FAQ’s for Common Good Telecommunications Infrastructure Bundle

BILLING

Will an Annual Bill be run?
Not in the same way it has in the past. Occurring in early fall of 2015, an annual charge for the headcount assessment and any department specific Service Level Agreement (SLA) will be distributed to the business office of each major unit. The business office will return an account distribution to ITaP, which will be uploaded into SAP. Premium services will continue to be billed as they have in the past (see below). Please contact your business office if you have department-specific questions. Business Partner accounts for voice and data services will be uploaded into PSCD.

How will premium voice/data services be billed?
We will upload the premium services charges for fiscal year 2015-16 in SAP and PSCD. If there are premium service changes throughout the year, we will upload credits and debits through monthly supplemental bills. For specific questions about how this will affect your department, please contact your business office.

Will Toll Reports be run?
Yes, reports will continue to be e-mailed for toll free and international calls. Toll charges will be uploaded in SAP and PSCD. Please contact your business office if you have questions.

How do we respond to staff requesting additional equipment or service?
You may work with the Telecommunications staff (email telephone@purdue.edu) to determine whether there is a business need for the request and that the requested equipment is right sized for the intended business purpose.

What is the purpose of providing an account number on web tickets and how will my account number be used?
Providing account numbers benefits your department by enabling tracking of current services and equipment. You also will be able to run reports to see equipment, what is active, where someone is located, etc.

Will I need to use different account numbers for each unit?
No, you can use your main fund and cost center; however, if you want to see reports utilizing different accounts, vary your account numbers accordingly.

How will Business Partner services and equipment be billed?
Business Partners will be charged for voice and data services through PSCD. We will upload supplemental and toll charges as well as annual bill charges.

How will fees be handled for capital projects?
A Telecommunications estimate is prepared for each project, which includes a $75 fee for each phone installation and variable networking equipment costs.

REQUEST FOR SERVICE/REPAIR

Who can request phone service?
There are designated authorized users in the Business Office and/or delegates appointed by deans and department heads. If you need phone service, please check with your business office to determine who can request service on your behalf.

Who can request data service?
There are designated IT support staff members in each department. Please contact your departmental IT support to request a change in service.

How do we get phones installed, modified or removed?
Start with your business office. An authorized user needs to submit a Web ticket requesting service. One of our specialists will work with an authorized user in your department to add service. The type of phone installed will be based on your business need from the available inventory.

**What should I do if my phone isn’t working properly or is damaged?**
Call 49-68100 or email telephone@purdue.edu to submit a repair ticket.

**LONG DISTANCE**

**Do I need an authorization code (MERS numbers) to place long distance calls?**
Individuals need an authorization code for international or “other” calls that are dialed with the prefix 011. International calls will be billed directly to your department.

**Are domestic long distance calls free?**
Long-distance calls are for University business only and individuals are subject to the University IT Resource Acceptable Use policy. According to the policy, “All users of IT Resources are held responsible for any actions performed using their IT Resource accounts. Violations of this policy or any other University policy or regulation may be subject to revocation or limitation of IT Resource privileges as well as other disciplinary actions or may be referred to appropriate external authorities.” Domestic long distance charges will not be billed to the departments though there is a per-minute cost to the institution for all domestic long distance calls placed.

**EQUIPMENT**

**Will current headsets be repaired or replaced?**
Anyone who currently has a headset may keep it. If headsets need to be repaired or replaced, your department may purchase one from a recommended list because some styles may interfere with PAL Wi-Fi. For a list of recommended headsets, visit http://www.itap.purdue.edu/telecommunications/voice/services/headsets.html

**CONFERENCE SERVICES**

**What kind of conference services should staff be using?**
The type of conference service a person will want to use depends on whether participants are local or outside the Greater Lafayette area (but within the United States). The following conference services are available:

- **Meet Me**: Meet Me (local or Toll-free) are scheduled through the ITaP Customer Service Center (dial 0 to request a Meet Me number). This is the preferred conference method as there is no per minute cost to the institution for local service.
- **WebEx**: WebEx is also available for conference call service, though the University is charged a per person and per minute fee for all local or long distance calls.

**NOTE:** Telecommunications recently moved to a new ticketing system for all service and repair requests. Be sure to turn in names of staff you want authorized to: telephone@purdue.edu. Authorization is not tied to specific account numbers.