

Communication Services Billing

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I. Billing for Telephone & Data Network Service

- A. The Information Technology Services (ITS) Business Office handles all internal and external communications purchases and related billing for the University of Kentucky (UK).
- B. Billing is done each month through UK's accounting system (SAP) which applies the charges to the departmental cost centers authorized to fund the service. All billing is done on a monthly basis and covers all charges such as international long distance, cellular and campus paging contracts, software maintenance and license fees and work order charges that include all labor and materials for requested work. Examples of charges related to work order billing are installs, pulling cable or wire and performing other requested telephone or network related work.
- C. Authorized external customers receive a statement from ITS and repay UK by check or credit card.
- D. Access to the monthly Communications bill is available by logging on to: <https://www.mypinnaclelogin.com/uky/app/f?p=1003:1:>
- E. Cellular telephones may be furnished to an employee for the purpose of conducting UK business. Additional information on cellular phones is available in the [Business Procedures Manual Section Q-1-2](#).
- F. Rates for IT Services are available on the ITS website at: <https://techhelpcenter.uky.edu/convergedfee>
- G. Frequently asked questions regarding ITS Phone & Internet Services can be found at: <https://uky.service-now.com/techhelp>