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Cell Phone Abuse – Tips to Curb Employee Abuse

By Aaron Siegel

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Looking for a way to save your enterprise or government organization tens of thousands of dollars a month or more on wireless mobile communication use? First off, it's going to take some discipline and innovative management for your cellular communication services to become more cost efficient and less prone to abuse. Cell phone and handheld usage can bleed a corporation's IT communications funding dry without so much as a turn of the head, or at least until it's too late.

They're Everywhere ...

It's more common than not for a large organization to have employees carrying company owned devices such as cellular phones, pagers, PDAs, and Blackberry devices. All these wireless devices meant to increase employee productivity are more than likely draining funds and ultimately decreasing actual corporate productivity. It's an ever increasing telecommunications expense on a road to disaster.

One is Better ...

One way to better manage corporate employee mobile communication cost is to buy ALL cellular services through ONE provider. Buying through one provider gives your organization the chance to receive volume discounts. If you are giving your employees the opportunity to purchase their company wireless device themselves on the corporate account, you are opening the door to higher rates and actually taking away control from the company as a whole.

Close To Home ...

Secondly, audit not just the usage, but who uses the mobile communications. You need to investigate exactly who is a necessity mobile user and who is not. An office employee who spends most of their time within corporate headquarters and who is not prone to traveling; may very well be responsible for inflated mobile usage. An employee calling friends and even relatives overseas is not entirely uncommon. This kind of abuse has been known to accumulate to a bill well over a \$2,000.00 in a

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matter of days with just one employee.

Allowance, Not Just For Teens Anymore ...

It's important to weed out vanity from necessity. If the hardship of stripping cell phones and their usage from employees is too hard to bear, consider revising this strategy. A method that can be effective is allotting an allowance to employees on their usage. In other words, set up a preset amount of acceptable minutes per month per employee type. If any employee goes over their allotted amount of minutes, it is garnished from their paychecks. Many companies have deployed this method to curb abuse with much success.

Reward the Good ...

In addition to an allowance program, a rewards program could be put in place as well. To sweeten the sour, award the employee with the least amount of minutes a percentage of the company savings. Let it be announced beforehand and you may find employees trying to conserve so they can take home a larger paycheck. To make it more viral, perhaps first, second, and third place winners every month. That will ensure that employees know more than one employee each month will go home with a fatter paycheck. Increasing the odds always helps feed the fever. Works in Vegas, right?

Easier Said than Done ...

Now, keeping track of who is who and who calls what can equal to a big headache and ultimately take more time and money to manage. Luckily there are some companies out there that make a living from auditing and managing wireless bills or supplying the firmware to do so. While costs associated with such services vary, they are valuable and more importantly; save money. Some of the companies that provide these services include Let's Talk www.letstalk.com, Traq www.traq.com, and Vercuity www.vercuity.com.

Carriers Feel Your Pain ...

Aside from these companies that audit, track, and manage wireless usage, the mobile communications industry has seen the aches and pains of employee abuse. Many cellular carriers now offer more cost effective wireless options for large employers knowing of employee abuse and the minutes (money sacrificed). In other words, lower rates for the higher volume to curb the cost of abuse whether or not it is taking place.

One of the better cell phone providers for corporate services is Nextel. They offer over the phone ordering exclusively for corporate volume clients for all products and services which include some good plans for busy mobile users. You can call them toll free at: 1-866-720-4177 Business Code: 15376 Reference: LL UNLIMITED

This article was provided courtesy of TopSavings.Net, an online resource for IT professionals seeking communications services and products.

Cell Phone Abuse. Are You A Victim?

By Andrew Lawrence

Like millions of others, you may be the victim of cell phone abuse. What is cell phone abuse? Let's say you're in a public place trying to concentrate on something or having a face-to-face conversation or just enjoying a peaceful moment when a stranger 5–10 feet away starts talking on his or her cell phone. If, as a result, your concentration is broken or your conversation is interrupted or your peaceful moment ruined or you are otherwise disturbed, then consider yourself the victim of cell phone abuse.

Making or receiving one or two short calls in public among strangers is okay but extensive cell phone use or long cell phone chats which disturb other people is an invasion of privacy. It's inconsiderate, it's annoying, it's discourteous.

And worse, it's abuse.

And if the victim of cell phone abuse politely (or rudely) interrupts the abuser (as they talk on and on) and asks them kindly to take their cell phone elsewhere, or kindly be quiet; it's disturbing, the victim is all too often met with a perplexing look or even more abuse, as in "what's YOUR problem, I'm on the phone here!" Sure. Right. Every cell phone call is important and meaningful; so important and meaningful that people expose it to total strangers in public! Pul–ease.

Symptoms of Cell Phone Abuse –

while in the immediate vicinity of strangers using their cell phone common symptoms may include: inability to concentrate on what you are doing mild or severe irritability or annoyance sensitivity to stupid or loud ring tones initially thinking the cell phone user is actually talking to YOU wishing they would hurry up and finish the call wishing they would leave wishing their cell phone battery would die

Cell phone abuse is a worldwide epidemic which is now affecting millions of men, women and children, with no relief in sight.

To the victims of cell phone abuse we say; we feel your pain and, though it's difficult, you will survive this horrible public abuse.

To the cell phone abusers we say ... try a little cell phone courtesy ... and do not burden or abuse others with your pseudo social and/or business self–importance. Or, at least, if you are in public and there are strangers around, keep your cell phone calls interesting ... and short. On behalf of the millions of us who suffer cell phone abuse every day, we thank you.

Andrew Lawrence is a philosopher, founder of the Life Purpose Society and strives to help people feel

better, do better, be better. He can be reached via

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