

## Telephone/Network Service Pricing -- Fiscal Year 2015

Section A - NEW STATION WIRE AND JACKS	NOTES	BILLING CODE	INSTALLATION
UWP#1 (2 x RJ11 telephone jacks)		WIRE-UWP#1	\$430.00
UWP#3 (1 x RJ11 telephone jack)		WIRE-UWP#3	\$430.00
UWP#6 (2 x RJ11 telephone jacks and 1 x category #6 RJ45 ISUnet jack)		WIRE-UWP#6	\$600.00
UWP#7 (2 x RJ11 telephone jacks and 2 x category #6 RJ45 ISUnet jacks)		WIRE-UWP#7	\$840.00
DOP#11 (1 x category #6 RJ45 ISUnet jack)		WIRE-DOP#11	\$475.00
DOP#12 (2 x category #6 RJ45 ISUnet jacks)		WIRE-DOP#12	\$760.00
DOP#13 (3 x category #6 RJ45 ISUnet jacks)		WIRE-DOP#13	\$985.00
DOP#14 (4 x category #6 RJ45 ISUnet jacks)		WIRE-DOP#14	\$1,270.00
MMP#1 (1 x F connector jack for CATV service)		WIRE-CATV	\$380.00
DATA ONLY (5 or more category #6 RJ45 ISUnet jacks)		WIRE-DOP-5+	Quote
Adding a data jack to an existing faceplate		WIRE-DOP-ADD	Quote

Cable runs are allowed up to 290 feet (from faceplate to gear/closet).

Installation of raceway and special drilling of floors and walls will be coordinated by AT-ION, however, the contractor completing this work will bill the department directly.

Overtime charges will apply if work must be completed outside normal working hours due to safety concerns or customer request.

Allow up to 20 business days for wiring installation.

Section B - COMMUNICATION BUNDLES	NOTES	BILLING CODE	ACTIVATION	MONTHLY
<b>Residence Hall Bundle for Watterson Towers, East Campus and West Campus: INCLUDED SERVICES AND ITEMS (per student; based on a 4-month billing cycle per semester)</b>			\$0.00	\$34.00
Standard Ethernet data network connection with Wi-Fi Network Connection (802.11b/g/n/a)	(C1) (C2)	D-BUN-R-STND		<del>\$27.50</del>
Residential Computing Consultant (RCC) support (provided by STSS)		D-BUN-R-RCC		<del>\$4.50</del>
uLabs access (provided by CISS)		D-BUN-R-ULAB		<del>\$2.00</del>
<b>Residence Hall Bundle for Cardinal Court: INCLUDED SERVICES AND ITEMS (per student; based on a 4-month billing cycle per semester)</b>			\$0.00	\$32.00
Standard Ethernet data network connection with Wi-Fi Network Connection (802.11b/g/n/a)	(C1) (C2)	D-BUN-R-STND		<del>\$27.50</del>
Residential Computing Consultant (RCC) support (provided by STSS)		D-BUN-R-RCC		<del>\$4.50</del>

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Section C - ISUnet DATA NETWORK CONNECTIVITY	NOTES	BILLING CODE	ACTIVATION	MONTHLY
Ethernet - Standard network connection - 10/100/1000 Mb/s ISUnet Ethernet network connection	(C1) (C2)	D-E-STANDARD	\$165.00	\$13.25
Ethernet - Utility network connection - 10/100 Mb/s Ethernet network connection (reserved exclusively for the use of devices of life-safety systems)	(C3) (C5)	D-E-UTILITY	\$100.00	\$7.00
Ethernet - High-performance Ethernet network connection - 10 Gb/s (data centers only)	(C4)	D-E-HIGHPERF	\$640.00	\$35.50
Ethernet - Relocate an active Ethernet network connection to another pre-wired jack (disconnect service from one jack to active a different jack)		D-MOVE	\$25.00	N/A
Ethernet - Power provided (Power Over Ethernet or other method) on an already active Ethernet network connection		D-POE	\$85.00	N/A
Ethernet - Relocate existing power from one active Ethernet network connection to another active Ethernet network connection		D-POEMOVE	\$25.00	N/A
Ethernet - Reactivate an Ethernet network connection that has been disabled due to a University Policy violation		D-REACTIVATE	\$50.00	N/A
Wireless Access Point (iSpot) Option 1 (no building wide wireless) - 802.11a/b/g/n with enclosure, cabling, and labor charges	(C6) (C7)	W-WAP	\$950.00	\$51.00
Wireless Access Point (iSpot) Option 2 (no building wide wireless) - 802.11a/b/g/n without enclosure, cabling, and labor (construction project)	(C6) (C7)	W-WAP-W/O	\$434.00	\$51.00
Wireless Access Point (iSpot) Option 3 (building wide wireless) - 802.11a/b/g/n with enclosure, cabling, and labor charges	(C6) (C8)	W-WAP	\$950.00	\$0.00
Wireless Access Point (iSpot) Option 4 (building wide wireless) - 802.11a/b/g/n without enclosure, cabling, and labor (construction project)	(C6) (C8)	W-WAP-W/O	\$434.00	\$0.00

Allow up to 10 business days for each service request after all information (technical and budgetary) has been obtained. (Additional time may be necessary where wiring requests have also been included--see section A.)

The data network connection activation charge does not include new wall outlets or new wiring (see Section A), or computer connector cables or network cards.

Mb/s = megabits per second; Gb/s = gigabits per second

**Note(C1):** A standard Ethernet network connection can be upgraded to a High Performance Ethernet Network Connection for the one-time charge of \$485 in areas where service and wiring is available (respective monthly charges apply).

**Note(C2):** A standard Ethernet network connection generally connects at speeds up to 1000 Mb/s, however, 100 Mb/s connectivity may be provided where wiring or network hardware constraints exist.

**Note(C3):** A utility Ethernet network connection can be upgraded to a Standard Ethernet Network Connection for the one-time charge of \$65 (High Performance Ethernet Network Connection not yet available) (respective monthly charges will apply).

**Note(C4):** A high-performance Ethernet network connection will only be available in data centers and in areas where service and category #6a or better wiring grade is available.

**Note(C5):** Life-safety systems include fire alarms, security cameras, and digital signage (FourWinds).

**Note(C6):** In-building installation only; shared network service; Telecommunications and Networking owned and managed equipment; no desktops computers permitted on the wireless network.

**Note(C7):** Wireless Option 1 and 2 are for environments where an entire building has not yet had wireless coverage applied throughout AND no wireless monthly costs have been applied.

**Note(C8):** Wireless Option 3 and 4 are for environments where an entire building has wireless coverage applied throughout the facility AND wireless monthly costs have been applied.

Section D - ISUnet SPECIAL CONNECTIVITY	NOTES	BILLING CODE	INSTALLATION	MONTHLY
Content switching context (1 context per administrative domain)		D-SPC-CONSWT	\$3,000.00	\$100.00
Special Event 24 Port Ethernet Switch	(D1) (D2)	D-SPC-SWITCH	\$30 per day	\$0.00
Special Event 24 Port Ethernet Switch with Wireless (WiFi) Service	(D1) (D2)	D-SPC-S+WIFI	\$50 per day	\$0.00
Special Event Wireless Service (no Ethernet service)	(D1) (D2)	D-SPC-WIFI	\$30 per day	\$0.00
Internet Access for Conference Attendee in Residence Halls (no ULID required)		D-SPC-CONF-O	\$20.00	N/A
Internet and Campus Network Access for Conference Attendee in Residence Halls (ULID is required)		D-SPC-CONF-U	\$40.00	N/A
Custom Wireless SSID (requires encryption)		D-SPC-SSID	\$250.00	N/A
Special Programming or Consulting Fees		D-SPC-PROG	\$50 per hour	N/A

Prior to an event, 3 to 4 weeks advanced notification is required and may include a planning meeting with Telecommunications and Networking technical personnel.

**Note(D1):** An RJ-45 data jack must be available where the switch will be placed.

**Note(D2):** Cabling for personal computers is not included.

Section E - Call Center (Call Handling and Call Queuing)	NOTES	BILLING CODE	INSTALLATION	MONTHLY
Basic Voice Menu (aka Call Handler) - this is a basic voice menu service that interacts with callers, gathers information, and routes calls to the appropriate recipient through touch-tone keypad selections and includes the pilot telephone number	(E1)	V-CALLHANDLR (was V-CALLCTRL)	\$50.00	\$25.00
Contact Center - this is an advanced service that provides call queuing, advanced voice menuing, call center agent management, monitoring and reporting and includes the pilot telephone number	(E2)	V-CONTACTCTR (was V-ACD)	\$50.00	\$5.00
Programming change per request (IE: make changes to a contact center or call handler)		VOIP-CHGPROG or V-CHANGE	\$25.00	Not applicable

**Note(E1):** The cost is assessed per pilot number.

**Note(E2):** The cost is assessed per telephone number associated with the call center pilot.

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Section F - Cisco VoIP TELEPHONE SYSTEM	NOTES	BILLING CODE	INSTALLATION	MONTHLY
VoIP - Service with 1-line speaker telephone with small LED display (CISCO 7911G)	(F1)	VOIP-7911G	\$90.00	\$5.50
VoIP - locking plate for a 7911G		VOIP-7911LOK	\$20.00	\$0.00
VoIP - Service with 2-line speaker telephone with large color display (CISCO 7945G)	(F1)	VOIP-7945G	\$135.00	\$10.50
VoIP - Service with 6-line speaker telephone with large color display (CISCO 7965G)	(F1) (F2)	VOIP-7965G	\$175.00	\$11.50
VoIP - Service with 8-line speaker telephone with large color touch display (CISCO 7975G)	(F1) (F2)	VOIP-7975G	\$235.00	\$12.50
VoIP - Add-on button module, 14 line appearances, monochrome display (CISCO 7914)	(F2)	VOIP-7914MOD	DISCONTINUED	\$3.25
VoIP - Add-on button module, 28 line appearances, color display (CISCO 7916)	(F2)	VOIP-7916MOD	\$100.00	\$3.25
VoIP - Wi-Fi (802.11b) telephone with base station (CISCO 7921)	(F3)	VOIP-7921G	DISCONTINUED	\$11.00
VoIP - Wi-Fi (802.11n) telephone with charger (CISCO 7925)	(F3)	VOIP-7925G	\$160.00	\$10.50
VoIP - Conference room speaker telephone (CISCO 7936)	(F1)	VOIP-7936	DISCONTINUED	\$16.00
VoIP - Conference room speaker telephone with monochromatic display with two extension microphones (CISCO 7937)	(F1)	VOIP-7937	\$310.00	\$15.50
VoIP Analog - Service (for connecting a fax, modem, TTY instrument, or analog telephone instrument)	(F11)	VOIP-ANALOG / VOIP-ANLGTTY	\$75.00	\$5.50
VoIP Analog - 1-line desk telephone instrument (VoIP Analog Service required)	(F11)	VOIP-AN2500	\$17.00	\$5.00
VoIP Analog - 1-line wall telephone instrument (VoIP Analog Service required)	(F11)	VOIP-AN2554	\$17.00	\$5.00
VoIP Analog - 1-line telephone instrument with built-in device for the deaf (TTY) (VoIP Analog Service required)	(F11)	VOIP-1000TTY	\$50.00	\$5.00
VoIP Analog - Parking deck call box and service (call box, strobe, wire, labor included)		VOIP-PARKDEC	\$1,949.00	\$5.50
VoIP - Unified Communications software-based client for PC used as a supplement to an existing VoIP telephone (Desktop Application)	(F5) (F9)	VOIP-UC-DESKAP	\$0.00	\$0.00
VoIP - Unified Communications software-based client for PC used as a substitute for any telephone where the service number is unique (Desktop Application)	(F5) (F9)	VOIP-UC-DESKAO	\$25.00	\$2.00
VoIP - Unified Communications mobile software-based client for Apple iPhone/Apple iPad/Android	(F4)	VOIP-UC-MOBLAP	IN TRIAL	IN TRIAL
VoIP - IPC software-based client used as a supplement to an existing VoIP telephone using the same phone number (emulates a CISCO 7975)	(F6)	VOIP-IPC	\$0.00	\$0.00
VoIP - IPC software-based client used as a substitute for any telephone where the service number is unique (emulates a CISCO 7975)	(F6)	VOIP-IPC	\$25.00	\$2.00
VoIP - MOBILITY feature based upon SNR (Single Number Reach)	(F7) (F10)	VOIP-UC-MOBL	\$25.00	\$1.00
VoIP - UNLIST feature for VoIP service number (number cannot be seen on or off campus) (apply or remove)	(F7)	VOIP-UNLIST	\$25.00	\$0.00
VoIP - MASK feature for VoIP service number (can be seen on campus but not off campus) (apply or remove)	(F7)	VOIP-MASK	\$25.00	\$0.00
VoIP - Programming of a multiple appearance of a Busy Lamp Field (BLF or button) for each telephone instrument		VOIP-CHGBLF	\$0.00	Not applicable
VoIP - Programming name display change on a telephone instrument		VOIP-CHGDISP	\$0.00	Not applicable
VoIP - Programming change per service number (IE: change hunt group configuration or pick-up-group members)		VOIP-CHGPROG	\$25.00	Not applicable
VoIP - Service/telephone number change per service number		VOIP-CHGPROG	\$25.00	Not applicable
VoIP - Move existing VoIP service to another pre-wired location with Ethernet service that has not already been provisioned for VoIP service	(F1)	D-POEMOVE	\$25.00	Not applicable
VoIP - trunking service (virtual circuit containing multiple call paths) SIP		VOIP-TRUNK	\$25.00	\$25.00
VoIP - Additional Directory Number (ADN) for first appearance of the number per VoIP telephone		VOIP-ADN	\$30.00	\$1.00
VoIP - Hunt Group (includes pilot DID campus service number)		VOIP-HUNTGRP	\$30.00	\$1.00
VoIP - Pick Up Group member (specify if new PUG or adding a number to an existing PUG; specify if RING ONLY, TONE ONLY, RING AND TONE BC)	(F7)	VOIP-PUG	\$25.00	\$0.00
VoIP - Special On/Off Campus Service (voice, data, video)			Quote	Quote
VoIP - Replace a stolen or damaged beyond repair telephone instrument	(F8)	VOIP-REPLACE	Replacement or Repair Rate	

Allow up to 10 business days for each service request after all information (technical and budgetary) has been obtained. (Additional time may be necessary where wiring requests have also been included--see section A.)

- Note (F1):** Requires an active network connection for service (usually a STANDARD Ethernet network connection).
- Note (F2):** Cisco telephone models 7965 and 7975 can support up to 2 add-on button modules (power outlet required per module).
- Note (F3):** Can only be used where campus wireless network connectivity is available.
- Note (F4):** Service is available only as a "Pilot" service (not yet available in production).
- Note (F5):** Requires Windows XP, Vista, Windows 7 or MacOS X.
- Note (F6):** Requires Windows XP, Vista and Windows 7
- Note (F7):** The installation cost will be waived if requested during the initial installation of the VoIP service.
- Note (F8):** The full cost of repair or replacement will be passed on to the department or area responsible for the stolen or damaged telephone instrument.
- Note (F9):** Unified Communications client includes assisted dialing for VoIP telephones, software telephone, video conferencing, instant messaging and user availability.
- Note (F10):** Mobility (Single Number Reach) allows an inbound call to an ISU phone number to simultaneously ring a non-toll remote destination such as a cell or home phone.
- Note (F11):** Requires an active network connection for service (usually a network connection through a voice gateway on the network).

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Section G - ERICSSON DIGITAL TELEPHONE SYSTEM	NOTES	BILLING CODE	INSTALLATION	MONTHLY
Analog Line (for Telephone, FAX, Modem, Hotline)		V-LANALOG	DISCONTINUED	\$12.00
Digital Line (for Telephone, Modem, Hotline)		V-LDIGITAL	\$55.00	\$24.00
Digital Non-Display Telephone (DBC220, DBC211*, DBC601*) and (DBC631* display)	(G2)	V-Dmodel#	DISCONTINUED	\$5.00
Digital Display Telephone with Speaker Phone (DBC223, DBC213*, DBC661*, DBC662*)	(G2) (G3)	V-Dmodel#	DISCONTINUED	\$11.00
Digital - Add-on Button Module for Digital Display Telephone	(G2) (G3)	V-D419	DISCONTINUED	\$3.25
Digital - Used telephone instrument for new service (whatever that is available from inventory)	(G2)	V-Dmodel#	\$25.00	\$5.00
Analog - 1 line Desk Telephone		V-AN2500	\$17.00	\$5.00
Analog - 1 line Wall Telephone		V-AN2554	\$17.00	\$5.00
Analog - 1 line Telephone Instrument with built In telephone device for the deaf (TTY)		V-AN1000TTY	\$50.00	\$5.00
Unlisted (not seen on or off campus) digital or analog telephone number (apply or remove)	(G6)	V-UNLIST	\$25.00	\$0.00
Masked (seen on campus but not off campus) digital or analog telephone number (apply or remove)	(G6)	V-MASK	\$25.00	\$0.00
First Appearance of Additional Directory Number (per telephone)		V-ADN-n	\$30.00	\$1.00
Hunt Group (includes pilot DID)		V-PILOT-n	\$30.00	\$1.00
Multiple Appearance of Existing Directory Number (per telephone)	(G6)	V-MDN	\$25.00	\$0.00
DID number (i.e.: a campus phone number for applications such as desktop faxing)		V-L-DID	\$5.00	\$1.00
Move active telephone line (analog or digital) to another pre-wired location (per line)		V-MOVE	\$25.00	N/A
Name display change on an Ericsson display telephone		V-CHANGE	\$25.00	N/A
Change Telephone Programming		V-CHANGE	\$25.00	N/A
Change Telephone Number (per telephone)		V-CHANGE	\$25.00	N/A
Automatic Call Distribution (ACD) - per announce port		V-ACD	\$50.00	\$18.00
Auto Attendant Call Controller - per custom cell message (original set-up or change after set-up)	(G4)	V-CALLCTRL	\$50.00	\$45.00
Stolen or damaged beyond repair instruments that must be replaced with new equipment.	(G5)	V-STOLEN	Replacement or Repair Rate	\$0.00

\* Discontinued model.

Allow up to 6 business days for each service request after all information (technical and budgetary) has been obtained. (Additional time may be necessary where wiring requests have also been included--see section A.)

Note (G1): No installation charge to convert Digital Line to Analog Line for TTY Service (or visa versa) to accommodate an employee.

Note (G2): Availability of digital telephone instruments is limited. (See Section E for alternatives.)

Note (G3): The DBC223 telephone instrument can be equipped with a maximum of 4 additional button modules.

Note (G4): Monthly price is for entire Call Controller and not per cell.

Note (G5): The full cost of repair or replacement will be passed on to the department or area responsible for the stolen or damaged telephone instrument.

Note (G6): The installation cost will be waived if requested during the initial installation of the VoIP service.

Section H - VOICEMAIL	NOTES	BILLING CODE	INSTALLATION	MONTHLY
Basic Voicemail (requires a campus telephone number)	(H1)	V-VM-VMBOX	\$0.00	\$0.00
Voicemail Notification (texting or call back)		V-VM-NOTIFY	\$0.00	\$0.00
Unified Messaging (UM) - access via a .wav file in e-mail; a feature of Voicemail with enhanced voicemail box ( voicemail via email)	(H3)	V-VM-UM	\$0.00	\$0.00
Visual Voicemail - access via display only on VoIP telephone instrument models 7945, 7965, and 7975	(H2) (H4)	V-VM-VISVM	\$0.00	\$0.00
Web Voicemail - access via a web page, and available to all campus voicemail boxes	(H2) (H5)	V-VM-WEBVM	\$0.00	\$0.00
Change Voicemail, reload password, or add pager notification (per voicemail box)	(H6)		\$0.00	\$0.00

Allow up to 6 business days for each service request after all information (technical and budgetary) has been obtained.

Voicemail services are not available to students, and they are provided at no cost for all non-analog Digital and VoIP campus telephone numbers.

Note (H1): Can be accessed via the "Messages" button on any campus digital or VoIP telephone, by dialing into the voicemail system (8-3000) and following the automated prompts, or by visual voicemail via the "services" button on a VoIP telephone.

Note (H2): "In trial" service, so is available only as a "Pilot" service until announcement is made that the service is in "production."

Note (H3): For each voicemail message recorded, a copy is sent as a .wav file email attachment to a subscriber inbox for viewing.

Note (H4): For each voicemail message recorded, this service allows access to take message actions from the display on a VoIP telephone instrument (model 7945/7965/7975).

Note (H5): For each voicemail message recorded, this service allows access to take message actions from a web page.

Note (H6): Process through the University Computer HelpDesk (438-help or www.helpdesk.illinoisstate.edu), not through a Telecom service request.

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Section I - CIRCUITS	NOTES	BILLING CODE	INSTALLATION	MONTHLY
Bridged Analog Telephone Extension Line (located in same wiring closet)		V-LANAL-BRG	\$25.00	\$6.00
Special 2-Wire Circuit (on-campus)	(J1)	C-2WIRE	\$60.00	\$10.00
Special 4-Wire Circuit (on-campus)		C-4WIRE	\$120.00	\$20.00
Special MultiMode Fiber Circuit (on-campus, per strand)	(J2)	C-FIBERMULTI	\$250.00	\$50.00
Special SingleMode Fiber Circuit (on-campus, per strand)	(J2)	C-FIBERSINGL	\$500.00	\$50.00
Move active circuit to another pre-wired location (per circuit)		C-MOVE	\$25.00	N/A

Allow up to 6 business days for each service request after all information (technical and budgetary) has been obtained.

**Note (I1):** A special 2-wire circuit is required with each 2-wire Verizon circuit and each bridged circuit connecting different floor closets.

**Note (I2):** Cost for fiber circuit is based upon availability and must be approved for special use in advance.

Section J - TELEVISION	NOTES	BILLING CODE	INSTALLATION	MONTHLY
CATV - Fiber Node Distribution Amplifier		C-CATVFIBAMP	\$2,100.00	\$0.00
IPTV - install new SD channel for campus		C-IPTV	\$2,000.00	\$0.00
IPTV - install new HD channel for campus		C-IPTV	\$12,000.00	\$0.00

Allow up to 6 business days for each service request after all information (technical and budgetary) has been obtained. (Additional time may be necessary where wiring requests have also been included--see section A.)

Section K - DATA CENTER OR SPECIALIZED NETWORKING	NOTES	BILLING CODE	INSTALLATION	MONTHLY
Ethernet - High-performance Ethernet network connection - 10 Gb/s (data centers only)	(C4)	D-E-HIGHPERF	\$640.00	\$35.50
HBA4 (1-4Gb/s) FIBER CHANNEL - for storage area networking and other applications		D-FIBERCH-4G	\$275.00	\$15.00
KVM (keyboard+video+mouse) connection - terminal server port		D-DC-KVM	\$51.00	\$3.00
Serial connection - terminal server port		D-DC-SERIAL	\$36.50	\$2.00

Allow up to 6 business days for each service request after all information (technical and budgetary) has been obtained.

A delay in processing time for work orders may occur in areas where networking equipment/wiring is needed.

Section L - PUBLIC ADDRESS	NOTES	BILLING CODE	INSTALLATION	MONTHLY
Informacast groups - create, update, or remove groups, group administrators, or associated instruments		PA-GROUPS	\$25.00	\$0.00
CyberData ceiling speaker bundle (speaker, software license, wiring, jack activation, PoE)		PA-SPK-C-C	\$953.00	\$8.00
CyberData wall speaker bundle (speaker, software license, wiring, jack activation, PoE)		PA-SPK-C-W	\$970.00	\$8.00
CyberData wall speaker with display bundle (speaker with display, software license, wiring, jack activation, PoE)		PA-SPK-C-WD	\$1,198.00	\$8.00
Atlas ceiling speaker bundle (speaker, software license, wiring, jack activation, PoE)		PA-SPK-A-C	\$1,416.00	\$8.00
Atlas wall speaker bundle (speaker - no display, software license, cabinet and bracket, wiring, jack activation, PoE)		PA-SPK-A-W	\$1,354.20	\$8.00
Atlas wall speaker with display bundle (speaker with display, software license, cabinet and bracket, wiring, jack activation, PoE)		PA-SPK-A-WD	\$1,488.20	\$8.00
Atlas single zone controller bundle (controller, software license, wiring, jack activation, PoE)		PA-ZONE-A-S	\$1,605.00	\$8.00
Atlas dual zone controller bundle (controller, software license, wiring, jack activation, PoE)		PA-ZONE-A-D	\$2,497.00	\$8.00

Cable runs are allowed up to 290 feet (from faceplate to gear/closet).

Installation of raceway and special drilling of floors and walls will be coordinated by Telecommunications and Networking, however, the contractor completing this work will bill the department directly.

Overtime charges will apply if work must be completed outside normal working hours due to safety concerns or customer request.

Allow up to 20 business days for wiring installation.