

H&R Block Policy

Subject:	Mobile Device Overview and Acceptable Use Policy
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Scope:	All Associates
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Policy Owner:	Director, Sourcing Director, Wireless

Overview

This policy serves as the guideline for H&R Block-owned mobile devices. The information is structured as frequently asked questions (FAQs) for quick reference.

In general, the following guidelines are essential to know with the mobile device usage policy at HRB:

- Associates must place their mobile device order through Coupa.
- An associate with a device issue should email wirelessupport@hrblock.com or call the help desk number at 816-504-1111.
- All damaged, defective, obsolete, or non-utilized company-provided devices must be returned to the Wireless Support Team within 30 days of non-use.

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1. Receiving A Mobile Device

This section serves as a guide regarding:

- Defining a mobile device
- Obtaining a mobile device
- Rights retained by HRB regarding mobile devices
- Policies in place regarding new phones and carriers
- Porting of phone numbers to company-owned mobile devices

Q: What is a mobile device?

A: A “mobile device” is any portable computing device including, but not limited to, cellular telephones, smartphones, tablet computers and data cards.

Q: What is the process for obtaining a mobile device?

A: Associates must have all requests approved by their manager and place their mobile device order through Coupa, which will have the latest offering of mobile devices and accessories.

Q: What rights does HRB retain concerning my mobile device?

A: Associates may use an approved mobile device to connect to HRB Systems for activities that directly or indirectly support company business. HRB reserves the right to disable or disconnect a user’s access without prior notification. Access to certain websites may be blocked at the company’s discretion. HRB reserves the right to suspend or revoke an associate’s use of a mobile device if they are used for unauthorized purposes or incur excessive services charges.

Q: What are the policies regarding new phones and carriers?

A: Associates who receive a company-provided mobile device are expected maintain the health of the device and use it for 3+ years before requesting a replacement or upgrade. Any associate wishing to change carriers mid-term on contract must receive approval from their manager.

Q: Can I port my phone number to/from a company-owned mobile device?

A: Porting of phone numbers to and from company-provided mobile devices is completed by contacting [Wireless Support](#) to facilitate the port process. Associates are permitted to port their personal phone number to a company device as part of the onboarding process and, upon separating from HRB, the associate is permitted to port their number back to their personal device through assistance from the Wireless Support Team. Mobile device numbers can’t be migrated between device types (i.e. Moving a number from a phone to a tablet or hotspot). Should the phone be identified as being on legal hold, the legal hold process must be completed prior to porting the number back to your personal account.

Q: Am I required to publish my company owned cell-phone number in the Outlook directory?

A: You are required to publish your company-owned cell-phone number in the Outlook directory.

2. Using My Mobile Device

This section serves as a guide regarding:

- Prohibitions on mobile devices when connected to HRB systems
- Guidelines on using mobile devices while driving
- Information needed by HRB when traveling internationally with a mobile device

- Using a mobile device while on a cruise ship/out to sea
- Connecting to Wi-Fi on a mobile device
- Data and texting specifications for mobile devices
- Viewing videos from a mobile device
- Exchanging mobile devices with other associates

Q: What is strictly prohibited on my corporate owned mobile device?

A: Mobile devices used to connect to HRB Systems may not be used at any time to:

- Stream non-business-related media (e.g., iTunes, Netflix, HULU, Pandora, etc.)
- Store or transmit illicit or illegal materials;
- Store or transmit proprietary information belonging to another company without authorization;
- Harass others;
- Engage in any indecent, improper, or unlawful practice or business activity;
- For any other purpose in violation of applicable HRB policies.

Q: What are HRB’s guidelines of using my company-owned mobile device while driving?

A: Associates are not permitted to read e-mail, or text on an HRB device while operating a vehicle or machinery. HRB expects associates to abide by all other applicable federal, state and local laws governing the use of mobile devices while operating a motor vehicle.

Q: Who is permitted to use my corporate owned mobile device?

A: Only the associated to which the device is assigned to is permitted to use the corporate owned mobile device. The device may not be operated or in possession of a non-corporate individual at any time. This includes family members.

Q: What does HRB need to know when I intend to travel internationally?

A: Use of company-provided mobile devices outside of a user's home country (e.g., international travel) is permitted by exception and only when the user has obtained prior approval to do so.

Approval is obtained by contacting the [Wireless Support Team](#) at least 7 business days prior to the scheduled travel date to coordinate service and receive approval to use their company-provided mobile device while traveling. This includes providing the dates and locations of international travel. Failure to do so may result in user liability for all international use charges and fees.

Q: Can I take my mobile device with me while on a cruise ship/out at sea?

A: Using your company cell phone for calling, texting, checking email, etc. is not allowed unless there is an emergency or a clear business need. If a HRB Business situation arises that you need to make a call or respond to an email while at sea, you must purchase the Wi-Fi package from the cruise ship (If Available). You will need to place your mobile device on Wi-Fi assist calling and turn off the cellular data. In Settings, turn off “Cellular Data” and place the device on Airplane Mode.

Q: What Wi-Fi am I allowed to connect to on my device?

A: When connecting to Wi-Fi for mobile devices domestically or internationally, associates are expected to only connect to reputable establishment networks using their best discretion.

Q: Do I have unlimited data and texting?

A: Currently, our HRB plans include unlimited voice and text, but data is not unlimited. Associates are encouraged to use Wi-Fi whenever possible while using an App that requires data.

Q: Can I watch videos and presentations on my mobile device?

A: Please view the company-related presentations while connected to a Wi-Fi to avoid excessive cellular data use and costs.

Q: Can I exchange mobile devices with another associate who is not using their mobile device?

A: No, you may not swap mobile devices with any user. HRB-owned devices are assigned to specific users and must be returned to Wireless Support when they are no longer needed by the assigned user.

3. Other Devices

This section serves as a guide regarding:

- Mobile broadband modems
- Hot spots
- Connecting to HRB systems from personally-owned mobile devices

Q: Does the company offer mobile broadband modems to associates?

A: Company-provided mobile broadband modems, connect cards or data cards will only be offered when a retail tax office has lost its primary Internet connectivity. In this case, a Field Support Technician may install a data card to provide temporary Internet access while the primary Internet service is being restored. Once primary Internet service has been restored, the data card will be de-provisioned by Field Support.

Q: How do I obtain a hot spot if I need one?

A: Associates are encouraged to use their mobile phone device as the first option if a mobile hot spot is needed.

The use of a company-owned mobile device or hot spot/air card to provide a data connection to your personal home devices is strictly prohibited. If other arrangements are needed, please e-mail wirelessupport@hrblock.com for additional available hot spot options.

Q: Can I connect to HRB systems from my personally-owned mobile device?

A: Associates who desire to use a personally-owned mobile device to access non-public HRB Systems must install AirWatch software on their personal mobile device and allow HRB to remotely manage their personal mobile device to be granted access to non-public HRB Systems. To obtain access, submit an access request on Service-Now.

4. Device Support

This section serves as a guide regarding:

- Contacts regarding issues with mobile devices
- Process for mobile devices no longer being utilized
- Protocol to follow if a device is lost or stolen
- Repairs on mobile devices
- Returning mobile devices of associates who have left the company

Q: Who do I contact if I am having an issue with my company device or AirWatch?

A: Please email wirelessupport@hrblock.com or call the help desk at 816-504-1111.

Q: My company-owned mobile device is damaged, defective, obsolete, or no longer being utilized. What do I do?

A: Please contact Wireless Support to process the devices. After contacting wireless support, all damaged, defective, obsolete, or non-utilized company-provided devices must be returned to the Wireless Support Team within 30 days of damage if the associate works at the HRB corporate office. This includes all mobile devices, hotspots and data-delivering devices where the service has been terminated. If not in Kansas City, the device can be mailed to the address below. Devices needing repaired will first be replaced with devices already in the inventory of the Wireless Support Team.

Mobile Devices can be mailed to:
HRB Device Reclamation
408 East Main Street
Gardner, KS 66030

Q: My device has been lost or stolen. What do I do?

A: Lost or stolen mobile devices that connect to an HRB System, whether company-provided or personal, must be reported immediately using the below steps:

1. File a police report in your local area
2. Please contact Incident Management within 24 hours at 866-886-4472.
3. Contact Wireless Support at 816-504-1111 within 24 hours. The Server Team will remotely wipe the device.

Q: Who pays for the repairs on my device?

A: If your device needs a repair, HRB will cover the costs. If you are remote, you may take it to a repair shop or Apple store and use your company issued credit card to pay for the repair. If you are at WHQ, you may visit the Wireless Support team for assistance.

Q: My associate is no longer with the company. What do I do with their mobile device?

A: Managers of terminated associates who had approved personally-owned mobile devices must notify the Wireless Support Team within 10 days to deactivate the HRB services from the terminated associates' mobile device.

The manager of the associate with the company-owned mobile device must return the device to Wireless Support when present at the HRB corporate office or via normal mailing procedures within 30 days of the separation to the address below. Associates are not allowed to purchase their devices when leaving the company.

Mobile devices can be mailed to:
HRB Device Reclamation
408 East Main Street
Gardner, KS 66030

5. Device Security

This section serves as a guide regarding:

- Device management
- Security procedures implemented on all HRB devices

- Remote wiping of mobile devices without prior notification
- Risks, liabilities, and disclaimers to be aware of for HRB devices

Q: I have heard the security team mention device management. What does this mean?

A: Device management may include remotely configuring, managing and monitoring the configuration, security and connectivity of any mobile device connecting to HRB Systems. Device management also includes the ability to remotely reset the mobile device to its original manufacturer settings, which may result in the deletion of all personal content on the mobile device

Q: What security procedures must be implemented to all devices accessing HRB systems?

A: To prevent unauthorized access to HRB Systems, company-owned and personal wireless devices that access HRB Systems must implement the following procedures:

- The device management application, AirWatch, must be installed on the device. AirWatch can be retrieved from the Apple App Store. More information on the program can be found on [DNA here](#)
- The device and all applications on it must be kept up to date with updates.
- The device must be set to require a PIN or password to unlock the device;
- The company requires password rotation on personal and company wireless devices every 90 days;
- The password must not be one of your previous five passwords;
- The device must be set to lock itself with a PIN or password if the device is idle for 5 minutes;
- Company-provided devices must be set to allow HRB to Remotely Wipe all information from the device;
- Personal devices will be set to only wipe HRB information from the device, personal information will not be controlled, monitored, or protected by HRB

Q: In what cases would my mobile device be remotely wiped without prior notification?

A: The below cases represent cases where your mobile device could be remotely wiped without prior notification:

- The device is lost;
- You cease to regularly use the device to access HRB Systems (e.g., through device upgrade or device retirement);
- You cease to be an HRB associate;
- HRB detects a data breach, policy breach, virus, or similar threat to the security of an HRB System originating from or involving your wireless device; or
- The PIN or password is incorrectly typed in ten consecutive times.

Q: What other risks, liabilities, and disclaimers should I know about my device?

HRB retains all ownership in any company data whether on a company-owned or personal wireless device or as part of a device back-up. HRB reserves the right to access, retrieve, or destroy company data from the company-owned or personal wireless device, which may cause modification, destruction, or access to personal data.

THE REMOTE WIPING OF YOUR DEVICE MAY RESULT IN THE LOSS OF PERSONAL NON-HRB RELATED DOCUMENTS, DATA, PHOTOS, DIGITAL WALLETS, ETC. HRB IS NOT LIABLE FOR THE LOSS OF ANY SUCH DATA OR FOR SERVICE INTERRUPTIONS.

It is your responsibility to take precautions, such as backing up your personal data to ensure it is not irretrievable in the event the device is Remotely Wiped. Associates acknowledge that the use of a personal mobile device in connection with HRB Systems carries specific risks for the associate, for which you assume full liability. These risks include, but are not limited to, the partial or complete loss of

company and personal data due to an operating system crash, errors, bugs, viruses, malware, and other software or hardware failures; programming errors that render the device unusable; and physical damage whether caused by the associate or some other person.

HRB retains the right to take disciplinary action up to and including termination for noncompliance with this policy.