved by their supervisor to retain a cell phone to perform work functions will have multiple options when transferring from university-owned to individually-owned mobile services. If you are a current U of A employee with a university-issued cellular device and plan, you must transition to the BYOD program by **March 31, 2026**. Once the process below is complete, the mobile account ownership will be transferred to the individual's name and will become their responsibility. This will allow users to:

- control their own account
- make their own device purchases whenever and wherever they want
- add travel or roaming plans for out-of-country service as needed, and
- change or cancel their rate plans at any time.

Important: This initiative concerns individual telephone services and will not affect facility or unit-based services, such as safety phones or main departmental numbers. If your unit wants to change these services, please consult IST before requesting a change. This initiative is focused on university-owned corporate phones and plans. **Currently, there are no changes for individuals with existing mobile plan reimbursements.**

Instructions

1. Discuss with your supervisor if your role requires a cell phone due to high mobility or the need to be reachable outside of regular work hours. Your supervisor will provide approval to transition to a personally owned device with a mobile allowance.
2. Work with your supervisor to assess your needs in order to select the appropriate mobile allowance tier. **Please note** that the selection of a tier should be based on your actual role requirements, not desired phone features.
 - a. **Tier 1:** \$25/month (voice/text only) - low usage and basic communication needs.
 - b. **Tier 2:** \$50/month (basic smartphone with data) - moderate usage with regular access to data.



- c. **Tier 3:** \$85/month (high smartphone and data requirement) - only for roles requiring significant off-campus mobility, ensuring safety or providing critical after-hours access and on-call support.
3. Complete the [Mobile Allowance Request form](#) to apply for the reimbursement. Make sure to indicate a start date.
4. Ask your [departmental telecom contact](#) to submit a TEMS order for Transfer Corporate Line to Consumer for your current university-owned phone number/mobile plan. If you don't know if your current provider is Bell or Telus, ask your TEMS administrator to confirm.
5. You can access pre-existing [partner program options](#) offered directly by various mobile service providers which are available to all employees and are optional for business or personal use. You may also choose any mobile service provider that isn't on the partner program list. The decision is entirely yours.

You will be responsible for discussing plan options and setting up your new account directly with whichever provider you select.

To keep your current university-provided phone number (porting), your chosen provider may ask for the following "Port Information" when you create your new account:

If your account is currently with TELUS:

Username: Your full name

Mobile Number: Your current corporate phone mobile number

Current Provider: TELUS Mobility

Account Number: 01001547

If your account is currently with Bell:

Username: Your full name

Mobile Number: Your current corporate phone mobile number

Current Provider: Bell Mobility

Account Number: 0523405664

6. Once your telecom contact submits the TEMS order, it usually takes 1 to 2 business days (but could be longer depending on the carrier) to receive confirmation that the transfer request is complete.



Please refer to the Frequently Asked Questions (FAQ) section on the Bring Your Own Device (BYOD) Program web page for additional information; direct any additional questions to telecommunications support by submitting a request to the [Staff Service Centre](#).

Important

Please be aware that after transferring the corporate line to consumer (Step 4 above) is completed by your departmental telecom contact, university units **cannot** directly assist you with the account transfer process.

To ensure a smooth transition, it is important to know that you will have 10 calendar days from the date your transfer approval is filed to complete the porting process with your chosen mobile provider.

The transfer approval will expire if the porting process is not finalized within this 10-day timeframe. In such a case, you would need to restart the process. We recommend contacting your chosen mobile provider promptly after step 4 is complete to initiate the account transfer and avoid delays.