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NORTHWESTERN  
INFORMATION TECHNOLOGY

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**Service & Equipment  
Charge List**  
For Fiscal Year 2018

**Effective September 1, 2017**

All prices are subject to change and should be confirmed by calling  
Northwestern Information Technology (IT) at 847-491-4357 (1-HELP).

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

1800 Sherman Ave., Suite 1-200 • Evanston, IL 60201 • 847-491-4357 (1-HELP)

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**Core Services**

Core services charge, per individual, appropriately weighted ..... \$378.47/yr.

The core services charge was developed to provide access to a set of essential services provided over Northwestern's network infrastructure. Core services include the following:

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|---|--|
| <input type="checkbox"/> Dial tone (basic telephone service)                                | <input type="checkbox"/> On-campus wireless access                             |
| <input type="checkbox"/> Local calling  | <input type="checkbox"/> Voice conferencing                                    |
| <input type="checkbox"/> Domestic long distance calling                                     | <input type="checkbox"/> Secure remote access                                  |
| <input type="checkbox"/> Data network access (including e-mail)                             | <input type="checkbox"/> Host-based virus protection                           |
| <input type="checkbox"/> On-campus Internet connectivity                                    | <input type="checkbox"/> Network repair services and ordering assistance       |
| <input type="checkbox"/> Basic Voice Mail   | <input type="checkbox"/> NU's E-mail Defense System                            |
| <input type="checkbox"/> Access to Internet 2, national and international research networks | <input type="checkbox"/> Central upgrades to the communications infrastructure |

**1. Service Charges a. TDM Voice Services and Equipment**

**Single Line Telephone Sets – One-Time Equipment Charges for New Installations and Upgrades**

- Single Line Set.....Included in core services charge
- Single Line Set with Speaker, Mute and Hold Button .....\$ 8.00/ea.
- Line Only/No Set.....Included in core services charge
- Student Telephone Line (includes local and long distance usage; allowed in sleeping room only; phone card required for international calls)..... \$ 20.00/mo.

**Multi-Button Telephone Sets – One-Time Equipment Charges for New Installations and Upgrades**

- 10-Button Basic Set.....\$ 66.00/ea.
- 10-Button Set with Display.....\$ 90.00/ea.
- 10-Button Set with Speaker.....\$ 91.00/ea.
- 10-Button Set with Display and Speaker.....\$152.00/ea.
- 30-Button Basic Set.....\$121.00/ea.
- 30-Button Set with Display.....\$137.00/ea.
- 30-Button Set with Speaker.....\$156.00/ea.
- 30-Button Set with Display and Speaker.....\$205.00/ea.

**Additional Equipment, Features & Services**

- Additional Line Appearance (ADN) or Multiple Line Appearance ([MADN](#)).....\$ 2.00/mo.
- Referral to a Specific Number.....Included in core services charge

**Handset Cords (connects base to receiver) – Multi-Button and Single Line Sets**

- Handset Cord - 7 ft. (at installation).....Included with set
- Handset Cord - 7 ft. (replacement).....\$ 3.40/ea.
- Handset Cord - 12 ft.....\$ 9.40/ea.
- Handset Cord - 25 ft.....\$ 11.60/ea.

**Mounting Cords (connects base to wall jack) – Multi-Button and Single Line Sets**

- Mounting Cord - 12 ft. (at installation).....Included with set
- Mounting Cord - 12 ft. (replacement).....\$ 10.00/ea.

**Please note the following concerning handset and mounting cords:**

- At installation, each telephone comes standard with a 12 ft. mounting cord and 7 ft. handset cord. Any variations from this standard will cost extra (in materials only) at installation. Cords installed at the same time as a telephone incur no additional labor charge.
- Labor and replacement charges will not be billed when replacing the same length cord due to repair (other than vandalism).
- If the cord is ordered to replace an existing cord damaged by vandalism or to lengthen or shorten an existing cord, a labor charge will be applied in addition to the replacement cost of the cord.
- Labor charges are applied at the rate of \$92.90/hr. (min 1/2 hr.: \$46.45).

**b. IP-based Voice Services and Equipment**

**Voice over IP Phones – One-Time Equipment Charges for New Installations**

1120E VoIP Phone SIP.....	\$315.00/ea.
1140E VoIP Phone SIP.....	\$398.00/ea.
1120E VoIP Phone CICM.....	\$270.00/ea.
1140E VoIP Phone CICM.....	\$350.00/ea.
Polycom IP321.....	\$ 66.00/ea.
Polycom IP550.....	\$135.00/ea.
Polycom IP670.....	\$340.00/ea.
Polycom IP5000 without external power supply.....	\$360.00/ea.
Polycom IP7000 without external power supply.....	\$785.00/ea.

**Additional Equipment, Features & Services**

Additional Line Appearance (ADN) for CICM and SIP or Multiple Line Appearance ( <a href="#">MADN</a> ) for CICM Pn.Only.....	\$ 2.00/mo.
Polycom Power Adaptor.....	\$ 15.00/ea.
1120/1140 Power Supply.....	\$ 25.00/ea.
Polycom 7000 Extended Microphone Kit (includes 2 microphones).....	\$288.00
Polycom Side Car.....	\$200.00/ea.
SIP Line Appearance (LEN/DID License).....	\$355.00/per LEN
Referral to a Specific Number.....	Included in core services charge

**Migrations and Conversions**

VOIP Service Activation (Moving or converting TDM to SIP).....	\$265/per data activation
Converting CICM to SIP (see page 3 for SIP telephone set charge)....	No programming charge

**Handset Cords** (connects base to receiver) – Multi-Button and Single Line Sets

Handset Cord - 7 ft. (at installation).....	Included with set
Handset Cord - 7 ft. (replacement).....	\$ 3.40/ea.
Handset Cord - 12 ft.....	\$ 9.40/ea.
Handset Cord - 25 ft.....	\$11.60/ea.

**Mounting Cords** (connects base to wall jack) – Multi-Button and Single Line Sets

Northwestern IT Service & Equipment Charges for Fiscal Year 2017 — Northwestern University

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Mounting Cord - 12 ft. (at installation).....	Included with set
Mounting Cord - 12 ft. (replacement).....	\$ 10.00/ea.

**Please note the following concerning handset and mounting cords:**

- At installation, each telephone comes standard with a 12 ft. mounting cord and 7 ft. handset cord. Any variations from this standard will cost extra (in materials only) at installation. Cords installed at the same time as a telephone incur no additional labor charge.
- Labor and replacement charges will not be billed when replacing the same length cord due to repair (other than vandalism).
- If the cord is ordered to replace an existing cord damaged by vandalism or to lengthen or shorten an existing cord, a labor charge will be applied in addition to the replacement cost of the cord.
- Labor charges are applied at the rate of \$92.90/hr. (min 1/2 hr.: \$46.45).

**c. Other Voice Services – Recurring Charges**

**Automatic Call Distribution – Telephone Sets not included**

ACD Basic (Agent or Supervisor).....	\$ 39.00/mo.
ACD Enhanced (CIC).....	\$ 41.00/mo.
ACD Enhanced Supervisor License.....	\$ 32.00/mo.

**Telephone Switch Programming – One-Time Charges**

The main telephone switch must be programmed by Northwestern IT when adding or removing features to a new or established telephone set and/or line. Normal turnaround time is two business days. Switch programming charges are applicable in the following situations:

Change/add features to a new or established telephone set or line*.....	\$ 18.00/set or line
Delete existing established features (line/telephone set remains) .....	\$ 18.00/set or line
Establish Authorization Code.....	\$ 20.00/ea.*

\*Initial switch programming is included with Flat-Rate Installation.

**d. Data Services & Equipment**

**Data Circuits – One-Time Charges**

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

Gigabit Ethernet.....Included in core services charge

**Ethernet Cables**

Ethernet Cable - 14 ft. (at installation)..... Included with installation

Ethernet Cable - 14 ft. (replacement).....\$ 5.50/ea.

**Wireless**

Wireless Access Point (WAP).....\$1,200/ea.\* Includes network port cost, equipment, and installation; does not include wire pull charge.

**Please note the following concerning Ethernet cables:**

- One Ethernet cable is provided at no charge when a data jack is activated.
- Labor and replacement charges will not be billed when replacing an Ethernet cable due to repair (other than vandalism).
- If an Ethernet cable is ordered to replace an item damaged by vandalism, labor, and replacement charges will apply.
- Labor charges are applied at the rate of \$92.90/hr. (min 1/2 hr.: \$46.45).

**e. Firewall Services**

Initial Consultation and Implementation Charge .....\$2,400.00/One time\*  
assumes 40-45 hrs. on average

Level A Service (750 Mbps).....\$700.00/yr.

Level B Service (950 Mbps).....\$1,100.00/yr.

Level C Service (1.5G Mbps)..... \$1,500.00/yr.

Level D Service (4G Mbps)..... \$3,600.00/yr.

Recurring Rule Set Management Charge (optional)..... \$1,600.00/yr.

**f. Television Services**

Basic Cable TV (Comcast).....\$30.00/mo.  
(Cable TV is coordinated through NUIT. Invoices for service beyond basic are sent to and paid directly by the requesting department)

**2. Installation and Repair**

**a. Installation**

Northwestern IT 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 Charge**

Where an existing jack is in place (TDM).....\$128.00/line  
(Includes labor, materials, and switch programming charges—Evanston campus only)

Fax Line (VoIP).....\$222.00/line

**Time-and-Materials Installation**

Labor Charges..... \$92.90/hr.

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 a.m. – 5:00 p.m.) will incur a charge double the normal labor rate. Customers requesting rush or any nonemergency 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 Northwestern IT business days, 8:30 a.m. - 5:00 p.m. Monday through Friday. The premium rate is \$185.80/hr. for any service outside Northwestern IT 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 \$185.80/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
- **Cancellations** – Cancellation charges (min 1/2 hr. \$46.45) apply if order is not withdrawn within 24 hours of due date.
- **Bulk Orders** – Bulk orders of 20 lines or more requiring scheduling arrangements that may exceed our standard SLA for installation.

**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 Northwestern IT defective parts, service or workmanship will be billed to the customer at the premium rate of \$185.80/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 Equipment and Labor**

**Single Line Telephone Sets**

Single Line Set.....	\$25.00/ea.
Single Line Set with Speaker.....	\$30.00/ea.

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**Multi-Button Telephone Sets**

10-Button Basic Set.....	\$66.00/ea.
10-Button Set with Display.....	\$90.00/ea.
10-Button Set with Speaker.....	\$91.00/ea.
10-Button Set with Display and Speaker.....	\$145.00/ea.
30-Button Basic Set.....	\$121.00/ea.
30-Button Set with Display.....	\$137.00/ea.
30-Button Set with Speaker.....	\$156.00/ea.
30-Button Set with Display and Speaker.....	\$205.00/ea.

**Voice over IP Phones**

1120E VoIP Phone .....	
\$315.00/ea. 1140E VoIP Phone.....	\$398.00/ea.

**All Other Items**

All other items will be charged at actual cost plus handling, and labor, if applicable.

**Replacement Labor**

In addition to replacement equipment costs, labor charges at the rate of \$92.90/hour (minimum one-half hour \$46.45) will apply. Replacement will occur during our regular hours of 8:30 a.m. - 5:00 p.m. Monday - Friday.