

**NC Department of Health and Human Services Annual Report on Mobile Electronic Communications Devices
As Required by S.L. 2015-286, Section 3.1 (for SFY 2026-2027)**

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_2026.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_2026.pdf.

(2) The number and types of new devices issued since the last report: DHHS has canceled/disconnected 898 Aircards, Tablets or other internet mobile devices, 377 Feature Phones, 3502 Smart Phones and 3 Pagers since the last report. DHHS has on net not added 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) or due to the provider transition from Verizon to AT&T Firstnet. These changes represent a net decrease in spending of approximately **\$1,383,567.60 per year**.

(3) The total number of mobile devices issued by agency: DHHS has 6,560 mobile electronic communications devices deployed.

(4) The total cost of mobile devices issued by the agency: Based on May, June and July usage data for cellular phones, air cards and tablets obtained via Verizon (billed through NC DIT) and 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 **\$2,842,423.56**.

(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)	2,640	\$ 96,618.17	\$ 2,366.79	\$ 98,984.96	\$ 1,159,418.04	\$ 28,401.48	\$ 1,187,819.52
Pager	657	\$ 4,667.63	\$ -	\$ 4,667.63	\$ 56,011.56	\$ -	\$ 56,011.56
Cellular Phone	58	\$ 1,032.42	\$ 233.12	\$ 1,265.54	\$ 12,389.04	\$ 2,797.44	\$ 15,186.48
Smart Phone	3,205	\$ 132,001.07	\$ (50.57)	\$ 131,950.50	\$ 1,584,012.84	\$ (606.84)	\$ 1,583,406.00
Other or Unknown	0	\$ -		\$ -	\$ -	\$ -	\$ -
Total	6,560	\$ 234,319.29	\$ 2,549.34	\$ 236,868.63	\$ 2,811,831.48	\$ 30,592.08	\$ 2,842,423.56

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 billing data and other devices' costs reported by DHHS' divisions, offices, and facilities from the period May through July 2026. The negative balance reported for Smart Phones is due to AT&T Firstnet's policy of applying advantageous credits for a limited time based on device selection, quantity ordered, etc.

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