

NORTHWESTERN INFORMATION TECHNOLOGY

Service & Equipment Charge List

For Fiscal Year 2023

Effective September 1, 2022

(Updated 12/20/2022)

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.

1. Service Charges

a. Cisco IP Based Voice Equipment

Cisco 3905 VoIP Phone (to be used as wall phones only)	\$64.00/ea.
Cisco 7841 VoIP Phone (default desk phone)	\$145.00/ea.
Cisco 7861 VoIP Phone.....	\$155.00/ea.
Cisco 8821 Wireless Phone for Labs	\$452.00/ea.*
*The 8821 Wireless Phone is for lab use only where a corded phone is not feasible and could cause a hazard. The deployment of this device will be contingent on the verification of the approved use case.	
Cisco 8832 Speakerphone with integrated keypad	\$650.00/ea.
Cisco 8851 VoIP Phone.....	\$235.00/ea.

Additional Cisco Equipment

Cisco 8800 Key Expansion Module (for use with the 8851).....	\$185.00/ea.
Cisco 8832 Extended Microphone Kit (to use with 8832 Phone)	\$169.00/ea.
Cisco 8832 Wireless Microphone Kit (to use with 8832 Phone).....	\$260.00/ea.

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 \$100.70/hr. (min 1/2 hr.: \$50.35).

b. Voice Services

Software Only Phone Line – Activation of a new phone number without a physical telephone set for use with a software client.....\$48.65/line

Headsets for Software Only Lines – One Time Charges

Blackwire 310 Single Earpiece	\$30
Blackwire 320 Stereo.....	\$34
Blackwire 510 Single Earpiece	\$60
Blackwire 520 Stereo.....	\$65
Blackwire 710 Single Earpiece	\$88
Blackwire 720 Stereo.....	\$95

Basic Voicemail services are included in the core services charge. Advanced caller menu functionality for call routing incurs a monthly charge.

Callers Menus - provides rapid routing of incoming calls to specific extensions, departments, mailboxes, applications, and informational resources within an organization.

New Menu Setup.....	\$205
Menu Option Changes.....	\$52
Greeting Update.....	\$26

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 five 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

Analog Telephone Lines

Analog telephone lines are used for applications such as fax machines, modems, alarm panels, and instrument monitors. The analog line activation charge does not include any necessary labor/materials associated with wiring or jack installation if needed.

Analog line activation	\$222.00/line
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c. Data Services & Equipment

Data Circuits – One-Time Charges

Gigabit Ethernet	\$265.00/circuit**
10 Gigabit Ethernet.....	\$650.00/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.

Northwestern IT Service & Equipment Charges for Fiscal Year 2022 — Northwestern University
Data Circuits – Recurring Charges

Gigabit & 10 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 \$100.70/hr. (min 1/2 hr.: \$50.35).

d. Firewall Services

Initial Consultation and Implementation Charge..... \$2,400.00/One time*

assumes 40-45 hrs. on average

Level 1 Service (1 Gbps) \$700.00/yr.

Level 2 Service (3 Gbps) \$1,250.00/yr.

Level 3 Service (5 Gbps)..... \$1,950.00/yr.

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

High Availability (HA) firewall services are available for double the yearly Level 1/2/3 charges. The rule set management charge remains at \$1,600/year for an HA installation.

e. Television Services

Basic Cable TV (Comcast) \$29.85/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. 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

Time-and-Materials Installation

Labor Charges \$100.70/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. \$50.35) 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

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 \$201.40/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 \$100.70/hour (minimum one-half hour \$50.35) will apply. Replacement will occur during our regular hours of 8:30 a.m. - 4:00 p.m. Monday - Friday.