Service & Equipment Charge List
for Fiscal Year 2012

Effective September 1, 2011

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.
Core Services
Core services charge, per individual, appropriately weighted..........................................................$389.64/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-VoIP)
- 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. 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 ...........................................................................................................$7.60/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) .................................................................$18.09/mo

Multi-Button Telephone Sets – One-Time Equipment Charges for New Installations and Upgrades
10-Button Basic Set.......................................................................................................................................$69.00/ea
10-Button Set with Display ..........................................................................................................................$92.00/ea
10-Button Set with Speaker ..........................................................................................................................$96.00/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

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) .......................................................... $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 $78.70/hr (min 1/2 hr: $39.35).

**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 ................................................................................ $382.00/ea
1120E VoIP Phone CICM ........................................................................... $249.00/ea
1140E VoIP Phone CICM ........................................................................... $382.00/ea
Polycom IP321 ......................................................................................... $80.00/ea
Polycom IP331 ......................................................................................... $104.00/ea
Polycom IP550 ......................................................................................... $210.00/ea
Polycom IP670 ......................................................................................... $340.00/ea
Polycom IP5000 without external power supply ........................................ $360.00/ea
Polycom IP5000 with external power supply ............................................. $440.00/ea
Polycom IP7000 without external power supply ........................................ $785.00/ea
Polycom IP7000 with external power supply ............................................. $850.00/ea

**Additional Equipment, Features & Services**

Additional Line Appearance (ADN) for CICM and SIP or Multiple Line Appearance (MADN) for CICM Only .......................................................... $2.00/mo
Polycom Power Adaptor ........................................................................... $15.00/mo
Polycom 7000 Extended Microphone Kit (includes 2 microphones) ........ $182.00
Polycom Side Car ..................................................................................... $200.00/ea
SIP Phone Additional LEN/DID License .................................................. $355/per LEN
Referral to a Specific Number .................................................................. Included in core services charge
Migrations and Conversions
Moving or converting TDM to SIP ................................................................. $259/per data activation
Converting CIU to SIP .................................................................................. No 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 $78.70/hr (min 1/2 hr: $39.35).

c. 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) ................................................................. $39.00/mo
ACD Enhanced (CIC) .................................................................................. $41.00/mo
ACD Enhanced Supervisor License ............................................................... $22.00/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 ......................................................................................... $100.00/mo
- Establish Calling Card* ......................................................................................... $19.00/card
  * Plus usage.

**d. Data Services & Equipment**

**Data Circuits** – One-Time Charges

- Switched-10/100 Mbps service ............................................................................... $259.00/circuit*
- Switched-10/100 Mbps service for hublet replacement ........................................... $259.00/circuit*

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

- Gigabit Ethernet .................................................................................................. $655.00/circuit*

**Data Circuits** – Recurring Charges

- Switched-10/100 Mbps service .............................................................................. Included in core services charge
- Dedicated Data Circuit - Between buildings (same campus) ...................................... $10.00/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) .............................................................................. $1,245.00/ea

* 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 $78.70/hr (min 1/2 hr: $39.35).

e. Firewall Services
Initial Consultation and Implementation Charge ................................................................. $2,400/one time
* assumes 40-45 hrs on average
Level One Service (160 Mbps) ................................................................................................. $690/yr
Level One HA* Service (160 Mbps) .......................................................................................... $1,380/yr
Level Two Service (350 Mbps) .................................................................................................. $2,500/yr
Level Two HA* Service (350 Mbps) ........................................................................................ $5,000/yr
Level Three Service (650 Mbps) ............................................................................................... $3,500/yr
Level Three HA* Service (650 Mbps) ..................................................................................... $7,000/yr
Level Four Service (1G) ........................................................................................................... $4,800/yr
Level Four HA* Service (1G) ................................................................................................... $9,600/yr
Recurring Rule Set Management Charge (optional) ............................................................... $1,600/yr
*HA Service (High Availability/Redundant) Configurations

f. Television Services
Basic NUTV ............................................................................................................................... Included in core services charge
Expanded NUTV ..................................................................................................................... $15.35/mo
NUTV Set Top Box (includes activation & one year warranty) ............................................... $437.00/ea
NUTV Set Top Box Replacement (includes activation & one year warranty) ................... $437 + labor at $78.70/hr
Replacement Remote Control ................................................................................................. $12.50 + labor at $78.70/hr
NUTV Repairs (not caused by defective parts, service, or workmanship) ............................. $145.00/hr
Cable TV ................................................................................................................................... $22.25/mo
DirecTV ..................................................................................................................................... Refer to NUIT Web site

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 (TDM) .................................................................................. $122.00/line
(Includes labor, materials, and switch programming charges—Evanston campus only)
Fax Line (VoIP) .......................................................................................................................... $213.00/line

Time-and-Materials Installation
Labor Charges

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 NUIE business days, 8:30 a.m. - 5:00 p.m. Monday through Friday. The premium rate is $157.40/hr for any service outside NUIE 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 $157.40/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 $157.40/hr.

- **Cancellations** – Cancellation charges (min 1/2 hr: $39.35) apply if order is not withdrawn within 24 hours of due date.

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 NUIE defective parts, service or workmanship will be billed to the customer at the premium rate of $157.40/hr.

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

NUIE cannot assume responsibility for loss of equipment due to theft, vandalism, or equipment older than three years. Replacement costs are determined using NUIE’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.................................................................................. $69.00/ea
10-Button Set with Display ..................................................................... $92.00/ea
10-Button Set with Speaker ..................................................................... $96.00/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..................................................................................... $315.00/ea
1140E VoIP Phone..................................................................................... $382.00/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 $78.70/hour (minimum one-half hour $39.35) will apply. Replacement will occur during our regular hours of 8:30 a.m. - 5:00 p.m. Monday - Friday.