

FAQs for Communications Resources and the CGA.

1. I have read that some services included in the CGA may not be available to everyone due to technical limitations. What are those exactly?

ANSWER: There are two specific services that are not 'automatic' due to technical limitations.

- Caller ID: Our current analog telephone system can only support a finite number of phones with caller ID. We are unable to give that feature to all single line telephones automatically without a significant investment that would be wasteful with the coming of VoIP. When VoIP is deployed, all telephones will have Caller ID included. Until that time, the feature will be grandfathered into our systems. Those that have it will keep it at no cost.
- Gigabit Data Service: The current campus network is not configured to support all campus data NAMs at the Gigabit service level. Significant investment would be required within the backbone campus network (building-building-Internet) to assure Gigabit service availability to each of the over 50,000 data NAMs on campus. Such an investment would be a poor use of campus funds, given that 98% of current Data NAMs do not utilize the 100 Megabit service they have today. That being the case, Communications Resources will take a proactive role in monitoring data rates throughout the campus. Those data NAMs exceeding 100 Megabits on a regular basis will be automatically upgraded at no cost to the user department. Additionally, CR will ask those departments requesting a Gigabit service upgrade to provide a business reason for the upgrade in order to manage the network efficiently. Request forms are being updated at this time and we ask for your understanding as we make these changes.
- 10 Gig Service: Because of the forward-looking nature of the CGA initiative, the monthly cost for 10 Gig service has been included. Communications Resources offers 10 Gig service upon special request for the Research or Production networks. Each request must be scoped for network impact and estimated carefully, as the one-time costs can be high. Departments in need of 10 Gig data service should complete a Custom Service Request expressing their business or research need.

2. What is the new fee structure for CR under the CGA?

ANSWER: The new fee structure for CR can be found on the CGA website here: [Budget & Institutional \(BIA\) Common Good Assessment website](#) To summarize, most voice and data services from Communications Resources will no longer carry a monthly charge, but will continue to carry one-time installation charges. Campus units will see a significant change to their CR monthly billing statement with these changes. All CR services will continue to appear on departmental CR monthly billing statements, but most will carry a monthly charge of \$0 because they are now funded by the CGA. Additionally, all monthly fees carrying a \$0 charge will no longer appear on the CR feed to the General Ledger.

3. I have heard that there will be changes to CR billing practices. Can you explain?

ANSWER: There will be significant changes to CR billing.

- All CGA covered services carrying a \$0 monthly charge will continue to appear on the CR Monthly Billing statement, but WILL NOT APPEAR IN THE CAMPUS GENERAL LEDGER beginning with the February 2016 billing.
- All CR services, carrying a one-time charge will continue to be billed as usual and will appear in the campus general ledger.

4. Has the NAM installation rate changed?

ANSWER: There was one exception to the CGA regarding one-time rates and that is the NAM installation rate. Understanding that there are significant infrastructure costs associated with NAM installations, the campus decided to include some of those costs in the CGA. Therefore, all standard NAM installations have been reduced to \$314. A standard NAM installation will include two connections under our new universal wiring program. Depending on the age and wiring of the building, a typical NAM installation will include one voice and one data connection, but could be changed to two data or two voice as required without the need for pulling new cables. However, CR technical staff will be required for these changes in order to assure the cabling connects to the correct network requested (voice or data).