
NORTHWESTERN UNIVERSITY
INFORMATION TECHNOLOGY

**Service & Equipment
Charge List**
for Fiscal Year 2009

Effective September 1, 2008

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.

1800 Sherman Ave., Suite 206 • Evanston, IL 60208 • (847) 467-5560

Core Services

Core services charge, per individual, appropriately weighted.....\$386.03/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:

- Dial tone (basic telephone service)
- Basic single line telephone set (non-VolP)
- Local calling
- Domestic long distance calling
- Data network access (including e-mail)
- On-campus Internet connectivity
- Basic Voice Mail
- Access to Internet 2, national and international research networks
- On-campus wireless access
- Voice conferencing
- Secure remote access
- Host-based virus protection
- Network repair services and ordering assistance
- NU’s E-mail Defense System
- Basic NUTV
- Central upgrades to the communications infrastructure

1. Service Charges

a. Voice Services and Equipment

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

Single Line SetIncluded in core services charge
 Single Line Set with Speaker\$7.60/ea
 Line Only/No SetIncluded in core services charge
 Student Telephone Line (includes local and long distance usage; allowed in sleeping room only; phone card required for international calls)\$18.09/mo

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

10-Button Basic Set.....\$68.00/ea
 10-Button Set with Display\$83.00/ea
 10-Button Set with Speaker.....\$103.00/ea
 10-Button Set with Display and Speaker.....\$150.60/ea
 30-Button Basic Set.....\$120.90/ea
 30-Button Set with Display\$137.00/ea
 30-Button Set with Speaker.....\$155.90/ea
 30-Button Set with Display and Speaker.....\$204.80/ea

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

1120E VoIP Phone.....\$102.00/ea
 1140E VoIP Phone.....\$153.00/ea

Additional Equipment, Features & Services

Additional Line Appearance (ADN) or Multiple Line Appearance (MDN)\$1.85/mo
 Referral to a Specific NumberIncluded 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)	\$2.90/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 \$73.80/hr (min 1/2 hr: \$36.90).

b. Other Voice Services

Voice Messaging Voice Mail Service – Recurring Charges

Basic Voice Mail Service (20 total messages; message retention 5 days).....	Included in core services charge
Enhanced Voice Mail Service (25 total messages; message retention 8 days)	\$2.00/mo
Premium Voice Mail Service (30 total messages; message retention 11 days).....	\$4.10/mo
Traveler Voice Mail Service (40 total messages; message retention 21 days)	\$10.10/mo
Executive Voice Mail Service (75 total messages; message retention 30 days).....	\$18.20/mo

Other Voice Mail Services – Recurring Charges

Caller's Menu (Enhanced Call Processing, or ECP) Mailbox	\$57.30/mo
Transfer Mailbox.....	\$4.80/mo
Transcriber / Forms Mailbox.....	\$54.70/mo
Listen-Only (Information-Only) Mailbox.....	\$12.80/mo
Dial-by Name Departmental Directory Menu Mailbox.....	\$12.80/mo

Voice Mail Services – One-Time Charges

Initial programming/setup per mailbox	\$30.40/ea
Changes to mailbox or password reset.....	\$12.20/ea
Password reset for new employee only	No Charge

Automatic Call Distribution – Telephone Sets not included

ACD Basic (Agent or Supervisor).....	\$38.70/mo
ACD Enhanced (CIC).....	\$42.00/mo

Telephone Switch Programming – One-Time Charges

The main telephone switch must be programmed by NUIT 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*	\$17.90/set or line
Delete existing established features (line/telephone set remains)	\$17.90/set or line
Establish Authorization Code	No Charge

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

Off Campus Services

Off Campus Extension	\$85.00/mo
Establish Calling Card*	\$17.70/card

* Plus usage.

c. Data Services & Equipment

Data Circuits – One-Time Charges

Switched-10/100 Mbps service	\$240.00/circuit*
Switched-10/100 Mbps service for hublet replacement	\$240.00/circuit*

* 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	Included in core services charge
Dedicated Data Circuit - Between buildings (same campus)	\$9.80/mo

Ethernet Cables

Ethernet Cable - 14 ft (at installation)	Included with installation
Ethernet Cable - 14 ft (replacement)	\$5.50/ea

Wireless

Wireless Access Point (WAP)	\$1,216/ea
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* Includes network port cost, equipment, and installation; does not include wire pull charge. Wireless Access Points are in addition to the new installations that are allocated each year by Central Administration and included in the core service 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 \$73.80 / hour (minimum 1/2 hour: \$36.90).

d. Other Services

Television Service

Basic NUTV	Included in core services charge
Expanded NUTV	\$13.80/mo
NUTV Set Top Box (includes activation & one year warranty)	\$330/ea
NUTV Set Top Box Replacement (includes activation & one year warranty)	\$285 + labor at \$73.80/hr
Replacement Remote Control	\$12.50 + labor at \$73.80/hr
NUTV Repairs (not caused by defective parts, service, or workmanship)	\$145/hr
Cable TV	\$17.50/mo

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 Charge

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

Time-and-Materials Installation

Labor Charges	\$73.80/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 a.m. – 5:00 p.m.) 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 \$147.60/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 \$147.60/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 \$147.60/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 \$147.60/hr.

3. Theft and Vandalism

NUIT cannot assume responsibility for loss of equipment due to theft and vandalism. Replacement costs are determined using NUIT’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	\$23.50/ea
Single Line Set with Speaker	\$30.00/ea

Multi-Button Telephone Sets

10-Button Basic Set.....	\$68.00/ea
10-Button Set with Display	\$83.00/ea
10-Button Set with Speaker.....	\$103.00/ea
10-Button Set with Display and Speaker.....	\$150.60/ea
30-Button Basic Set.....	\$120.90/ea
30-Button Set with Display	\$137.00/ea
30-Button Set with Speaker.....	\$155.90/ea
30-Button Set with Display and Speaker.....	\$204.80/ea

Voice Over IP Phones

1120E VoIP Phone.....	\$216.00/ea
1140E VoIP Phone.....	\$242.00/ea

All Other Items

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

Replacement Labor

NUIT Service & Equipment Charges for Fiscal Year 2009 — Northwestern University

In addition to replacement equipment costs, labor charges at the rate of \$73.80/hour (minimum one-half hour \$36.90) will apply. Replacement will occur during our regular hours of 8:30 a.m.-5:00 p.m. Monday - Friday.