

Customer Service Center

8 AM to 5 PM Monday - Friday

Contact: 713-743-1411 support@uh.edu

To submit on-line request click www.uh.edu/infotech/services

GENERAL INFORMATION

UH Network Voice, Data and Video services is delivered via Information Technology Network Service Center. A Work Order is deemed executable when received in Customer Services from and approved by a Certifying Signature Authority with active PeopleSoft cost center. Assembly Rates may apply for items not listed based on scope of work and prevailing conditions. Additional administrative fees are applicable to non-UH entities. All prices are subject to change.

Terms of Product and Service Use:

There is no charge for repairs due to defective parts and/or workmanship but a work request is required. IT cannot assume responsibility for loss, theft, damages and/or repairs arising from customer's neglect. Equipment/services required to restore/correct conditions will be charged according to this Product Guide. Cabling work is conducted in accordance with the UH IT Telecommunication Cabling Standards viewable at: www.uh.edu/cablingstandards IT annually assesses the actual cost of doing business in compliance with MAPP Policy 03.01.01: Service Centers (Recharge Centers). Please also refer to MAPP Policy 10.03.05 Employee Responsibilities - Telecommunications Resources.

SERVICES AND PRODUCTS RATES

Description Rates

1. Annual Core Technology Fee

This annual assessment covers telecommunication services which includes but are not limited to internet access, customer service support, information systems backbone, email, telecom maintenance, communications equipment and support/maintenance etc.

2. Telephone Products

One-Time Fee

Effective April 2015, UIT does not purchase phone devices for colleges/departments. UIT has partnered with Cougar Byte to provide a variety of Skype for Business (formerly Lync) optimized phones and accessories that colleges and departments can purchase for new employees or to replace existing devices. A list of supported and tested phones can be found at <http://www.uh.edu/infotech/services/lync/phones/>. You may purchase these devices from any other retail store as well.

3. Voice, Data and Wi-Fi Installations

One-Time Fee

Jack Installation (less than 5)	\$ 250.00	ea.	
Jack Installation (5 or more)			Cost Estimate Required
Jack Activation or Repair			No Charge
Wi-Fi Installations			Cost Estimate Required
Customer Requested Technician Coverage (8am-5pm M - F)	\$ 57.00	hr.	
Customer Requested Technician Coverage (outside 8am-5pm M-F and including weekends)	\$ 85.50	hr.	
Custom Work			Cost Estimate Required
Project Manager / Analyst Work	\$ 150.00	hr.	

4. Special Telecommunications Circuits

One-Time/Annual Fees

Dry Pair Point-to-Point Circuit (circuit w/ vendor demarcation point extended)			SLA Required
Dedicated Trunk			SLA Required

5. Call Center and Fax Services

One-Time Fee

ACD W/ Message Recording Device (Service Level Agreement)			SLA/Cost Estimate Required
Design Charges for Caller Applications - based on Tech time per hr.	\$ 150.00	hr.	
Fax Server Setup fee	\$ 10.00	ea.	

6. Cellular Services - Monthly charge from provider (Verizon, Sprint, etc.)

Annual Admin Fee + Monthly Fee

Cellular or Paging Services	\$ 25.00	ea./yr.	+ Monthly Cost from Provider
Air Cards (hotspots)	\$ 25.00	ea./yr.	+ Monthly Cost from Provider

7. Camera Services

One-Time Fee

Management Cameras			Cost Estimate Required
Public Relations Cameras			Cost Estimate Required