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University of East Anglia

Title:	**Removal of Dial-up Service – *discussion paper for IT Forum 21/05/12***
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Issue

The usage and prevalence of broadband Internet connectivity to the home has reduced usage of the university dial-up service to the point where its continuation should be reviewed.

Recommendation

It is recommended that the dial-up service be withdrawn with immediate effect.

Resource Implications

Removing this service will require the removal of some configuration settings, and will allow for the cessation of the dial-up phone line. Ongoing cost savings will include the powering of the dial-up hardware and the NTE (Network Termination Equipment) that converts the phone line into the format that the dial-up hardware uses – along with the phone line itself. Whilst it is not straight-forward to establish the electrical costs, the phone circuit is around £5,000 pa (inc VAT).

The dial-up equipment itself has not been supported under a contract for some time.

Equality and Diversity

This policy has no impact on groups with protected characteristics.
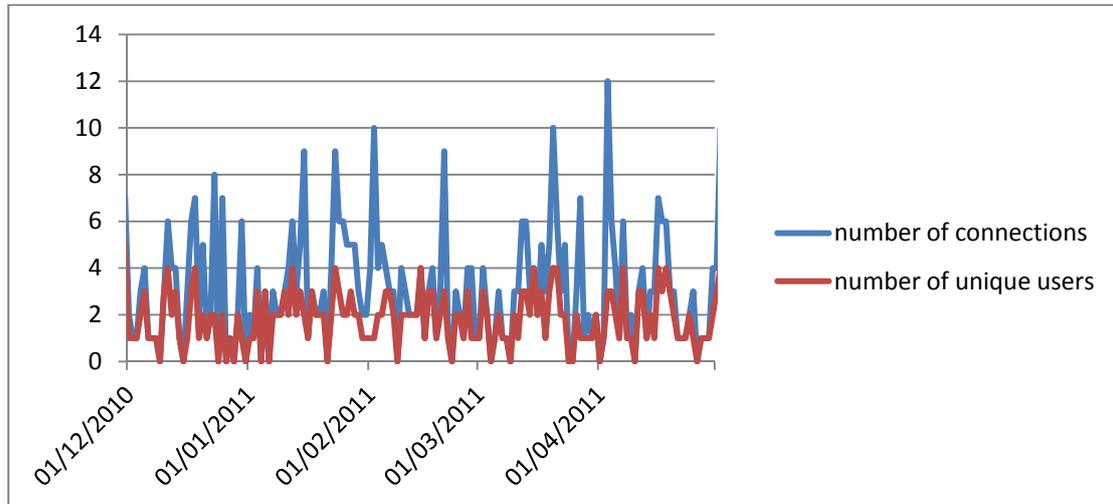
Timing of decisions

It is felt that the withdrawal of the service immediately would provide the best financial savings.
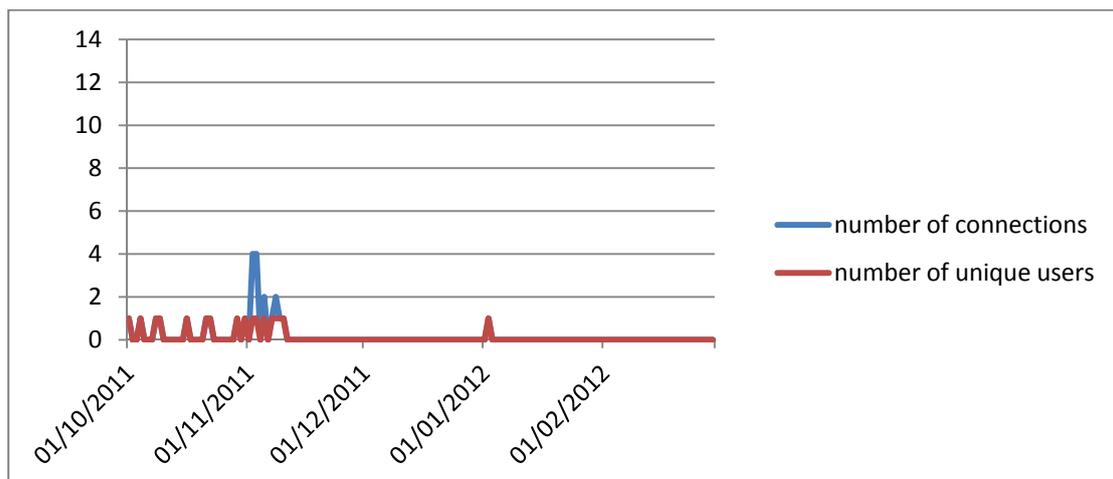
Further Information

Enquiries about the content of the paper should be addressed to Pete Andrews, Head of Networking (p.andrews@uea.ac.uk).

Background

Review of utilisation from beginning of Jan to beginning of June last year showed:

This shows a hard core population of up to 4 people using the service on a regular basis. They were contacted and recommended to move to alternative providers or discuss any specialist needs with the network team.

The equivalent statistics for the five months to the end of January 2012 shows that these users have now all migrated off of the dial-up system. There have been no connections since early January.

The cessation of dial-up is in the networking team vision for service development.

Discussion

Alternative dial-up providers are available for those outside of the reach of traditional broadband services. Our VPN solutions provide the connectivity, as though on-campus, for dial-up users via these third parties.