

Basic Voice and Data Services Under the Common Good Assessment

We propose to standardize voice and data services for all Davis campus faculty and staff who receive these services from Information and Educational Technology (IET). Most recharges for voice and data would be eliminated and the campus would instead fold these services under the Common Good Assessment, which would recover cost of services through a payroll assessment. The baseline suite of voice and data services that would be funded by the assessment and available to all campus constituents is described later in this document. IET will continue to recharge certain customers, such as non-UC Davis entities that use Agency accounts and units that are not on the Davis Campus. Additionally, Information and Educational Technology would continue to bill Student Housing separately for services provided to residence halls due to their unique needs.

We estimate that this new funding model will reduce recharges for Voice and Data services by 95% and reduce the number of transactions by 99%.

BENEFITS

Reduction/Simplification of Recharge Services

Voice, data and wireless network services are currently provided on a recharge basis through numerous monthly and one-time rates associated with specific services, features and functions. The new funding model will eliminate the vast majority of monthly charges and simplify the rate structure for one-time activities such as installation and activation. This will eliminate the majority of administrative overhead costs associated with billing and accounting for voice and data services.

Service Improvements

Several service improvements will be provided in conjunction with the funding model change including:

- Voice services such as basic voicemail, caller-ID and other features will be provided with no monthly recurring fee. Certain features are subject to resource limitations and may not be available to all users initially.
- Data services will be standardized to support up to 1 Gbps speeds (up from 100 Mbps) to the desktop. Wireless data network services, including managed desktop access points, will be provided with no monthly recurring fee.

Efficiencies

The process of monthly billings will be eliminated. Simplified one-time charges, such as service activations and installation, will remain for most voice and data services.

VOICE SERVICES

Voice services encompass single and multi-line phones, voicemail, and features including conference calls, caller-ID, call waiting, hunt groups, call-forwarding, and others. Baseline voice services are included in the service fee. Other voice services are considered to be specialized services and will continue to be recharged on a monthly basis. One-time fees, such as fees for activating new services, will continue to be recharged in most cases. The following sections provide more details:

Voice Services Included – Baseline Services

- Single line voice service – this is the typical voice service where a user has a single phone number assigned. Every voice user will be provided with a single phone number. This includes service for conference rooms, front desk phones, lab phones, and similar general-purpose, single-line services.
- Multi-line voice service – with this service, multiple phone numbers appear on a phone such as with a receptionist, executive assistant, help desk, etc.
- Basic voicemail service – all users will be provided with basic voicemail service at their request. This includes options to deliver voicemail messages via e-mail, create rules for call handling, and other features.
- Automated Attendant services.
- 3-way and 6-way conference calls.
- No cost to client domestic and international calls.
- Legacy Automated Call Distribution (ACD) services – due to limited resources (licenses), service will be provided based on business need.

Voice Services Excluded – Recharged Services

- One-time charges for establishing new voice service.
- Secondary phone numbers - Users who opt to have additional phone numbers assigned exclusively to them may be recharged for the additional phone numbers.
- Voice-to-text transcription services for voicemail.
- Reserved phone numbers.
- Multi-line add-on modules.
- 800 number services.
- Residence Hall voice services billed to individual students.
- Special equipment/ring down equipment – typically outdoor phones.
- White Page listings with AT&T – pass-thru costs.

- Readytalk accounts.
- Authorization codes.
- Meet-me conference calls.
- Service moves and reconfigurations.
- Voice equipment accessories, such as phone cords and splitters.
- ISDN services.
- Time and material services.

DATA NETWORK SERVICES

Data network services encompass wired and wireless data services. Baseline data network services are included in the service fee. Other data network services are considered to be specialized services and will continue to be recharged on a monthly basis. One-time fees, such as fees for activating new services, will continue to be recharged in most cases. The following sections provide more details:

Data Network Services Included – Baseline Services

- 10/100/1000 mbps services. Data services will be standardized to support up to 1 Gbps speeds to the desktop, provided that network cabling supports this speed.
- Campus DSL/ADSL services.
- Monthly recurring fees for 10 Gbps service.
- Multi-VLANs services.
- Central SSL VPN services. SSL VPN resources are currently limited and may not be immediately available to all requestors.
- Wireless network services are provided are no cost to the user. IET Communications Resources will continue to expand wireless coverage as resources allow.
- Desktop Wireless AP services – users may request desktop wireless AP coverage. No monthly recurring fees will be charged, however one-time installation fees will be charged (see below).
- VLAN changes.

Data Network Services Excluded – Recharged Services

- Consultation and custom installation services.
- Service activations, including NAM activations and Multi-VLAN activations (rates will be consolidated into one standard rate).
- Service moves and reconfigurations.
- Service installations including new NAM installations, fiber connections, and Desktop Wireless AP installations (at 50% of current charge; other 50% will be collected through the assessment).
- Installation fees for 10 Gbps service.
- Time and material services.

SERVICES NOT CHANGING

A number of services related to voice and data are not currently included in the new funding model. These services include:

- Special circuits or point-to-point connections, regardless of the media, are not included in this funding model.
- This rate change does not apply to extensions of the data network over AT&T circuits paid for by campus departments. Departments will continue to pay for their circuit extensions, no matter what media (copper or fiber).
- Pager services are not included in this funding model.
- Cable TV services are not included in this funding model.
- 800 MHz Radio services are not included in this funding model.
- All CR cellular monthly fees (3.25/device/mo) are not included in this model.
- Calling card services (currently due to be phased out) are not part of the new funding model.