



June 10, 2010

We are writing to alert you to new rates for UW Information Technology (UW-IT) communications services effective July 1, 2010. These rates resulted from a comprehensive cost recovery analysis and are aligned with the new Technology Recharge Fee that also goes into effect on July 1. The new rates will appear on the Technology Services and Equipment Bill you receive in August. The actual financial impact of the rate changes will vary depending upon your mix of communications services.

Rate Change Highlights

- **Telephone Lines (dial tone)**
 - **\$6.18/month** per line (reduced from \$25.80): For departments that pay the per capita Technology Recharge Fee
 - \$16.55/month per line: For UW Medicine clinical operations, and external entities that do not pay the per capita Technology Recharge Fee
- **Call Management Services** (including call center, conference bridges, virtual numbers)
 - **\$4.50/month** per number (previously \$2)
- **Long Distance Services**
 - US/Canada: **3.3 cents/minute** (previously 2.5 cents)
 - International rates vary and will be posted in the [UW-IT Service Catalog](#)
 - PGI Ready Access Conference Service: 8 cents/minute (previously 3.5 cents)
- **Off-campus Data Connectivity**
 - T1 Line data connection is \$260/month per 1.5 Mbs; \$39.50/month for modem line
 - UW Metro Area Fiber data connection is \$790/month (previously \$500)
- **Pager Services**
 - Rates remain the same; local alpha/numeric pager is \$9/month
- **Telephone Sets**
 - **Multi-button phones** grouped into two sizes:
 - Small (5-12 buttons) is \$5.10/month
 - Large (16-34 buttons) is \$5.54/month
 - **Single line phones** become the responsibility of departments; no charge for existing single line office phones and new phones/replacements will be available through eProcurement.
- **Voice Moves/Installs/Changes**
 - **One-time technician installation/move rate is \$146/line** (previously \$60).
 - Developing options to reduce the need for technician visit for some installations starting with single line phones. More details to follow.

Details and Assistance

The comprehensive [UW-IT FY2011 Rates for Self-Sustaining Services](#) and other background information are available on the [Technology Recharge Fee Web page](#) (<http://uw.edu/uwit/recharge>).

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 help@uw.edu or call 206.221.5000 to review your services or if you have questions.

We look forward to serving you and are committed to providing you with affordable, reliable, productivity-enhancing communication tools and services.