

POLICY: It is the policy of NARBHA to have a consistent approach to charging organizations that are not part of NARBHA's network or the Greater Arizona Telemedicine Consortium for the use of the NARBHAnet telemedicine system.

PROCEDURES:

- A. Use of NARBHA's videoconferencing rooms and services by outside organizations is subject to availability of rooms, network resources, and telemedicine staff, and to the discretion of NARBHA Management.
- B. Requests from a non-NARBHA organization for use of the videoconferencing equipment are submitted in writing to the NARBHA Telemedicine Staff and must include the requestor's and technical contact's names, telephone numbers, and email addresses, as well as a billing address. A copy of an approved Purchase Order or letter authorizing payment from the requesting organization must be emailed or faxed to the NARBHA Telemedicine Staff prior to the connection.
- C. Users of the NARBHAnet and NARBHA video conference rooms are charged according to the fee schedule below.
- D. NARBHA Provider video room availability and usage fees are at the discretion of each individual Provider. An agreement on room use and fee, if any, must be arranged by the requesting agency with the Provider prior to the connection of the video meeting.
- E. NARBHA telemedicine staff notifies provide this policy and its attachment to users prior to arranging the connection.
- F. NARBHA may choose to demonstrate or test the use of the equipment to potential buyers of network time by setting up demonstration or test connections at no charge. NARBHA is responsible for securing an agreement for the demonstration with any participating network sites.
- G. At the discretion of NARBHA Management, NARBHA videoconferencing fees and documentation may be waived for agencies that do regular business with NARBHA and/or are NARBHA stakeholders. This decision is made by the Director of Administrative Services/Deputy Director and/or the Chief Financial Officer. In the absence of these officers, the decision is made by the person in charge of the organization. On these occasions, the agencies are billed for any long-distance charges and other real costs incurred by NARBHA for the videoconference.
- H. Cancellations or Failed Conferences:
 1. Any conference, including conferences for which charges have been

waived, cancelled less than twenty-four (24) hours in advance by the meeting requestor will incur a cancellation charge of \$50.00. If invited sites request to cancel their participation in a meeting, the meeting requestor is not charged for those cancellations.

2. Any non-network site that changes its response to the videoconference invitation within 24 hours of the meeting will be charged a \$30.00 late fee.
3. Scheduled videoconferences may be cancelled by NARBHA in order to accommodate a clinical service, or for any meeting deemed urgent by NARBHA's CEO or a NARBHAnet site CEO. (See NARBHA Internal Policy [5303 Prioritization of Use of Telemedicine System](#)). Conferences cancelled for such reasons will be rescheduled as soon as possible. The meeting requestor is not charged for these cancellations.
4. In the event a conference fails due to equipment or phone line problems, the requestor is not charged for the conference and the conference will be rescheduled as soon as possible.

G. Requestors are responsible for all non-network charges, including long-distance charges and any outside bridging charges.

1. If an off-network site dials the video call through the phone system, that site will be billed by its long-distance carrier. If NARBHA dials the call through the phone system, the off-network site will be billed by NARBHA based on NARBHA's long-distance charges for the call. Long-distance charges for video connections are generally at least six times the cost of a long-distance phone call.
2. Based on the policies of other networks, additional charges could be incurred for connections using affiliated network sites within Arizona (e.g., Community Partnership of Southern Arizona, Arizona Council and Foundation for Human Services Providers, the University of Arizona, or Cenpatico).
3. Connections outside NARBHAnet (non-network) are subject to remote sites' far-end long-distance, bridging, and/or internet connection charges, as well as remote-site room and equipment charges.

H. Charges:

1. For for-profit organizations, the base charge for one (1) hour increment of time is \$100.00 for the use of the NARBHA room and a single network connection or non-network dial-in connection. Network use beyond the one-hour base will be charged in 30-minute increments. For nonprofit organizations, the base charge for one (1) hour increment of time is \$50.00 for the use of the NARBHA room and a single network connection or non-network dial-in connection. Network use beyond the one-hour base will be charged in 30-minute increments. Each conference includes

a thirty (30) minute pretest hookup time at no additional charge other than long- distance fees.

2. For more than one video connection or for video connections that do not involve use of a NARBHA video room by outside groups, the following charges apply:
 - a. For meeting requestors:
 - i. \$50.00 meeting set-up fee per conference

AND

- ii. Hourly fees (hourly connection fees vary by connection type):
 1. \$30.00 per site, per hour of scheduled video bridge time and requested meeting extensions (minimum 30 minutes, billed in 30-minute increments) for ISDN dial-in connections or connections through point-to-point T1 lines to NARBHAnet.

OR

2. \$60.00 per site, per hour of scheduled video bridge time and requested meeting extensions (minimum 30 minutes, billed in 30-minute increments) for connections through the public internet, subject to bandwidth availability. NARBHA makes no warranties regarding the quality of video connections over the public internet.
- iii. \$50.00 cancellation fee if conference is cancelled within 24 hours of its start time.

- b. For meeting participants:
 - i. Hourly fees (hourly connection fees vary by connection type)::
 1. \$30.00 per site, per hour of scheduled video bridge time and host-requested meeting extensions (minimum 30 minutes, billed in 30-minute increments) for ISDN dial-in connections or connections through point-to-point T1 lines to NARBHAnet.

OR

2. \$60.00 per site, per hour of scheduled video bridge time and host-requested meeting extensions (minimum 30 minutes, billed in 30-minute increments) for connections through the public internet, subject to bandwidth availability. NARBHA makes no warranties regarding the quality of video connections over the public internet.
- ii. \$30.00 late fee if participant site changes its response to the videoconference invitation within 24 hours of the meeting start time

(exception: no charge for responding to last-minute videoconference invitations)

3. Total charges for conferences, including any long-distance charges incurred by NARBHA, are billed by NARBHA when the conference has concluded. Payment is expected within 30 days from date billed.

I. Additional Charges:

1. In-room NARBHA staff facilitation throughout the conference is billed at the rate of \$30.00 per hour, per staff member during regular business hours, and \$45.00 per hour outside regular business hours.
2. The DVD recording charge is \$20.00 per DVD. There will be no charge if the user brings DVDs and operates the DVD recorder during the conference.
3. Peripheral equipment (document camera, computer, VCR, DVD Player/Recorder, wireless mouse, projector, etc.) is available upon request at no additional charge. Requestor is responsible for specifying his/her needs when requesting a conference.
4. Faxing, copying, distribution of agendas or other meeting materials, refreshments, beverages, communications with meeting participants, or any other incidentals are NOT included as services associated with the purchase of network time. If these support services are required, special arrangements may be made with each individual site for an additional charge.
5. There is a \$50.00 cleaning charge per site if the NARBHA conference room is not left clean (removal of trash, papers, etc.) and returned to the condition in which it was found. Furniture and equipment are not to be moved without express permission from NARBHA Telemedicine Staff.

- J. The Director of Administrative Services/Deputy Director reviews and approves requests from organizations requesting use of NARBHA's telemedicine equipment.

APPROVED:

12/18/07

Mick Pattinson, Ph.D.
Chief Executive Officer

DATE

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