



iPhone SE 2020 Frequently Asked Questions

Q: What type of phone is available?

A: Phone will be an iPhone SE 2020, 64GB, Black and Unlocked. This will be a new device still in original packing.

Q: Will this phone work with my cell phone provider?

A: Yes. The phone is “Unlocked” meaning any service provider can provide service for this phone. You will need to communicate with your personal cell phone carrier (Ex: Verizon, AT&T, Sprint) and obtain a SIM card which will replace the SIM card within the phone.

Q: Is there a phone plan with the purchase of the phone?

A: The purchase will be for the phone only. No service or phone plan will be available.

Q: What form(s) of payment will be accepted?

A: Check or Money Order made payable to the City of Round Rock are the only forms of payment accepted.

Q: How many phones can I order?

A: Each employee who meets eligibility requirements* can order one (1) phone.

*Eligibility Requirements: Full-Time (FT) and Part-Time (PT) Employees only.

Q: Can I pre-order the phone?

A: Pre-orders will not take place. Phone's will be on a first come, first serve basis as there is a limited supply. Dates for Phone order will be December 7-18 in ESS. ([Phone Ordering Instructions](#)) After all devices have been sold, ability to order will be turned off.

Q: Can I give the phone to someone else or do I have to keep it?

A: After the purchase of the phone has been completed you are welcome to keep or give the phone away as you please. Feel free to keep it for yourself or give it as a gift to someone.

Q: How do I receive my ordered phone?

A: Phone pick-up will take place on December 17 and 18 from 1pm to 4pm.

Location: City Hall, 2nd Floor, IT Main Conference Room (when you come of the elevator, first door on your left)

NOTE: CoVID restrictions will be in effect. Please be sure to Social Distance and wear a mask.

Q: Who do I contact for technical support?

A: Once the phone is purchased, any assistance needed will need to be provided by your personal cell phone carrier (Ex: Verizon, AT&T, Sprint). City of Round Rock staff will not be able to provide support to the phone.