

## SUVON Retirement FAQ

- 1. What is SUVON?** SUVON service provides long distance calling for faculty and staff to Indiana colleges and universities and in some cases to the local calling areas of the campuses connected to SUVON. SUVON for the IUN campus is funded by a flat per month fee charged to the IUN Telecommunications account. Prior to May 30, 2008, individual IUN campus accounts are not charged for calls completed through the SUVON network. Access to the SUVON network is for the most part handled by an automatic routing feature on the campus phone switch that routes SUVON eligible calls to the SUVON network.
- 2. What is happening to SUVON?** Effective noon May 30, 2008 IHETS (Indiana Higher Education Telecommunications Systems) will retire its SUVON (State University Voice Operated Network) service.
- 3. Why is SUVON being retired?** IHETS will be targeting service in other areas of telecommunications and the state funding for SUVON has been reallocated for these projects.
- 4. Will my account be charged for these long distance calls after May 30?** After noon on May 30, 2008, all long distance calls will be billable. In order to minimize the impact on budgets for campus units, IUN Telecommunications will completely subsidize all calls originating from the IUN campus to other IU campuses. In other words, a call from IUN to the Bloomington campus, to the IUPUI campus, or to any of the IU regional campuses will be "at no charge" for the unit that places the call. Please remember these calls are not free to IUN, and the IUN Telecommunications account will pay for the calls. All other long distance calls to all other locations, including calls made to the local calling areas of all IU campuses will be charged to your account at the current rate of \$.15/minute.
- 5. How will I make long distance calls after May 30?** After May 30<sup>th</sup> at noon, users will need to dial 9+1+[area code]+[number] and enter their 7 digit authorization code to place all long distance calls.
- 6. What about charges for IUN campus to another IU campus? Do I have to use my 7 digit authorization code to place these calls?** You will need to use your 7 digit authorization code to place the call, but the charges for these calls will not be on your phone bill. Billing will be processed to charge these inter-campus calls to the IUN Telecommunications account and not to the account associated with the authorization code.
- 7. I dial "8" to get to the SUVON network. What will happen if I dial "8" after May 30?** Although the campus utilized automatic route selection for long-distance dialing, some people directly accessed the SUVON network by dialing "8" first. The dialing "8" option for off-campus calling will also retire after May 30, 2008. Please review your speed dial directories [telephone, fax, modem] and office documents for any instances of the "8" option and replace "8" with "9". IUN

telephone users who dial “8” to place a long distance call after May 30, 2008 will hear a voice message reminding them that they need to dial “9” to access an outside line, and then will need to hang up and dial the “9” before dialing the desired number.

8. **How much extra will the retirement of SUVON services cost my account?** To help you plan for this change, IUN Telecommunications and IUN Budget Office will provide each account manager with 12 months (March 1, 2007 – Feb 29, 2008) of summary calling data for SUVON calls that after May 30, 2008 would fall into the category of chargeable to the unit.
9. **I don't have a 7 digit authorization code. How do I get one?** To obtain a 7 digit authorization code, have your account manager contact the IUN campus IT Helpdesk at 219 981 4357 ([iunhelp@iun.edu](mailto:iunhelp@iun.edu)) to request one.
10. **What if I have questions about the retirement of SUVON or about my phone bill?** If you have any questions, please contact the IUN campus IT Helpdesk at 219 981 4357 ([iunhelp@iun.edu](mailto:iunhelp@iun.edu)). Thank you very much!