

**PREFERRED VENDOR FOR CORPORATE CELLULAR SERVICES AT WESTERN**

**1. Who is our preferred vendor for cellular services? How was the preferred vendor chosen? How long does the contract last?**

Bell was selected as Western’s preferred vendor for cellular services through an RFP process that included Procurement Services, Facilities Management and ITS. Western’s initial agreement with Bell begins on August 1, 2012 and ends on July 31, 2017. Western has an option to extend the contract twice for successive one year extensions.

**2. Is Bell the only vendor where I can purchase cellular services?**

No. Bell is our preferred supplier but we do understand that in some instances, another supplier may offer service levels that may better meet your individual needs. We believe the pricing and packages that have been negotiated with Bell are very attractive and most Western employees will want to take advantage of these negotiated offerings versus regular retail deal with other providers.

**3. When should I change to Bell for cellular services?**

It depends. Bell is offering a \$100 voice credit and a \$100 data credit for anyone who moves their cellular service to Bell from another vendor.

Vendor	Voice	Data
Rogers	\$20 for each month remaining in the contract	\$5 for each month remaining in the contract to a maximum of \$100.
TELUS	\$200 at any time in the third year of the contract \$350 at any time in the second year of the contract \$400 at any time in the first year of the contract	

- If you are happy with your current device, check with your current vendor to see when your contract expires.
  - *If your contract has ended*, there will be no penalty for ending the contract and moving to Bell. You can wait until a new device (e.g. iPhone 5, BlackBerry 10) is available OR you can move whenever you are ready to move to a new cellular device.
  - *If your contract has not ended*, ask your current vendor how much it would cost to end your contract. You can then decide to wait until your current contract ends OR until the penalty is less than OR equal to the moving bonus OR until you need a new device. You have the option to pay the penalty and move now.
- If you are not happy with your current device (e.g. it doesn’t work well; you need/want to upgrade from a telephone to a Smart Phone), you can move to Bell as you get a new cellular device. *Remember that when you upgrade your cellular device with your current vendor, you extend your contract for another three years.*

**4. If I change to Bell for cellular services, can I keep my current cell number?**

Yes.

**5. How do I order new and/or replacement devices?**

Worldlynx, an independent Bell Dealer located in London, will process orders for new devices and device upgrades or replacements. Go to [mobility.uwo.ca](http://mobility.uwo.ca) for more information and.

**6. How do I make changes to my cellular service once my account has been established?**

Contact Worldlynx via their Western portal at [mobility.uwo.ca](http://mobility.uwo.ca) for device upgrades or replacements. Contact Bell corporate service at [enterprisecc1@bell.ca](mailto:enterprisecc1@bell.ca) for changes in plans or features.

**7. How do I pay for corporate cellular services from Bell? Devices from Worldlynx?**

Use the Western Pcard to pay for corporate cellular services.

## Cellular Service on Campus

**8. How do I find out about available devices, plans and associated costs?**

Go to [mobility.uwo.ca](http://mobility.uwo.ca).

**9. Is voice pooling available?**

Yes. Voice minutes can be shared among devices billed to the same account. Go to [mobility.uwo.ca](http://mobility.uwo.ca) for more information.

**10. Is data pooling available?**

Yes. Data can be shared among devices billed to the same account. Go to the [same as for voice pooling].

**11. Can I buy a cell phone from Bell for my personal use?**

Yes. If you are a Western Faculty or Staff member, you can sign up for up to two cellular devices (telephones, Smart phones) plus one "data only" device (e.g. SIM card for an iPad, Turbo Stick). This service will be available later this fall (2012)

## INCREASED CELLULAR CAPACITY AND COVERAGE AT WESTERN

**1. Does this agreement with Bell have any impact on campus cellular capacity and coverage on campus?**

Yes. Bell is making a significant investment at Western over three years to improve cellular capacity and coverage on campus.

*Cellular capacity* will be increased by bringing the cellular signal into Western on fibre optic cabling and then distributing it inside buildings with signal issues and heavy trafficked outside spaces.

*Cellular coverage* will be increased by distributing the cellular signal through a Distributed Antenna System.

**2. When will we see a difference in capacity and coverage?**

Phase I will be completed in September 2012. In-building systems have been installed in University Community Centre and Western Student Services Buildings. A macro site is being installed on the roof of Weldon Library to provide increased capacity and coverage to the Concrete Beach and surrounding areas.

**3. Will this increased capacity and coverage be just for Bell cellular devices?**

No. Bell is leading a project to design and build the systems using a solution that will work with other major Canadian Operators (TELUS and Rogers). Western has worked with Bell to ensure that our infrastructure and facilities support the Bell and TELUS customers who will enjoy increased capacity and coverage. Rogers has declined to participate at this time.

**4. What about other campus areas where cellular capacity and coverage are poor?**

In the fall, Bell and Western will evaluate the increased capacity and coverage and decide on the next areas to be serviced. In each of the next two years, two more in-building systems and one Macro site will be completed. Locations will be determined according to need after a post-implementation site survey.