

Network Services Charges Procedure

Office: Information Technology
Procedure Contact: Chief Information Officer

Revision History

Revision Number:	Change:	Date:
1.0	Initial Version	07/2010
2.0	Updated to new format, revised and updated information	09/2017

A. Purpose

This procedure explains the purpose, rates, and application of network services charges. Network Services is a service center operation and must charge for its services.

B. Definitions

Full time equivalency (FTE) - The hours worked by one employee on a full-time basis. The concept is used to convert the hours worked by several part-time employees into the hours worked by full-time employees.

Budgeted Operations - A university operation, department, or function that receives support from the general fund.

Auxiliary Operation - A university operation that is self-supporting and exists to furnish goods or services to students, faculty, or staff as individuals and charges a fee directly related to the cost of the goods or services.

Designated Operation - A university operation that is self-sustaining and provides activities related to community education, testing, and other public services, but is not supported by the general fund and generates the majority of its revenue from external sources.

Service Center Operation - A university operation that provide services for units or others within the institution, but is not (directly) supported by the general fund.

C. Procedures

1. Basis of Charges

All services associated with the delivery of telecommunications and network communications are included in a per FTE charge rather than individual telephones or network ports. A per FTE charge is a much simpler way of allocating costs compared to charging for every phone, network connection, or long distance call. Faculty, staff, non-university, and student employees are included in the FTE count.

In some cases, departments or organizations may be charged a per port or per telephone fee in lieu of, or in addition, to an FTE charge. This determination is based on the services rendered to the department or organization and requires approval of the Chief Information Officer.

2. Scope of Charges

Budgeted operations will not be billed individually for monthly ongoing services, except international calling. They are responsible for any one-time costs. The general fund is charged annually for the network and telecommunication services provided to budgeted operations departments.

Auxiliaries, outside agencies, designated operations, student funded organizations, and service centers will be billed for monthly services based on their employee and student employee FTE. They are also responsible for any one-time costs.

3. Included Services

Telecommunications	Networking
<ul style="list-style-type: none"> ● Analog , digital or VoIP telephone service ● Domestic long distance ● Cable/Satellite TV support ● Voicemail/Unified Messaging ● E-911 ● Elevator and emergency phones ● Directory services ● Telecommunication engineering, billing system, contract administration, and support ● Support, training, and repair 	<ul style="list-style-type: none"> ● Network port(s) (computers, printers, VOIP phone, other network connected devices) ● Network routing ● Network traffic management ● Internet bandwidth ● Wireless/WiFi ● Network administration and monitoring ● Network security ● Support, training, and repair

4. One-time Costs

These may include, but are not limited to:

- Telephone equipment and installation
- Wiring and port installation, replacement, and repair (outside of normal wear and tear)
- Telephone moves, adds, changes, and programming
- Networking equipment and installation

The cost of equipment and materials is a pass-through charge at cost. Labor is charged according to rate table in this procedure.

5. Rates

Description	Rate
Analog Line	25.00/month
Digital or VoIP Line	30.00/month
Network Port or Wireless Access Charge	30.00/month
Network Phone Services Charge FTE	65.00/month
Network Phone Services Limited Technology User Charge FTE	20.00/month
Network Services Charge FTE University Housing	25.00/month

Voicemail Box Charge	5.00/each
Technician Labor Wiring	40.00/hour
Technician Labor Programming	40.00/hour
Technician Labor Telephone Equipment Installation	40.00/hour
Technician Labor Network Equipment Installation	40.00/hour
Telephone Set	Varies
Network Equipment	Varies
Wiring Materials	Varies
CenturyLink Line	Varies
CenturyLink OPX	Varies

This procedure may be revised at any time without notice. All revisions supersede prior procedures and are effective immediately upon approval.

D. Frequently Asked Questions

Q. When was this fee structure implemented?

A. This change was proposed, discussed, and implemented in 2010 for fiscal year 2011. It was reviewed and approved by the university's Budget Committee and Executive Council.

Q. When are charges setup?

A. Charges are set up at the beginning of July. Employee and student FTE will be verified by June.

Q. What if FTE changes during the year?

A. Adjustments will be made annually during the verification period.

Q. Why was this change made? (answer from original 2010 FAQ)

A. Today's telecommunications systems use the data network. This change in technology has required Information Technology organizations to merge the previously separated data and telecommunications network and manage them as one. These services are supported by a consolidated team of technicians. The funding model previously used to ensure the delivery of "communications services" must now be updated to include data network technology and support personnel.

Another reason has to do with the budget situation at SOU. Telecommunications is a "Service Center", meaning that we chargeback campus departments for services provided to deliver services. As a Service Center we have a fund balance and equipment reserves, similar, but not exactly the same as a Campus Auxiliary. In the past several years the budget allocation for general fund department phone services has been significantly reduced and is no longer adequate to cover expenses. The Telecommunications fund balance is now depleted and adequate money is not being saved for future equipment replacement costs.

Q. Which Long Distance calls will be billed? (answer from original 2010 FAQ)

A. Domestic long distance is included in the monthly FTE charge. These calls will not be billed to Departments. International long distance calls will be billed directly to departments.

Q. With domestic long distance costs rolled into the per FTE charge, how will long distance expenses be managed? (answer from original 2010 FAQ)

A. Departments will still be expected to review the online call logs, and monitor call volumes for appropriate use. IT will continue to track expenses and communicate about out of the ordinary expenses. Generally use of long distance is decreasing as people use email and other alternate forms of communication.