

Information Technology Charge Rates and Policies

The Information Technology Department provides support for all of the university's computing, networking, telecommunications and smart classroom technologies. Additional services and equipment are available at additional cost. The Media Services unit provides Audio Visual Services with a comprehensive inventory of equipment as well as operator assistance as needed. Media Services also has Video Services available for distance education, video conferencing and video production needs. The Telecommunications unit offers a variety of telephone options for end users' needs. General fund dollars do not provide sufficient resources to cover all the costs of providing these services. The following descriptions provide an overview of these rates and policies:

1. Audio Visual Services rates and policies are described in detail on the Information Technology web site <http://www.eou.edu/it/>. Most equipment is not charged for, however there is a minimal set up charge of \$10 for to up to four items if the items need to be delivered. Non-EOU users are charged at full rate. Operator assistance at \$20 per hour is charged at salary plus Other Personnel Expense rates.
2. Media Services rates and policies are also described in detail on the Information Technology web site. The basic rate for distance education is \$40 per hour which includes salary plus Other Personnel Expenses, bandwidth and bridging expenses, and consumables. Video Production rates are similar.
3. Telephone rates are posted on the Information Technology web site.

Rates:

Each new analog line (number) is charged \$100; a new digital line is charged \$200. The fee is used to pay for a port on an interface card. Digital interface cards are twice the price of analog interface cards, thus twice the price.

Analog telephones (plain black desk phones) are \$50 new. Digital telephones (display phones) vary depending on the set you choose. Prices range from \$200 to \$600. Information Technology will order the phone for you.

Long distance is charged at \$0.10 per minute and is only available with a long distance authorization code distributed by the Business Office. Your telephone bill is viewable online with a login and password provided by the Business Office.

There is no charge to move telephone numbers or to change services, such as names or routing.

Policies:

Information Technology will not bridge phone numbers (ring one number at two different locations).

No more than two major moves per phone number in a six month period will be honored.

A two week notice must be given for any move to another building or moving more than three phone numbers, a one week notice for all others. A service request must be filled out at <http://chinook.eou.edu/service>.

Information Technology will not be held responsible for telephones purchased were not recommended by us. Eastern is fortunate to have a robust and extensive telephone system switch on campus. Avaya telephones are essential to take advantage of all that the system offers.

IP telephones: see Voice over IP Policy at http://www.eou.edu/it/documents/voip_policy.pdf

August, 2006