

Service & Equipment Charges List

for Fiscal Year 2021

Northwestern University Greek Housing

Effective September 1, 2020

All prices are subject to change and should be confirmed by calling

Northwestern University Information Technology (NUIT) at **847-491-HELP (4357)**.

Items not listed are billed at a special assembly rate, depending on individual circumstances.

1. Service Charges

a. Voice Services and Equipment

Line Only/No Set (common area only; not allowed in sleeping room)\$23.00/mo

b. Data Services & Equipment

Wireless

Wireless Access Point (WAP) \$1,200.00/ea*

* Includes network port cost, equipment and installation; does not include wire pull charge.

* All charges assume an available jack is in place; otherwise wire pull materials and labor will apply.

Wireless Access Point (WAP)– Recurring Charges

Wireless service\$9.00/mo

c. Television Services

Cable TV available through Comcast.

2. Installation and Repair

a. Phone Installations

Phone installation to existing data:

1-10 Phones\$100/ea

11+ Phones..... \$85/ea

Phone Installations with new data:

1-10 Phones (\$265 data + \$85 Phone) \$350/ea

11+ Phones..... (\$265 data + \$75 Phone) \$340/ea

b. Data Services & Equipment

Data Circuits – One-Time Charges

Gigabit Ethernet.....\$265.00/circuit**

**All charges assume an available jack is in place; otherwise, wire pull materials and labor will apply.

Upgrading an existing circuit from Gigabit Ethernet to 10 Gigabit Ethernet will incur the full 10 Gigabit Ethernet activation charge plus any additional wiring materials and labor needed for support 10 Gigabit speeds. Customers are also advised that 10 Gigabit capable network interfaces are required on their devices. Upgrading from 10/100 Megabit Ethernet to Gigabit Ethernet can be done for no charge.

Time-and-Materials Installation

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Labor Charges \$94.50/hr.

Examples where labor charges apply:

- Changing style of telephone(s)
- Moving an existing telephone
- Installation Policies
 - **All Services** – Standard installation rates are applicable on Northwestern IT business days, 8:00 a.m. - 4:00 p.m. Monday through Friday.
 - **Voice and Data Services** – Installation turnaround time is a maximum of ten business days. If a customer requests installation in less than ten days, the customer will be charged the premium rate as detailed below.
 - **Cancellations** – Cancellation charges (min 1/2 hr. \$47.25) apply if order is not withdrawn within 24 hours of due date.
 - **Bulk Orders** – Bulk orders of 20 lines or more may require scheduling arrangements that exceed our standard SLA (within ten business days) for installation.

Special Order Expedite Policy & Charges

Customers requesting premium orders or orders that are to be completed beyond normal business hours (Monday-Friday, 8:00 a.m. – 4:00 p.m.) will incur a charge double the normal labor rate. In addition, customers requesting rush or any nonemergency orders that must be addressed sooner than the normal ten business day scheduling process can accommodate will incur the following charges:

Request for service today	4 times normal labor or flat rate
Request for service today + 1 day	3.5 times normal labor or flat rate
Request for service today + 2 days	3 times normal labor or flat rate
Request for service today + 3 days	2.5 times normal labor or flat rate
Request for service today + 4-9 days	2 times normal labor or flat rate

c. Repair

Repair is defined as the restoration of service or repair of defective parts and/or workmanship. There is no charge for these repairs. Repairs that are not caused by Northwestern IT defective parts, service or workmanship will be billed to the customer at the premium rate of \$189/hr.

3. Theft, Vandalism, and Past Warranty Period (3 Years)

Northwestern IT cannot assume responsibility for loss of equipment due to theft, vandalism, or equipment older than three years. Replacement costs are determined using Northwestern IT's actual costs and will be billed directly to the account responsible for the equipment.

Replacement Labor

In addition to replacement equipment costs, labor charges at the rate of \$94.50/hour (minimum one-half hour \$47.25) will apply. Replacement will occur during our regular hours of 8:30 a.m. - 4:00 p.m. Monday - Friday.
