

# ISDN Invoicing Provision

## JANET Videoconferencing Service - Booking Service

### The Service and Policy

Video Services Manager  
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## Introduction

There are two main connection methods available for users of the JANET Videoconferencing Service (JVCS) in order to participate in videoconferencing sessions.

Most academic and educational users of videoconferencing connect to each other & JVCS via the Internet. However, in geographical areas where there is no internet (or IP) connection or where users experience poor connection speeds (e.g. some home broadband locations) a more reliable connection method may be sought or required.

The alternative is to use a fixed telephone link in the form of an ISDN telephone line, provided by companies such as BT or Virgin Media. It should be noted that users of ISDN videoconferencing will incur ongoing costs for call charges each time they make a call from their ISDN videoconferencing endpoint, in addition to line rental charges.

This service document relates to charges for ISDN calls.

## The JANET Videoconferencing Service

Many users of videoconferencing in the research and education communities choose to register with JVCS as this allows them a simple secure method of arranging sessions and the benefit of many features unavailable if the user were to dial directly

The JVCS Booking Service is web based and allows registered users to schedule a session or launch one instantly. Videoconferencing infrastructure equipment is located in the core of the JANET network to facilitate multipoint videoconferences (i.e. conferences with more than two endpoints connected), and conferences using different technologies (e.g. calls between IP and ISDN systems).

### IP videoconference participants

As there are no call charge costs attached to the use of IP videoconferencing, JVCS will always **dial out** to endpoints using this standard to bring them into a videoconference, for both point-to-point and multipoint videoconferences.

### ISDN videoconference participants

For an endpoint using ISDN, **dial-in** is the default method for joining JVCS conferences as JVCS is not funded to cover the call charges incurred. At the time a videoconference is booked, an ISDN number (which looks like a phone number) is emailed to the venue administrator for the endpoint.

Any JVCS registered user can request an ISDN dial-in videoconference. ISDN numbers are issued on a per-venue, per-conference basis.

However, on some occasions it is more appropriate for JVCS to dial out to endpoints over ISDN, for example, when one organisation has agreed to cover the cost of ISDN call charges. A Local Authority may cover the cost of the call charges incurred by schools, or a department may cover the costs of a conference with a remote specialist from another organisation. Alternatively, users may prefer to use ISDN dial-out for ease of use, as the need to allocate local ISDN numbers is negated.

ISDN videoconferencing is also used to bring **guests** with an ISDN connection into a videoconference. Guests are those who are not eligible to register with JVCS, and may include:

- some content providers in the UK (if they are not a JVCS registered user)
- content providers overseas
- commercial organisations both in the UK and overseas
- Overseas users in the academic, research and education sectors.

Guests can only be brought into a videoconference at the request of a JVCS registered user.

Any JVCS registered user may request that JVCS dials out to any ISDN videoconferencing endpoint. However, a user needs first to set up an ISDN invoicing account.

## **ISDN Invoicing Service**

The ISDN videoconferencing dial-out service offered by JVCS does incur call charges, which are invoiced to JANET(UK) by the ISDN line providers. The rates we have negotiated nationally for the service may be significantly better than those available to users individually. These costs have to be recovered from the users who request this dial-out facility. An agreement with the ISDN line providers was put in place, which enables JANET(UK) to pass on savings and keep costs down for JVCS registered users.

### **Applying to Use the Service**

The ISDN Invoicing Service is available to all JVCS registered users. Users have to agree to the ISDN Licence terms and conditions for using this service when setting up an account online. Once the account is set up, they will then be able to book dial-out ISDN videoconferences.

To set up an account, JVCS registered users need to add an ISDN invoicing account to their Booking Service profile to enable JANET (UK) to invoice for any ISDN call charges incurred. For details of how to do this, see the User Guide:

<http://www.ja.net/documents/services/video/jvcs/isdnuserguide.pdf>

Any JVCS registered user who sets up an ISDN invoicing account will be known as an **Account Owner**.

There are two account options:

- a personal account for individual Booking Service users
- a shared account, against which multiple Booking Service users are authorised by the Account Owner to invoice.

A user can only subscribe to one account at any one time. A personal account will take precedence over a shared account.

Once an ISDN invoicing account is set up, there will be a 14-day grace period before the account becomes operational, to allow administrators the opportunity to reject the account at this point. This grace period can be overridden by the venue or organisation administrator.

Only the Account Owner will be able to see the charges invoiced to that account.

Each ISDN invoicing account will have an **Account Invoicing Recipient** associated with it. This person will receive an email notification when their details are added to an account. The Account Invoicing Recipient does not need to be a JVCS registered user.

Account Invoicing Recipients will receive invoices from JANET (UK) for the charges incurred in respect of the account with which they are associated.

If the Account Invoicing Recipient believes they should not receive invoices for ISDN call charges, they should contact the Account Owner and venue administrator in the first instance. The name and email address of the Account Owner and venue administrator will be provided in the notification email that is sent out when the account is set up. If the Account Invoicing Recipient is not satisfied with the outcome of this discussion they should contact the JVCS Management Centre (who will escalate the matter to JANET(UK)):

Telephone: 0131 650 4933

E-mail: [vidconf@jvcs.video.ja.net](mailto:vidconf@jvcs.video.ja.net)

The JANET (UK) Finance Department will issue an account code to each ISDN invoicing account before the first invoice is issued.

When Booking Service users have been added to an ISDN invoicing account, they will find that additional options become available when a booking is made so that ISDN dial-out can be requested during the final step of booking a videoconference (further information is given in the User Guide).

## **Service Charges**

Organisations are charged for call charges on a cost-recovery basis. JVCS benefits from commercial rates for ISDN calls due to the volume of ISDN calls handled by the service. This saving is passed directly to service users.

Invoices are sent out to registered organisations quarterly, in November, February, May and August. If the charges incurred by an organisation are deemed to be minimal then JANET(UK) may take the decision to carry the charges over into the next period in order to reduce administration costs.

If an Account Invoicing Recipient has an enquiry about an invoice received from JANET (UK), they should contact the JANET (UK) Finance Department directly on 01235 822232.

JANET(UK) reserves the right to block further ISDN bookings where a previous invoice is outstanding.

## **Terminating an Account**

An Account Owner may terminate their licence and close the associated ISDN invoicing account at any time by making a written request to JANET(UK) on the user's headed notepaper. The request should be sent to:

Video Services Manager  
JANET (UK)  
Lumen House  
Library House  
Harwell Science and Innovation Campus  
Didcot  
Oxon  
OX11 0SG

A final invoice will be issued for payment before the account is closed.

JANET(UK) may terminate a licence at any time by giving at least six months' written notice to the user. Further details about termination can be found in the licensing agreement at:

<http://www.ja.net/documents/services/video/jvcs/licensingagreement.pdf>

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