SECTION A – Departmental Rate for Standard Services

➢ The STANDARD section applies only to areas that pay for network/telephone services through the Departmental Rate. Other sections show pricing of services that are not departmental or not standard, which may include the following:
  - o Departmental non-standard services (see Section B)
  - o Departmental special connectivity (see Section B)
  - o Residence hall connectivity/access (see Section C)
  - o Non-departmental or vendor use of on-campus services (see Section D)

➢ No additional charges will be incurred for modification requests (such as MOVES, ADDS, CHANGES, and DISCONNECTS) on standard departmental network and telephone services. (Note: project or departmental funds will pay for equipment where multiple connections/services are being requested; or alternately, the activation fee of *12Mos*DeptRate*#Activations* will apply.)

➢ Monthly reports for active telephone and network services will be available to departments to show quantities of services with percentage of growth / decline over the year.

➢ Wiring installation requests are typically billed from Facilities Management (or an outside contractor) to the requesting department, but can be coordinated through the Administrative Technologies ION division.

➢ All campus telephone numbers can include a voicemail box and Unified Messaging (.wav file sent to e-mail).

➢ All campus telephone numbers may be:
  - o **MASKED**, which displays the actual telephone number on-campus, but is masked to a specified number (displays alternate number) for calls off campus, and/or
  - o **UNLISTED**, which displays to the receiving party either "PRIVATE" or "UNAVAILABLE" both on- and off-campus.

VoIP Telephone Services – STANDARD *requires an active network connection*	*BILLING CODE*	*EQUIPMENT / INSTALLATION*	*MONTHLY*
VoIP 2-button speaker telephone with large color display – Standard for office --CISCO 7945G; includes UNIFIED COMMUNICATIONS client (Jabber), MOBILITY feature, VOICEMAIL --required: an active network connection	VOIP-PH7945	--	Departmental Rate
VoIP conference speaker telephone -- Standard for conference room --CISCO 7937; includes up to 2 extension microphones; includes UC client --required: an active network connection	VOIP-PH7937	--	Departmental Rate
VoIP 1-button speaker telephone with small LED display -- Standard for classroom --CISCO 7911G; includes locking plate --required: an active network connection	VOIP-PH6921 or VOIP-PH7911 or VO-ST-7911	--	Departmental Rate
VoIP Unified Communications (UC) client software ONLY (no telephone instrument) --CISCO Jabber; includes MOBILITY feature and VOICEMAIL	VOIP-UC-DESKAO	--	Departmental Rate
Analog service --for connecting a fax, modem, TTY instrument, RightFax number, red convenience phone service, emergency, or other analog equipment --required: an active network connection	VOIP-ANALOG & VO-ST-ANALOG	--	Departmental Rate

Network Connectivity – STANDARD	*BILLING CODE*	*EQUIPMENT / ACTIVATION*	*MONTHLY*
Standard Ethernet network connection with Wi-Fi network connectivity --wiring is installed by Facilities (billed separately; coordinated by AT-ION)	D-E-STANDARD	--	Departmental Rate

SECTION B -- Departmental Rate for NON-Standard Services

VoIP Telephone Services – NON- STANDARD *requires an active network connection*	*BILLING CODE*	*EQUIPMENT / INSTALLATION*	*MONTHLY*
VoIP 6-button speaker telephone with large color display -- Non-standard for office --CISCO 7965G (can support up to 2 CISCO 7916 button modules for additional cost); includes UC client; includes MOBILITY feature --required: an active network connection	VOIP-PH7965	$50.00	Departmental Rate
VoIP 28-button color display add-on module (only for 7965G) --CISCO 7916; requires power outlet --required: an active network connection	VOIP-7916MOD	$50.00	$0.00
VoIP IPC software-based client which emulates a CISCO 7975 --used as a substitute or supplement to an existing VOIP telephone service	VOIP-IPC	$50.00	Departmental Rate
VoIP directory number --may be a button appearance on an existing phone	VOIP-DID	$50.00	Departmental Rate
Analog desk phone; 1-line instrument that sits on a desk --required: an active network connection billed separately	VOIP-PH2500	$20.00	Departmental Rate
Analog wall phone; 1-line instrument that mounts to wall --required: an active network connection billed separately	VOIP-PH2554	$20.00	Departmental Rate
VoIP telephone instrument replacement for lost, damaged, or stolen equipment	VOIP-REPLACE	Repair -or-replacement cost	--

Special Voice Services– NON-STANDARD *--wiring is installed by Facilities (billed separately; coordinated by AT-ION)*	*BILLING CODE*	*EQUIPMENT / INSTALLATION*	*MONTHLY*
Call Queuing Service that handles calls via a basic voice menu to route calls to the appropriate recipient through touch-tone keypad selections (pilot # included)	V-CALLHANDLR	$50.00	Departmental Rate
Call Queuing Service that handles calls via a contact center with advanced voice menuing, call center agent management, monitoring and reporting (pilot # included)	V-CONTCTCNTR	$50.00	Departmental Rate
Special on-campus or off-campus service for voice/data/video	[varies]	Quote	Quote
Special programming or consulting fees or Call Center configuration	VO-SPC-PROG	$50.00 per hour	--
Bridged analog telephone extension line; located in the same wiring closet	V-LANAL-BRG	$25.00	Departmental Rate
Special 2-wire circuit; on-campus --may incur charges from local provider for non-ISU phone number	C-2WIRE	$30.00	Departmental Rate
Special 4-wire circuit; on-campus --may incur charges from local provider for non-ISU phone number	C-4WIRE	$60.00	Departmental Rate
Move an active circuit to another pre-wired location (per service)	C-MOVE	$25.00	--
Analog parking call box (yellow) – mounted --required: analog service with an active network connection	VO-CALLBOX	Quote	--
Analog emergency kiosk (blue light call booth) --required: analog service with an active network connection	VO-KIOSK	Quote	--

SECTION B (… continued)

Network Connectivity – NON-STANDARD	BILLING CODE	EQUIPMENT / ACTIVATION	MONTHLY
Data Center Keyboard-Video-Mouse (KVM) --connection for terminal server	D-DC-KVM	--	Departmental Rate
Data Center serial --connection for terminal server	D-DC-SERIAL	--	Departmental Rate
Content switching context --1 context per administrative domain	D-SPC-CONSWT	$3,000.00	Departmental Rate
Fiber Channel (HBA4; 1-4Gb/s) --for storage area networking and other applications	D-FIBERCH-4G	$275.00	Departmental Rate
Special multi-mode fiber circuit; on-campus; per strand --wiring is installed by Facilities (billed separately; coordinated by AT-ION)	C-FIBERMULTI	$250.00	Departmental Rate
Special single-mode fiber circuit; on-campus; per strand --wiring is installed by Facilities (billed separately; coordinated by AT-ION)	C-FIBERSINGL	$500.00	Departmental Rate

Special Network Connectivity – NON-STANDARD	BILLING CODE	EQUIPMENT / ACTIVATION	MONTHLY
Special event 24-port Ethernet switch to be connected to an existing wired jack --1 to 30 days; 30-day maximum (quantity 2 for up to 30 additional days)	D-SPC-SWITCH	$100.00 per month	--
Special event Wi-Fi network connectivity (wireless access service) to be connected to an existing wired jack --1 to 30 days; 30-day maximum (quantity 2 for up to 30 additional days)	D-SPC-WIFI	$100.00 per month	--
Special programming (billed in increments of 1 hour) for example: • consulting fees; • custom Wi-Fi SSID; • conference attendee Internet connectivity; • any custom campus network connectivity; • network reactivation (disabled due to University Policy violation)	D-SPC-PROG	$50.00 per hour	--

Wireless Network Connectivity – NON-STANDARD	BILLING CODE	EQUIPMENT / ACTIVATION	MONTHLY
Wi-Fi network / Wireless Access Point (WAP) **non-standard** building coverage --wiring is installed by Facilities (billed separately; coordinated by AT-ION)	W-WAP	$434.00	Departmental Rate

Television Services – NON-STANDARD	BILLING CODE	EQUIPMENT / INSTALLATION	MONTHLY
Cable Television (CATV) --fiber node distribution amplifier	C-CATVFIBAMP	Quote	--

Public Address Services – NON-STANDARD	BILLING CODE	EQUIPMENT / ACTIVATION	MONTHLY
Group add or change in Informacast software -- create, update, or remove groups, group administrators, or associated instruments	PA-GROUPS	$25.00	--
Speaker (CyberData or Atlas) --wiring cable runs allowed up to 290 feet	PA-SPEAKER	Quote	Departmental Rate

SECTION C – Residence Hall Bundles

Watterson Towers, East Campus, West Campus -- $33.65	BILLING CODE	INSTALLATION / ACTIVATION	MONTHLY
Standard Ethernet network connection with Wi-Fi network connectivity (802.11b/g/n/a)	D-BUN-R-STND	--	$27.50
Residential Computing Consultant (RCC) --support provided by Tech Zone/Student Technology Support	D-BUN-R-RCC	--	$4.15
uLabs --access/support provided by Administrative Technologies	D-BUN-R-ULAB	--	$2.00

Cardinal Court -- $31.65	BILLING CODE	INSTALLATION / ACTIVATION	MONTHLY
Standard Ethernet network connection with Wi-Fi network connectivity (802.11b/g/n/a)	D-BUN-R-STND	--	$27.50
Residential Computing Consultant (RCC) --support provided by Tech Zone/Student Technology Support	D-BUN-R-RCC	--	$4.15

SECTION D – Campus Voice/Network Services – NON-DEPARTMENTAL (typically vendors)

Note: Wiring installation requests are typically billed from Facilities Management (or an outside contractor) to the requesting entity but coordinated through the Administrative Technologies ION division.

Campus Wired Network Connectivity	BILLING CODE	EQUIPMENT / ACTIVATION	MONTHLY
Standard Ethernet network connection activation on an existing wired jack with Wi-Fi network connection on a non-standard service	D-VN-NETWORK	$165.00	$13.25
Special multi-mode fiber circuit; on-campus; per strand	C-VN-FBRMLT	$250.00	$50
Special single-mode fiber circuit; on-campus; per strand	C-VN-FBRSNGL	$500.00	$50
Move an active network connection to a different pre-wired jack	D-MOVE	$25.00	--
Special programming or consulting fees or configuring fees (billed in increments of 1 hour)	D-SPC-PROG	$50.00 per hour	--

Campus Voice Services	BILLING CODE	EQUIPMENT / INSTALLATION	MONTHLY

Analog service --for connecting a fax, modem, TTY instrument, RightFax number,
  red convenience phone service, emergency, or other analog equipment
  --**required**: an active network connection
	VO-VN-ANALOG	$75.00	$5.50

Bridged analog telephone extension line; located in the same wiring closet	V-VN-BRIDGE	$25.00	$6.00

VoIP 2/6/8-button CISCO telephone (Models 7945, 7965, or 7975 available)
  --included: Unified Communications, Voicemail box, and Unified Messaging
  --**required**: an active network connection
	VO-VN-PH7945 -or-
	VO-VN-PH7965 -or-
	VO-VN-PH7975
		$135.00 -or-
		$175.00 -or-
		$235.00
			$12.50

Special 2-wire circuit; on-campus; non-standard service --may incur charges from local provider for non-ISU phone number	C-VN-2WIRE	$60.00	$10.00
Special 4-wire circuit; on-campus non-standard service --may incur charges from local provider for non-ISU phone number	C-VN-4WIRE	$120.00	$20.00
Call Queuing Service that handles calls via a basic voice menu to route calls to the appropriate recipient through touch-tone keypad selections (pilot # included)	VO-VN-CALLH	$50.00	$25.00
Call Queuing Service that handles calls via a contact center with advanced voice menuing, call center agent management, monitoring and reporting (pilot # included)	VO-VN-CONTC	$50.00	$5.00
Move a circuit or voice service to a different pre-wired jack	C-MOVE -or- V-MOVE	$25.00	--
Special programming or consulting fees or call center configuration (billed in increments of 1 hour)	VO-SPC-PROG	$50.00 per hour	--