

**NC Department of Health and Human Services Annual Report on Mobile Electronic Communications Devices  
As Required by S.L. 2015-286, Section 3.1 (2025)**

Session Law 2015-286, Section 3.1, Reduce State Agency Mobile Device Reporting Frequency, requires each agency to report annually on the following items:

**(1) Any changes to agency policies on the use of mobile devices:** The current Mobile Device Management Policy for the NC Department of Health and Human Services (NC DHHS) can be found here: [https://policies.ncdhhs.gov/wp-content/uploads/NC-DHHS-Mobile-Device-Management-Policy\\_2025.pdf](https://policies.ncdhhs.gov/wp-content/uploads/NC-DHHS-Mobile-Device-Management-Policy_2025.pdf). The current Acceptable Use for DHHS Resources Policy can be found here: <https://policies.ncdhhs.gov/wp-content/uploads/Acceptable-Use-for-DHHS-Information-Systems-v2024.pdf>.

**(2) The number and types of new devices issued since the last report:** DHHS has canceled/disconnected 116 Aircards and/or Tablets, 43 Feature Phones and 5 Pagers since the last report. DHHS has added 3749 Smart Phones and 3 Other/Unknown devices since the last report. Some of these apparent changes may be due to a device type being updated or corrected within the data sources (see Note 1). These changes represent a net increase in spending of approximately **\$681,522.60 per year**.

**(3) The total number of mobile devices issued by agency:** DHHS has issued 11,340 mobile electronic communications devices.

**(4) The total cost of mobile devices issued by the agency:** Based on August 2025 usage data for cellular phones, air cards and tablets obtained via the Department of Information Technology (DIT) contract and billed by DIT, AT&T FirstNet and other devices' cost reported by DHHS' divisions, offices, and facilities, DHHS' total annual cost for mobile electronic communications devices is approximately **\$4,225,991.16**.

**(5) The table below summarizes the number and cost of each mobile device type issued by DHHS.**

Type of Mobile Electronic Communications Device	Number of Mobile Electronic Communications Devices	Total Monthly Fixed Costs for Mobile Electronic Communications Devices	Total Monthly Variable Costs for Usage and Fees for Devices (See Note 2)	Total Monthly Fixed and Variable Costs	Total Annual Fixed Cost for Mobile Electronic Communications Devices (See Note 3)	Total Annual Variable Costs for Usage and Fees for Devices	Total Annual Fixed and Variable Costs
Air Card/Mobile Internet (see Note 1)	3,535	\$ 118,086.60	\$ 118.21	\$ 118,204.81	\$ 1,417,039.20	\$ 1,418.52	\$ 1,418,457.72
Pager	660	\$ 4,696.42	\$ -	\$ 4,696.42	\$ 56,357.04	\$ -	\$ 56,357.04
Cellular Phone	435	\$ 7,384.55	\$ 2,028.46	\$ 9,413.01	\$ 88,614.60	\$ 24,341.52	\$ 112,956.12
Smart Phone	6,707	\$ 213,920.05	\$ 5,858.04	\$ 219,778.09	\$ 2,567,040.60	\$ 70,296.48	\$ 2,637,337.08
Other or Unknown	3	\$ 73.60		\$ 73.60	\$ 883.20	\$ -	\$ 883.20
<b>Total</b>	<b>11,340</b>	<b>\$ 344,161.22</b>	<b>\$ 8,004.71</b>	<b>\$ 352,165.93</b>	<b>\$ 4,129,934.64</b>	<b>\$ 96,056.52</b>	<b>\$ 4,225,991.16</b>

**Notes:**

(1) Current data sources do not consistently distinguish between Air Cards, Hot Spot devices or Tablets/Laptops utilizing mobile data. Some devices reported as Air Cards or Hot Spots may be Tablets, and vice versa.

(2) Monthly Usage and Fees vary from month to month for each device. The monthly and annualized costs included in this report are based on August 2025 billing data and other devices' costs reported by DHHS' divisions, offices, and facilities.

(3) Annual Totals are based on multiplying the pertinent Monthly Totals by twelve months.