

UNE Operating Procedure: Communications Charging – Internet Services

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1. Rationale

A communications charging model, which changes the manner in which telephones, network devices and internet usage are charged, was approved by the Vice-Chancellor's Committee (VCC) in March 2006.

The change was driven by a new subscription-based AARNet charging model for internet usage together with the convergence of voice and data across the data network. Inline with current industry practise the new charging model separates fixed costs from usage costs.

The model's substantial increases in download quotas for both students and staff is designed to encourage academic use of the internet.

The download quotas provided are generous and have been set so that the majority of users undertaking legitimate teaching and learning activities will not exceed their quota.

2. Scope

This document only covers INTERNET CHARGES for staff and students. A more comprehensive policy, covering all registered network devices including telephones, will be reviewed and published as part of the major network upgrade at UNE in late 2007.

3. Definitions

3.1. Affiliate

A person, other than a student, HDR student or staff member, who is a registered user e.g. contractors, honorary appointments, visitors, member of an Associated Entity.

3.2. Higher Degree Research (HDR) Student

A student, enrolled at UNE or an approved institution, in a higher degree research award or engaged in a fourth year honours research program or qualifying courses for entry to higher degree research programs.

3.3. ITD

Information Technology Directorate

3.4. Monthly Charge

A monthly charge applied to a month or part thereof.

3.5. Registered Users

A person who is registered to use UNE computer and communication services.

3.6. Staff

Staff employed by the University.

3.7. Student

A student, enrolled at UNE or an approved institution, who is not a Higher Degree Research student.

4. Procedures

4.1. Internet Usage Fee - Staff, Affiliates and HDR Students

- 4.1.1. Download quota: 5 Gigabytes per month.
- 4.1.2. Unused quota cannot be carried forward.
- 4.1.3. Fee: \$5.00 (ex. GST) per month per registered user.
- 4.1.4. Charging: Monthly.
- 4.1.5. Over quota charge: \$7.00 (ex. GST) per Gigabyte or part thereof.
- 4.1.6. ITD is to be informed when a user is to be no longer charged.

4.2. Internet Usage Fee - Students

- 4.2.1. Download quota: 3 Gigabytes per month.
- 4.2.2. Unused quota cannot be carried forward.
- 4.2.3. Fee: \$6.00 (ex. GST) per year per EFTSL.
- 4.2.4. Fee calculation: Calculated for each Faculty and Centre on official figures supplied by Planning and Institutional Research (excludes HDR Students).
- 4.2.5. Charging: Proportioned equally over 12 months.

4.3. Over Quota Internet Usage - Students

- 4.3.1. Where course requirements are likely to cause students to exceed their quota, lecturers may request, with the approval of their Head of School, an increase in their students' quota.
- 4.3.2. All quota increases require the approval of the Director of IT or nominee. Charges may apply.
- 4.3.3. Internet access may be denied when students exceed their monthly internet usage quota.
- 4.3.4. Students must pay for over quota usage.
- 4.3.5. Students may purchase additional down-load quota.
- 4.3.6. Over quota charges are as specified in section 4.1.5