MEMORANDUM

To: Deans, Directors, Department Chairs, and University Business Managers

From: John P. Streck, Assistant Vice Chancellor for Telecommunications

Date: October 1, 2007

Subject: Telecommunication repair services reminder

In early 2006, the UNC-Chapel Hill Interdepartmental Fee Committee approved the creation of a new unified communications fee. This action established a single rate for basic bundled services (voice, data, long distance and voice messaging), effective October 1, 2006.

As part of the new communications fee structure, the committee also approved the ownership transfer of customer premise equipment (telephone sets, excluding key systems) to customers in lieu of charging a monthly recurring rental fee. During the transition year (2006-2007), the cost of equipment maintenance support was waived for all customer premise equipment. This grace period ended October 1, 2007, but has been extended until October 31, 2007 to allow more time to effectively communicate this important change.

Effective November 1, 2007, all requested maintenance and repair costs, associated with customer premise equipment (excluding key systems), will be charged to the Department requesting the service. ITS will continue to repair telephone service impairments caused by network infrastructure problems (i.e. wiring, switching equipment and outlets), at no charge to the Department. If a problem is caused by a defect in the cord from the modular wall jack to the telephone, the telephone set, or other equipment (e.g., fax machine, answering machine, modem, etc.) that is attached to your line, ITS will advise you of the source of the problem, and provide current replacement options and costs. The standard ITS labor rate will be charged for the service call, along with any materials used. Charges will be assessed to the same departmental account that is used for the monthly communication fee, unless otherwise notified by the customer in advance.

For more information on ITS services and rates, please visit our website at www.telecom.unc.edu.