

## **Information Technology Telecom Charge Rates and Policies**

### **Rates:**

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

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

Long distance is charged at .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 Technologies 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. <http://chinook.eou.edu/service>

We will not be held responsible for phones purchased that were not recommended by us. Eastern is very lucky to have such a robust and extensive telephone switch right here on campus. To take advantage of all it offers compatible Avaya phones are essential.

IP phones: VOIP policy at  
[http://www.eou.edu/it/documents/voip\\_policy.pdf](http://www.eou.edu/it/documents/voip_policy.pdf)  
[http://www.eou.edu/it/documents/voip\\_policy.doc](http://www.eou.edu/it/documents/voip_policy.doc)

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