**VoIP Billing Process Overview**

1. **Billing Process**
   1. Local Service: The monthly charge per line was calculated to be $6.12 per phone line for FY16 based upon the anticipated service costs and the number of phone lines. There will no longer be two separate charges for the basic service and voicemail as all phones are now setup with voicemail automatically.
      1. Fund 102 &131 Accounts: The budget for all local telephone services for Fund 102 & 131 accounts has been centralized starting July 1, 2015. Departments will no longer see local phone charges in these accounts. As a result, each department budget for Fund 102 accounts was reduced in FY16 equal to the amount of the expenses they incurred during FY15 for these services. The department Fund 131 budget amounts were not adjusted in FY16 due to the limited amount of phone service charges running through Fund 131 accounts.
      2. Other Funds: The phone service charges for all other funds will be handled the same as they have in the past except the charge will be reduced to the newly calculated FY16 rate, which resulted in a cost savings within the departmental accounts.
   2. Long Distance: The charge for long distance has been quoted at $.03 per minute and will be charged out to the departments following the same process as in the past.
2. **Employee/Funding Changes**
   1. Departments should contact Business Services (Beth Dummer – [bdummer@uwlax.edu](mailto:bdummer@uwlax.edu)) for any funding changes that need to be made for an employee or when the name tied to the phone extension needs to be changed for billing purposes. This would apply for all new hires, transfers, resignations/retirements or account/funding changes.
   2. Departments should contact the Eagle Help Desk ([helpdesk@uwlax.edu](mailto:helpdesk@uwlax.edu)) to setup the programming of a new name to an existing phone line or to request that phone equipment be physically moved from one location to another.
3. **Monthly Reporting**
   1. A summary by user report will be generated on a monthly basis by Business Services and sent out to the departmental account (WISDM) manager.
   2. Types of Reports:
      1. Summary by User: This will provide a summary of the number of long distance calls, duration of the calls and total long distance cost by user (phone extension). (Attachment #1)
      2. Detailed Usage Listing: This report will be provided upon request and will provide all of the call details for each user. This also lists to the total local and long distance charges associated with each user and the account that they will be charged to. (Attachment #2)
4. **Annual Review of Phone Line Funding**
   1. On an annual basis during the Redbook budget development process, the Budget Office will work with each unit to review each of the extensions being charged to their respective units and submit adjustments to Business Services as necessary.
5. **Equipment Replacement Charges**
   1. Office phone (Model No. 8841): $509.15
   2. Department Phone (Model No. 8851): $568.15
   3. Classroom Phone (Model No. 7821): $367.55
   4. Conference Room Phone (Model No. 8831): $962.55
6. **Further Questions/Contacts**
   1. Billing questions/account changes: Beth Dummer – [bdummer@uwlax.edu](mailto:bdummer@uwlax.edu)
   2. Equipment orders, moving of lines, repair/replacement – Eagle Help Desk – [helpdesk@uwlax.edu](mailto:helpdesk@uwlax.edu)

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