COMMON GOOD

TELECOMMUNICATIONS INFRASTRUCTURE BUNDLE

OVERVIEW
A new billing model, called the Common Good Telecommunications Infrastructure Bundle, offers departments a basic package of voice and data services and provides additional premium options by request. The new model should simplify the process of providing and paying for the services, more accurately reflect the services’ cost and allow the University to take better advantage of economies of scale, while still providing the services users need. The model is being implemented for the 2015-16 fiscal year.

Rates will be assessed using a methodology that utilizes headcount and payroll information (excluding sponsored research). Additionally, each department’s headcount will be based on full-time employees only, which includes graduate student workers. Any future rate increases will not exceed the Consumer Price Index (CPI) rate.

BENEFITS
This change will:

- Reduce the amount of time staff spend working on annual and monthly billing tasks, thereby enabling employees to focus their efforts on other strategic projects
- Ensure that common standards and protocols will be used throughout campus, which will minimize redundancy and help streamline support processes
- Allow for sustainable support of the fixed costs infrastructure, ensuring first-rate delivery of telecommunication services

BASIC PACKAGE

VOICE SERVICES:
- Phone Device & Supporting Software
- Voicemail
- Domestic Long-Distance
- Moves/Add/Changes
- Department Fax Line
- Line for conference rooms (Conference Phones paid for by Department)
- TTY access in specific campus locations
- Outside building Speaker Phone line (hardware not included)
- Music On Hold – Purdue Source

CONFERENCE SERVICES:
- WebEX Conferencing Service
- Meet Me Conference lines – local

DATA SERVICES:
- 10/100/1000 Mbps wired network connection
- Admin ADSL (if standard service isn’t available)
- Wireless (existing network connectivity)

PREMIUM SERVICES

VOICE SERVICES:
- Toll Free Numbers
- Cellular Services
- Off Premise Lines/services
- Pagers
- Voicemail Applications
- ACD licenses – yearly fee
- CCMIS Display (call center management system) – yearly license fee
- International Calls
- Music on hold – “unique source” (Department pays only for equipment)
- External Conference services, i.e. Verizon, Meeting One
- Design/Consulting rate for off-premise services and special projects

DATA SERVICES:
- Dark Fiber (single-mode & multi-mode)
- Lit Fiber
- 10-gig services
- Design/Consulting Service rate for advanced network configurations

**Please note that headsets are no longer supplied or repaired by the Telephone Office. Headsets and accessories can be ordered through Ariba, using the GovConnection catalog. See recommended list at: http://www.itap.purdue.edu/telecommunications/voice/services/headsets.html**