

# **Service & Equipment Charges List**

**for Fiscal Year 2010**

**Northwestern University Greek Housing**

**Effective September 1, 2009**

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

Northwestern University Information Technology (NUIT) at (847) 467-5560.

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

## 1. Service Charges

### a. Voice Services and Equipment

#### Single Line Telephone Sets

Single Line Set (common area only; not allowed in sleeping room) .....	\$23.50/mo
Line Only/No Set (common area only; not allowed in sleeping room) .....	\$22.00/mo
Student Telephone Line (includes local and long distance usage; allowed in sleeping room only; phone card required for international calls) .....	\$20.00/mo

### b. Data Services & Equipment

#### Data Circuits – One-Time Charges

Switched-10/100 Mbps service .....	\$250.00/circuit*
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\* All charges assume an available jack is in place; otherwise wire pull materials and labor will apply.

#### Data Circuits – Recurring Charges

Switched-10/100 Mbps service .....	\$8.75/mo
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#### Wireless

Wireless Access Point (WAP) .....	\$1,236/ea*
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\* Includes network port cost, equipment and installation; does not include wire pull charge.

### c. Television Services

Basic NUTV .....	Freely accessible on NU wired network
Expanded NUTV .....	\$13.80/mo
NUTV Set Top Box (includes activation and one year warranty) .....	\$330.00/ea
NUTV Set Top Box Replacement (includes activation and one year warranty) .....	\$285.00 plus labor at \$75.30/hr
Replacement Remote Control .....	\$12.50 plus labor at \$75.30/hr
NUTV Repairs (not caused by defective parts, service, or workmanship) .....	\$145.00/hr
Cable TV .....	\$18.50/mo
DirecTV .....	Refer to <a href="#">NUIT Web site</a>

## 2. Installation and Repair

### a. Installation

NUIT completes installations for which an existing jack is already in place at a special flat-rate installation charge. Other installations are completed on a time-and-materials basis.

#### Flat-Rate Installation

Where an existing jack is in place .....	\$120.40/line
(Includes labor, materials and switch programming charges)	

#### Time-and-Materials Installation

Labor Charges .....	\$75.00/hr
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Examples where labor charges apply:

- Changing style of telephone(s)
- Establishing voice or data circuit(s)
- Other modifications
- Moving an existing jack
- Service requiring installation of a new jack

**Special Order Expedite Policy & Charges**

Customers requesting premium orders or orders that are to be completed beyond normal business hours (8:30 am-5:00 pm) will incur a charge double the normal labor rate. Customers requesting rush or any non-emergency orders that must be addressed sooner than the normal 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 times normal labor or flat rate
Request for service today + 2 days: .....	2.5 times normal labor or flat rate
Request for service today + 3 days: .....	2 times normal labor or flat rate
Request for service today + 4 days: .....	1.5 times normal labor or flat rate

There will be no additional charge for the processing of an emergency order of three or fewer lines that are required today or tomorrow. Telephone lines that qualify as an emergency order include phones for customer's senior management.

**Installation Policies**

- **All Services** – Installation rates are applicable on NUIT business days, 8:30 a.m. - 5:00 p.m. Monday through Friday. The premium rate is \$150.60/hr for any service outside NUIT business hours.
- **Voice Services** – Installation turnaround time is a maximum of eight business days. If a customer requests installation in less than eight days and a business day installation slot is available, the customer will be charged normal installation rates. If a customer requests installation in less than eight days and no business day installation slot is available, the customer will be charged the premium rate. Any requests for installation outside of regular business hours will be charged the premium rate of \$150.60/hr.
- **Data Services** – Installations are scheduled based on the complexity of the individual request. Installations requiring completion prior to the first available due date or outside of regular business hours will be charged at the premium rate of \$150.60/hr.

**b. 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 NUIT defective parts, service or workmanship will be billed to the customer at the premium rate of \$150.60/hr.

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