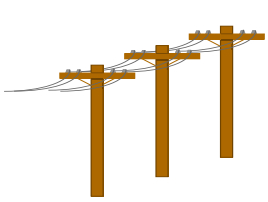

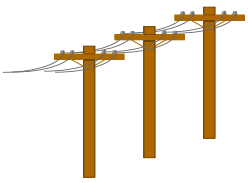

Telephone Lines

Information Technology Services
Network/Voice Services

Items Pertaining to Your January 2012 Telephone Bill

- **"Telephone Lines" Moves Online!**
  To provide an opportunity for more UNI faculty and staff to access the information provided in our monthly newsletter (Telephone Lines), it has been moved to https://www.uni.edu/its/services/voice-services and will no longer be included with the monthly billing detail.

  From the comments received, we know the recipients of the billing packets review and utilize the information in the newsletter, but it's unclear how well the "trickle-down" of that information to others occurs each month. And, with any number of hints and suggestions on how to maximize voice communications services while minimizing costs, the information can be of value to all faculty and staff.

  So, please check-out this copy of Telephone Lines at the link above, and future issues will be posted promptly after the first of each month.

- **Maximizing Resources is a Great Idea!**
  Throughout this more recent round of economic challenge, UNI as an institution has worked to contain costs while not only maintaining but actually expanding services in various areas.

  It does cause one to think that whatever the economic condition, maximizing resources can produce great benefits. We offer from our area of responsibility just a few ideas on maximizing UNI resources.

  - Long Distance Calling
    Domestic calling from campus is still very economical at just $0.05/minute, and most international calls are very low-cost as well. Many have commented on the value of voice communication in fully discussing and threshing-out details of issues and projects. When combined with emails, texting, and other communications tools, efficiency and cost effectiveness can be maximized.
    NOTE: We recently changed outbound long distance providers after receiving a waiver of use from the ICN. This has resulted in faster, cleaner connections, as well as in the transmission of a generic callerID for most users (319-273-7840) and actual CallerID for some call centers (to resolve call blocking issues) for long distance calls.

- Toll Free Calls
  For calls to vendors and suppliers, utilize their toll free numbers, eliminating long distance charges for your department! That's what they are there for……one vendor told me I was their only Iowa customer calling-in via their toll free number…..everyone else paid to dial them direct long distance!

- Audio Conferencing
  - Use to replace or complement traveling for face-to-face meetings
  - Excellent for use in severe weather
  - Only $0.05 - $0.0525/minute/caller outbound or meet-me
  - For users of UNI meet-me conferencing, make sure on-campus and local callers dial the 5-digit extension number or local number rather than the toll free number, eliminating toll free charges back to the department.

- Automated Attendants & ACD Systems
  More incoming telephone activity than you have staff/budget to answer calls? You may be a good fit for an automated attendant (Press 1 for A; Press 2 for B; Press 3 to reach John Smith; etc.) or an ACD (Thank you for calling. All agents are assisting other customers. Please hold, and your call will be answered in the order in which it was received…..followed by music-on-hold).

  While there is a small cost involved, we've had departments resolve telephone answering issues where there was no budget for additional staff.

- **Budget Planning**
  With cost savings in mind, it's time to begin to prepare for the annual spring budget process.

  While anticipating this process, not only is it wise to begin to anticipate telephone moves, adds, changes and upgrades for the next year……we should all do so with efficiencies and added functionality in mind, to be able to improve job functions through simple changes, with very little if any monies expended in the process. We'd be glad to assist in evaluating your needs.

- **Scheduling/Reserving a Meet-Me Conference Bridge/Audio Conference Unit**
  Just a quick note to remind you how to schedule/reserve a meet-me conference bridge and/or an audio conference unit, and a quick thank-you to those who are doing so:

  +Email or call randal.hayes@uni.edu / ext. 37473
  +Include requested MM conference date & time
  +The number of separate call-in participants
  + Identify whether toll free access is desired
  +If one leg of the MM conference is at UNI, note whether an audio conference unit loan-out is needed (if so, provide Room and Extension number)
  +Provide an account number (for passing-through toll free charges)
  +We will respond with telephone access numbers, passcode, and instructions

- **Change/Information Requests**
  Please email any account number changes, information on billing issues, or other questions, etc., to randal.hayes@uni.edu. Our staff will work with you to resolve any issues as quickly as possible