

The CSU Telephony Project Cost Summary

Standard costs

Rental	All Station types including soft phones	\$24.00
New standard handset	Polycom IP330	\$0.00
New Advanced Handset	Polycom IP560	\$230.00
Handset Warranty	Lifetime	\$0.00
Handset moves	Carried out by user	\$0.00
Standard Headset	Plantronics 141N	\$140.00
	Additional adapter for IP330 – Panasonic T0181 2.5mm to RJ9	\$20.00
Wireless Headset	Plantronics Savi DECT Wireless Headset + APP50 EHS Cable(also does PC sound)	\$450.00
	Additional adapter for IP330 – Panasonic T0181 2.5mm to RJ9	\$20.00

Other Costs

These costs are for additional features offered by software packages and additional licenses

Interaction client package	Advanced call control software + Soft Phone + Desktop Faxing (See Below)	\$100.00
Desktop Faxing	Receive faxes on your phone number and have them sent to your email inbox. Send Faxes from your PC	\$10.00
Call Queue Agent Level 1	Receive calls as part of a Call Centre or Queue Group. 1 call types eg 1 of either Phone calls or Emails or Web Chat	\$520.00
Call Queue Agent Level 2	Receive calls as part of a Call Centre or Queue Group. 2 call types eg 2 of either Phone calls or Emails or Web Chat	\$820.00
Call Queue Agent Level 3	Receive calls as part of a Call Centre or Queue Group. 3 call types eg 3 of either Phone calls or Emails or Web Chat	\$1100.00
Call Centre Supervisor	Monitor all aspects of your Call Queues	\$500.00
Reports Page add-on for Supervisor	Reports	\$112.00
Yearly Maintenance Costs	Call Queue Agent Level 1	\$168.00
	Call Queue Agent Level 2	\$248.00
	Call Queue Agent Level 3	\$324.00

NB. Prices are subject to change

Prices based on a 3 year contract with a discount of 10%

Handset Cost Comparison

	Basic Analogue IQ 330 Handset only	Advanced Analogue IQ 360 Speaker Phone Headset capable	Standard Digital Ericsson 212 Speaker Phone Caller ID Screen	Large Digital Ericsson 213 Speaker Phone Caller ID Large screen Additional Buttons
Current system				
Handset + Software Licenses	\$90.00	\$140.00	\$318.00	\$538.00
Line activation fee	\$150.00	\$150.00	\$150.00	\$150.00
Contractor fee	\$70.00	\$70.00	\$70.00	\$70.00
Additional fee	\$0.00	\$0.00	\$0.00	\$0.00
	\$310.00	\$360.00	\$538.00	\$758.00
	Standard Polycom IP330 Quality Speaker Phone Headset capable Caller ID, Standard screen	Standard Polycom IP330 Quality Speaker Phone Headset capable Caller ID, Standard screen	Standard Polycom IP330 Quality Speaker Phone Headset capable Caller ID, Standard screen	Advanced Polycom IP560 Quality Speaker Phone Caller ID Large backlit screen Additional Features
New system				
Handset + Software Licenses	\$0.00	\$0.00	\$0.00	\$0.00
Line activation fee	\$0.00	\$0.00	\$0.00	\$0.00
Contractor fee	\$0.00	\$0.00	\$0.00	\$0.00
Additional fee	\$0.00	\$0.00	\$0.00	\$230.00
	\$0.00	\$0.00	\$0.00	\$230.00
Savings	\$310.00	\$360.00	\$538.00	\$428.00

Notes

Rental

The \$24 per month charge for a telephone line will remain unchanged at this time.

This rental will be charged for an active physical phone handset or for an active Soft Phone¹.

The new system will see both of these as stations and these Stations are what will attract the rental charge.

If a user wishes to have both a physical phone and a soft phone, they will be only charged one rental.

Handsets

As part of the CSU Telephony Project, every users handset will be replaced with a new Polycom handset.

This will be done at NO COST to the users School/Section.

The VoIP Telephone upgrade project will be funding the entire handset replacement process.

The standard handset is provided free for use as long as the rental amount is being paid.

If you no longer require the phone\phone number and wish to stop paying the associated rental, IT will reclaim the handset and add it back to the pool of spare phones .

Handset Warranty

The Division of Information Technology will provide the handset with a lifetime replacement warranty.

If the handset is no longer functional it will be replaced at NO CHARGE.

This excludes physical damage or abuse of the phone.

Handsets for New Staff

If a new staff member starts and needs a new phone number and handset, a Standard Polycom IP330 phone will be provided at NO CHARGE. Upgrades to the Polycom IP560 or the installation of software, eg soft phone and Interaction Client, will result in additional one time charges, see below.

Larger volumes of phones such as those required for DFM building projects will need to be funded by the project.

Headsets

Both models of Polycom handsets are capable of directly connecting a headset without the need for an external amplifier box.

If a user currently has a Plantronics headset supplied through the Division of Information Technology, these headsets will be able to connect to the new phones with an adapter that will be supplied at NO CHARGE.

Users currently using headsets not supplied by IT can not be guaranteed that their existing headsets will work correctly on the new phones and may need to purchase new headsets.

Moves and Changes

With the old phone system, moving a phone and phone number from one building to another often involves the use of contractors and incurs a cost.

Under the new system, as long as there is an active data network outlet in the new location a staff member can move their own phone to any location and connect it to the CSU network without the need for contractor involvement.

If a data network outlet is being used by a computer, it can also be used by the phone, a second data network point will not be required.

Shared Lines

Shared lines are where there is a single telephone line back to the PABX and this line is split to several different telephone handsets.

Only one person can use these phones at one time and when the number is called they all ring.

As there is only one number there is only one rental amount paid.

Some sections of the University currently make use of shared lines in some situations.

Unfortunately this service will not be offered with the new telephone system. Each phone handset will need to have its own number.

This will mean that some sections may have to add additional handsets which will attract a rental charge.

The system will however be able to offer staff sharing a single phone the option to have their own numbers and voicemail from the one handset.

1. A soft phone is a software application that runs on a computer. It allows the computer with the addition of a headset to act as a telephone on the new telephone system.
This may be useful to travelling staff, staff working off campus, staff working from home and staff that no longer wish to have a telephone handset on their desks.
A connection to the internet and the CSU VPN software is required to make use of the soft phone when not on a CSU campus.