

**Subject:** [AALList] New billing model for telecom and collaborative technologies  
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**From:** aallist-bounces@lists.uoregon.edu on behalf of Shannon A Rose <roses@uoregon.edu>  
**To:** aallist@lists.uoregon.edu <aallist@lists.uoregon.edu>  
**Attachments:** ATT00001.txt

SENT ON BEHALF OF JAMIE MOFFITT, SENIOR VP FOR FINANCE AND ADMINISTRATION & CFO

Dear colleagues,

Over the last year, we have been working with finance leaders across campus to develop a new funding model for the UO's critical communications infrastructure. Effective January 2023 we are implementing a new billing model for communications technologies. As part of this transition, we will be sunsetting most historic per-phone-line monthly telecommunications charges.

As you may recall, in 2020 we announced a moratorium on telecommunications service downgrades. Since that time, UO staff have deployed an expanded set of core communications and collaboration tools that were critical to sustaining teaching, research, and daily work during the pandemic, and that remain with us as necessary technology infrastructure. This coincided with the need to [replace our 30-year-old phone system](#).

As we replace our aging phone system with Teams calling, it no longer makes sense to continue charging for telecom on a per-phone-line basis.

Information Services (IS) has worked closely with units across the university to transition operations to Teams calling. Based on analysis of the prior per-phone-line charge model, as well as historic unit expenses, Budget and Resource Planning (BRP) has developed a new charging model. BRP and IS have met with each Level 3 budget partner to discuss the new charging system necessary to sustain the cost of communications and collaborative technologies (CCT) services, including infrastructure, software, and employees.

Key components of the new system include the following:

There will no longer be per-line charges or activation fees for Teams calling lines or other phone services that are part of the CCT model. In place of such charges, there will be a one-time permanent budget transfer (General Fund units) or new annual assessments (non-General Fund units) to support the cost of CCT services. These charges/assessments are in line with historic telecom expenses for units. There are certain non-standard services that are not included in this model.

- General Fund Level 3 administrative units will no longer pay a per-phone-line charge each month for telecom services. Instead, their permanent budgets will be reduced by the amount they paid at the time the telecom moratorium was put in place (FY 2020), inflated by 3% annually to FY 2023. These funds will be provided to Information Services to support the cost of providing CCT services.
- Schools and Colleges will no longer pay a per-phone-line charge each month for telecom services. Instead, the Provost's academic allocation will be reduced by the amount the Schools and Colleges paid at the time the telecom moratorium was put in place (FY2020), inflated 3% annually to FY2023. These funds will be provided to Information Services to support the cost of providing CCT services. Adjustments will be made within each School and College general operating allocation. Schools and Colleges with units such as research centers or other designated operations have been contacted by the academic budget team to discuss how the charges for those specific units will work going forward.
- Auxiliaries, Designated Operations, and other self-support units that are currently charged an

overhead assessment for central support will be assessed an incremental amount to support the cost of providing CCT services. This funding will be provided to Information Services to support the cost of providing CCT services. These units will no longer pay a per-phone-line charge each month for telecom services.

- Non-general fund E&G, Unrestricted and Restricted Gifts, Grants and Contracts funded units will no longer pay a per-phone-line charge each month for telecom services. Instead, the Level 3 permanent General Fund allocations to their home organization will be decreased by the cost of providing telecom services using the allocation methodology outlined above. Each Level 3 unit will be responsible for making budget adjustments to those non-general fund E&G, Gift, Grant and Contracts-funded units that will no longer pay monthly per-line telecom charges.

Under the new funding model, there will be no additional charges for most communications technology used by departments. These will now be a part of the CCT suite of tools provided by IS. There are certain non-standard services not included in this model that will still incur direct fees. Below are highlights of what is included within the CCT model and what is not. Detailed information is available in the [telecom and collaboration services funding model FAQ](#).

#### **In-Model Telecom and Collaboration Services**

- Microsoft 365 (Teams, Office Suite, etc.)
- Zoom site license.
- Voice-enabled UO directory service.
- Utility phones for specific critical safety-related and existing business phone lines that cannot be accommodated through Teams

#### **Out-of-Model Telecom and Collaboration Services**

- Amazon Connect call centers.
- Telephone lines for fax services.
- New utility phones for specialized unit needs.
- See FAQ for [full list](#).

I appreciate the work that everyone has done to enable our campus to transition to the new communications technology platforms such as Zoom, UOmail, and most recently Teams calling.

More detailed information on the CCT program and the budget changes can be found on the [CCT website](#). If you have technology questions about the CCT program, please contact [cctprogram@uoregon.edu](mailto:cctprogram@uoregon.edu). If you have questions regarding the new funding model for the program, please contact Stuart Laing at [slaing@uoregon.edu](mailto:slaing@uoregon.edu).

Thanks -

Jamie Moffitt

Senior Vice President for Finance and Administration & Chief Financial Officer