

UNIVERSITY OF WASHINGTON

COMPUTING & COMMUNICATIONS

Service Delivery & Support

September 21, 2006

SUBJECT: C&C communications service rate changes

We are writing to alert you to new rates for Computing & Communications (C&C) communications services effective October 21, 2006. The new rates will appear on your communications billing statement issued in November 2006. The actual financial impact of the rate changes will vary depending upon your mix of communications services and your usage.

These changes are necessary to more closely align rates with the cost of providing service. The C&C service package remains less costly than comparable services available to general business and peer institutions.

Rate changes include the following:

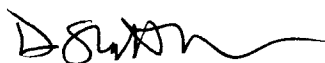
- Increase in dial tone line rate to \$25, and restructuring to bundle commonly used features and a portion of the university data infrastructure.
- Addition of Provost-authorized University Wireless Initiative fee (currently 80 cents per telephone line).
- Decrease in long distance, conference call service, paging service, and some phone set rates.
- Reduction in one-time installation charge for UW Ethernet connections to \$60.
- Elimination of individual charges for commonly used services such as call center agents, caller menus, extension-to-cellular coverage, and voice mail.

For more information regarding specific rate changes, please visit the C&C Web site at:
www.washington.edu/cac/care

We would be happy to assist you in reviewing your communications services to ensure that you have the best and most cost-effective solutions to meet your needs. Please send email to customercare@cac.washington.edu or call 206-221-5000 to review your services or if you have any questions regarding C&C services or rates.

We value your business and we are committed to providing you with cost effective, productivity-enhancing communication tools and services.

Sincerely,



D. Scott Mah
Assistant Vice President
C&C Service Delivery & Support