

University Telephone Network Charges

Telephone services are provided by IT Services on the Old Aberdeen campus, at Marischal College, Hillhead and most of the University buildings at Foresterhill. Lines are normally provided with Direct Dial In (DDI) unless the telephone is to be restricted to internal calls. Teams Telephony may be provided instead of a physical desk phone and charges are the same. The department requesting the service is responsible for all associated costs, as follows:

1) Line rental

Line rentals are billed monthly in arrears at a rate determined by the service requested. The current annual rates, with effect from 1 August 2019 are as follows:

	From 01/08/19
Standard analogue telephone extension	£54.00
Digital or IP Display telephone	£54.00
Teams Telephony service	£54.00
DDI number only (Hunt Group, redirection, etc.)	No Charge

2) Call charges

Call charges are billed monthly in arrears at rates adjusted to offset the actual call charges incurred.

3) Personal calls

Personal calls are declared as a matter of trust. Undeclared personal calls defraud the department responsible for the extension. A member of staff should only make personal calls from his/her own extension as the calling extension is used to determine the individual to be charged. IT Services routinely provide details of costs incurred by each extension and can provide details of individual calls if required. It is the responsibility of heads of departments to check that the charges incurred represent reasonable business use.

Declared personal calls are billed quarterly and fully itemised. Bills are not issued for amounts less than £5; these amounts are not written off but accumulate against a future bill. Declared personal calls are not charged to the department provided that payment is received from the individual. In the event of default, the costs are ultimately passed on to the department; detailed itemisation of the calls is provided.

4) Call restriction

An analogue, digital or IP telephone with DDI is normally supplied with international calls barred. Further restriction to bar calls to mobile phones etc or to allow only internal calls can be provided on request. The barring of international calls can be removed at the request of the head of department.

JH 04/11/2020.