

# IT Rates

## Archives and Records

Rates dependent on what records processing services are required, depending on the specific needs of each project. See the [Records Processing Recharge Service website](#).

## Audio Conference Rates

Audio conference usage is billed back to the project ID provided to Telephone Services. If you have multiple toll free numbers, each will be billed separately. There is a one-time fee of \$25 for service set up.

Standard Audio Conference (20 ports)

Toll Free Usage: \$0.07/minute/caller

Toll Usage: \$0.06/minute/caller

Monthly Fee: None

Set Up Fee: \$25.00

One Time Large (21+Ports) Audio Conference

Large audio conference set up for one time use only.

Toll Free Usage: \$0.07/minute/caller

Toll Usage: \$0.06/minute/caller

Monthly Fee: None

Set Up Fee: \$25.00

Ongoing Large (21+ Ports) Audio Conference

Large audio conference set up to be used on an ongoing basis. A monthly fee based on number of ports reserved will apply.

Toll Free Usage: \$0.07/minute/caller

Toll Usage: \$0.06/minute/caller

Monthly Fee: 21 - 30 ports = \$39.95; 31 - 50 ports = \$59.95; 51 - 100 ports = \$109.95

Set Up Fee: \$25.00

## **Net Conference Rates**

There is a one-time fee of \$25 for service set up (includes audio conference portion). Net Conference usage is billed back to the project ID provided to Telephone Services.

The cost is currently \$0.27 per minute per net conference participant. This is in addition to the \$0.07 per minute participant charge for the audio conference portion. (Note: audio conference per minute rates are higher for international callers. [Click here](#) for a complete list of international usage rates.)

## **A/V Services**

A/V Hours: Regular A/V hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. Any labor performed outside these hours will incur overtime charges.

Our rental inventory for the 3 rooms which we support includes laptop PC's, in-room LCD projectors, wireless microphones, slide projectors, and more. Please contact us if you have questions about your needs. Below are our equipment rental prices. A typical setup and takedown charge is \$68. Minimum Charge: There is a minimum 30 minute (\$34) labor charge for all requests. Standard setups require one-half hour setup and one-half hour breakdown.

Minimum staffing (i.e., having an A/V staff person present at your event outside of setup/breakdown time) is one hour.

Rush Charge: Requests made within 24-48 business hours' advance notice will be billed at time-and-a-half rates.

Weekend Charge: Minimum labor charge for weekend days is four hours (and depends upon staff availability).

Emergency Requests: Requests with fewer than 24 business hours' advance notice will be billed at double time rates.

Damaged Property: Requestors take full responsibility for equipment/property that is damaged/stolen during the rental use.

## International Access Rates

Countries with Audio Conference toll free access are listed below. Usage is billed back to Host's project ID. Contact Telephone Services for information on local toll rates (to share cost of call with international participants).

<b>Country</b>	<b>Per-minute rate</b>
Australia	\$0.34
Austria	\$0.25
Belgium	\$0.25
China	\$0.61
Colombia	\$0.57
Czech Republic	\$0.41
Denmark	\$0.25
Finland	\$0.41
France	\$0.25
Germany	\$0.25
Greece	\$0.41
Hong Kong	\$0.34
Hungary	\$0.41
India	\$0.61
Indonesia	\$0.61
Ireland	\$0.25
Israel	\$0.41
Italy	\$0.25
Japan	\$0.34
Malaysia	\$0.36
Luxembourg	n/a (only local toll available)
Netherlands	\$0.25
New Zealand	\$0.34
Norway	\$0.41
Poland	\$0.41
Portugal	\$0.41
Russia	\$0.37
Singapore	\$0.36
South Africa	\$0.41
South Korea	\$0.34
Spain	\$0.25
Sweden	\$0.25
Switzerland	\$0.25
Taiwan	\$0.36
Thailand	\$0.61
Uruguay	\$0.37
UK	\$0.25

<b>Equipment</b>	<b>Daily Rate</b>
<b>Projectors</b>	
LCD projector, portable (use to project from computer or VCR)	\$95
LCD projector	\$150
Overhead projector (for use with transparencies)	\$25
Slide projector	\$25
<b>Computers</b>	
PC or Macintosh laptop	\$95
<b>Additional Drives</b>	
floppy drive	\$20
100 MB Zip drive	\$20
250 MB Zip drive	\$30
<b>Other Computer Items</b>	
Remote control for laptop	\$20
Switch box for connecting up to six laptops to LCD projector	\$30
<b>Audio</b>	
Microphone, wireless/lapel or handheld	\$15
Audio cassette recorder	\$25
Mini audio cassette recorder	\$15
Audio tapes - 120 minutes	\$4
CD player	\$15
<b>Other</b>	
VCR	\$25
Laser pointer	\$15
Flipchart w/pad, pen, stand	\$20
Whiteboard w/pens	\$10
Small projection screen (approx. 4.5' diagonal)	\$15
Large projection screen (approx. 8' x 8')	\$25
Portable lectern (podium)	\$25
Speaker timer	\$15
TV with built-in VCR	\$25
<b>Video Conferencing</b>	
Portable video conferencing system (per hour rate)	\$40

## Backups

Backup Monthly Rates	IT Backup Services	All fees are monthly recurring. \$10 base fee (add to the below):  0-25 GB @ \$8.50 / GB = 10 + GB*\$8.50  26-50 GB @ \$7.25 / GB = 10 + \$212.50 + ((GB-25)*\$7.25)  Greater than 50 GB @ \$1.40 / GB = 10 + \$393.75 + ((GB-50)*\$1.40)
Backup Time and Materials	Standard Hourly Rate	\$110/hr
	High Priority Rate	1.5 times standard
Connected Backups	Monthly rate	\$30
	Restore CDs	\$25 per CD

## Cell Phones.

### AT&T Wireless: Calling Plans

<b>Cingular (AT&amp;T) Calling Plans</b>	Monthly Access Fee* \$	Anytime Minutes Included	Add'l Per Minute Rate \$	Domestic Roaming & Long Distance	Mobileto Mobile	Nights & Weekends
<b>Flat Rate</b>	14.99	0	.06	Included	0	0
National	46.99	450	.45	Included	Unlimited	5000
	66.99	900	.40	Included	Unlimited	Unlimited
	86.99	1350	.35	Included	Unlimited	Unlimited
	106.99	2000	.25	Included	Unlimited	Unlimited

Voice mail is included with all plans. For Text Messaging and Data plans contact Adams Lee @ 4966.

\*includes TSC \$7.00 billing surcharge (does not include 8% Procurement burden or vendor taxes and fees)

### Verizon Wireless: Calling Plans

<b>Verizon Calling Plans</b>	Monthly Access Fee \$	Anytime Minutes Included	Add'l Per Minute Rate \$	Domestic Roaming & Long Distance	Mobile to Mobile	Nights & Weekends
<b>Flat Rate</b>	7.00	0	0.065	\$.20 within CA \$.89 outside CA	0	0

<b>America's Choice (National)</b>	\$40.99	400	0.40	Included	Yes	Unlimited
	44.99	500	0.40	Included	Yes	Unlimited
	48.99	600	0.35	Included	Yes	Unlimited
	52.99	700	0.35	Included	Yes	Unlimited
	Monthly Access Fee \$	Anytime Minutes Included	Add'l Per Minute Rate \$	Domestic Roaming & Long Distance	Push-To-Talk	Nights & Weekends
<b>State of CA Local Push-To-Talk</b> (requires PTT Phone)	35.99	100	0.45	\$.20 within CA \$.89 outside CA	Unlimited	Unlimited
	39.99	200	0.45	\$.20 within CA \$.89 outside CA	Unlimited	Unlimited
	43.99	300	0.45	\$.20 within CA \$.89 outside CA	Unlimited	Unlimited
	45.99	400	0.40	\$.20 within CA \$.89 outside CA	Unlimited**	Unlimited
	50.99	500	0.40	\$.20 within CA \$.89 outside CA	Unlimited**	Unlimited
<b>America's Choice (National) Push-To-Talk</b> (requires PTT Phone)	48.99	400	0.40	Included	Unlimited**	Unlimited
	52.99	500	0.40	Included	Unlimited**	Unlimited
	56.99	600	0.35	Included	Unlimited**	Unlimited
	60.99	700	0.35	Included	Unlimited**	Unlimited

Voice mail is included with all plans. For Text Messaging and Data plans contact Adams Lee @ 4966

\*includes TSC \$7.00 billing surcharge (does not include 8% Procurement burden or vendor taxes and fees)

\*\*also includes unlimited in calling (Verizon-to-Verizon) minutes

## Pagers

### Monthly Service Fees\*

Model	Type	Monthly/ Local	Monthly/ Statewide	Monthly/ Nationwide	Included/ month
<a href="#">Z400</a> (Stores up to 30 messages)	Numeric	\$6.51	\$7.59	\$21.31	400 calls (local and statewide)  300 calls (nationwide)

<a href="#">Advisor Elite Flex</a>	Alpha Numeric	\$10.83	\$11.91	\$34.91	300 calls (local and statewide) 75 calls (nationwide)
<a href="#">iWrite T900</a> Two-way pager with full keyboard (up to 20,000 characters per message).	Alpha Numeric	\$20.23	-	\$24.55	400 calls (nationwide)

\* includes TSC \$3.00 billing surcharge plus 8% Procurement burden

### Included in your Monthly Service / Over Call Allowance

Model	Type	Coverage	Included/month	Over Call Allowance	Miscellaneous
<a href="#">Z400</a>	Numeric	Local/Statewide Nationwide	400 calls 300 calls	10 cents/call 25 cents/call	
<a href="#">Advisor Elite Flex</a>	Alpha Numeric	Local/Statewide Nationwide	300 calls 75 calls	10 cents/call 50 cents/call	1 call = up to 120 characters
<a href="#">iWrite T900</a>	Alpha Numeric	Nationwide only	400 calls	5 cents/call	1 call = up to 100

### Replacement Costs

Pager	Replacement cost
Z400/ Numeric	\$34.94
Advisor / Elite Flex	\$99.00
iWrite T900	\$119.00

### Computer Training Room Rental

Cost is \$160/day. It can be rented in increments of a half day. (If two groups want to split a day, the cost can be shared).

## Email

### New Lowered E-mail Charges

As of October 1, email is free of charge including storage of up to 3GB. Storage above 3GB will cost \$10/GB/month and be prorated to actual average usage.

## Document Collaboration (eRoom)

eRoom is \$12 per month per person, regardless of number of different eRooms used. For example, if you are a member of twenty eRooms the monthly cost will only be \$12, not \$240 per month.

The first 1GB of space per eRoom is included at no extra charge. An additional charge of \$2.50 per GB per month for eRooms using more than 1GB of space.

eRoom accounts numbers are managed through the [Service Account Management web site](#).

## Mac/PC Support

Service/Capability	Description	FY 2006 Rates
MAC/PC – System Administration	Workgroup Servers	\$500/mo/system
	LBNL Standard PC Desktops	\$100/mo/system
MAC/PC – Time & Materials	Standard Hourly Rate	\$50 per incident, \$90/hr
	High Priority Rate	1.5 times standard
	Parts Orders	15% burden and handling surcharge (\$20 minimum)

## Network Cables and Switches - Please see <http://www-lblnet.lbl.gov/price-list.html>

To purchase these parts, bring your account number / project ID to the LBLnet area, west side of 50E.

Wired Networking Parts	
5-port 10/100baseT switch	\$40
8-port 10/100baseT switch	\$62
10' cat5 cable	\$3

25' cat5 cable	\$5
50' cat5 cable	\$9

<b>Wireless Parts</b>	
Cisco Aironet 802.11a/b/g Wireless Cardbus Adapter; required for WPA2 security in Building 977 (Potter Street) and 67 (Molecular Foundry)	\$125

To order these services, click on the highlighted heading and complete the on-line request form.

<u><a href="#">Network Jack Services</a></u>	
<p>10/100/1000BASE-T switch port (\$200) installation (\$101.25) = <b>total for new port</b></p> <p>* Gigabit ports are not available in every building. Email <a href="mailto:net-install@lbl.gov">net-install@lbl.gov</a> for availability.</p> <p>10/100/1000BASE-T installation</p> <p>* Gigabit ports are not available in every building. Email <a href="mailto:net-install@lbl.gov">net-install@lbl.gov</a> for availability.</p>	<p><b>approximately \$100</b></p> <p><b>(reflects time &amp; materials)</b></p>
plus cat 5 cable pull (if necessary)	\$400 additional

## Library

### Interlibrary Loan (ILL) Charges

If the Library does not own a document you need, our staff can attempt to borrow it or request a photocopy of it from a library anywhere in the world. Documents located on the UC-Berkeley campus usually can be obtained from campus within a week. Recent articles are often available via fax within a few hours.

- For books and journal articles retrieved from UC Berkeley libraries, the service charge is \$10 per item.
- For books and journal articles from other UC or DOE-affiliated libraries, the service charge is \$15.
- For books and journal articles from all other libraries, the service charge is \$20.
- For any material needed on a rush basis, i.e., within 48 hours, the service charge is \$35.

### **Ordering desk copies of books and journal subscriptions**

The Library Processing Section (Building 50B-4206, x6922) orders materials for non-Library use (i.e., desk and office copies) from a wide variety of sources. We order books, journals, standards, reports, maps, manuals, videos - just about any form of information.

We can obtain fast delivery and often receive a discount. For this service we charge a handling fee of \$20 for any number of items from one publisher. Since many publishers' warehouses are on the east coast, average delivery is 2-3 weeks unless the material is available locally, but overnight or 2-day air shipment is available. If the cost of an item is less than \$100, individuals may purchase the material using a ProCard or obtaining reimbursement under the provisions of LBNL petty cash reimbursement procedures. We are unable to assist in these transactions. To order any of these materials, please use our [Library Purchase Request Form](#).

### **Archives and Records Office**

Rates dependent on what records processing services are required, depending on the specific needs of each project. See the [Records Processing Recharge Service website](#).

### **Report Coordination Office**

There is a \$20.00 service charge on all reprint and publishing-related orders.

[Report Coordination Office website](#).

### **Printer Repair**

Normal priority: \$50 per incident & \$90/hr

High Priority Rate: \$50 per incident & \$135/hr

### **Report Coordination**

There is a \$20.00 service charge on all reprint and publishing-related orders.

[Report Coordination Office website](#).

### **Scientific Cluster Support (SCS)**

Service/Capability	FY 2007 Rates
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Cluster master node:	\$300/mo.
Cluster compute node:	\$10/mo. per computer node
Myrinet Interconnect option:	\$100/mo. per cluster
Infiniband Interconnect option:	\$300/mo. per cluster
File Storage server:	\$265/mo. per server
Advanced Job Scheduler configuration:	available on request

## Storage

Service/Capability	FY 2007 Rates

## Telephones

### Telephone Service Usage Rates

Local: \$0.04 per minute

**Domestic Long Distance\***: \$0.07 per minute

**International**: Rates vary by country; contact Telephone Services at [tsc@lbl.gov](mailto:tsc@lbl.gov) for specific country usage rates

\*including Canada

### Telephone Service Recharge Rates

#### One time (non-recurring) charges

Service order type	Interval*	Standard Rates	Davis Bacon Rate
Detail changes (add/delete extensions)	5 business days	\$50.00/each	\$75.00/each
Set type changes	5 business days	\$65.00/each	\$97.50/each
Moves	5 business days	\$100.00/each	\$150.00/each
Installs	5 business days	\$100.00/each	\$150.00/each
Disconnects	5 business days	No Charge	No Charge
Software changes (number of rings, calling access, add/delete voice mail, etc.)	1 business day	\$7.50/each	\$7.50/each

Cable pulls - Duplex (1 voice/1data)	6 business days	Time & Materials rate	Time & Materials rate
Cable pulls - Quad (2 voice/2 data)	6 business days	Time & Materials rate	Time & Materials rate
Conference Telephone Rental (Stealth)	2 business days	\$50.00/day	\$75.00/day
Special Circuits (point to point circuits)	5 business days	\$200/each	\$300/each
Engineering/Consulting Rate	various	\$80.00/hour	\$80.00/hour
Time & Materials (tech time on special projects)	various	\$60.00/hour plus materials	\$80.00/hour plus materials

\*Expedited Requests (less than 5 business days for moves, installs or changes, and less than 6 business days for cable pulls) incur a 50% premium charge.

\*\*Includes cost for installing, changing, or moving telephone equipment if completed at time of cable pull. Some cable pulls may require additional charges for labor or materials (i.e. conduit required).

All work, except disconnects, have associated charges. Managers responsible for planning new facilities or major modifications, should contact the Telephone Service Center at extension 7997, to obtain budgetary estimates for all types of communications facilities (including underground facilities and distribution closets) that may be required.

Note: Technician travel time charges will be added to service order requests in buildings 943 (OSF), 977 (Potter Street), and 100/400 (JGI).

## Telephone Service Recharge Rates

### Monthly (recurring) charges

Item/Service	Description	Cost/month	Item code
STE	Analog set	\$4.00	STE
ITE 4	Single line set	\$2.00	IT4
ITE 4 display (no longer available)	Single line set with display	\$6.00	IT4DISP
ITE 12S	12 button set with speaker	\$8.00	IT12S
ITE 12S display	12 button set with speaker and display	\$12.00	IT12SDISP
ITE 30	30 button set with speaker and display	\$30.00	IT30
Conference Phone Rental (Stealth)	Audio conferencing device	\$50.00/day	OCC
Telephone Service Charge (required for each telephone set)		\$24.00	TSC

DID extension number	Direct Inward Dial Extension	\$6.00	DID
EIE extension number (one included with each ITE 12, 24, 30)	Extra Internal (five digit) Extension	\$3.00	EIE
LBNL extension on non-LBNL Key System set (plus DID and line charges)		\$24.00	TSC
Key system set off-hill and not in Donner or Calvin Labs	Each LBNL Extension (plus DID and LINE charges).	\$24.00	TSC
	Each 6 button set	\$16.00	OKY6
	Each single line set	\$4.00	STE
Campus Centrex Line on ITE button		\$15.00*	UCEQ
Measured Business Line on ITE button		\$34.00*	MBEQ
Campus Centrex line on single line set at LBNL		\$15.00*	UCEQ
Measured Business line at private residence		\$25.00*	MBEQ
Measure Business Line at LBNL		\$27.00*	MBEQ
Campus Centrex line on off-hill LBNL Key System		\$15.00*	UCEQ
Measured Business line on off-hill LBNL Key System		\$25.00*	MBEQ
External Bells		\$4.00	EXBI
P.A. System Amplifier to Telephone Switch (Allows P.A. announcements through speakers attached to that amplifier from a telephone set)		\$3.00	PASC
Dedicated Wire Pairs (Point to Point)	- both ends in same building	\$1.00	WPIN
	- ends in different building	\$2.00	WPOUT
Attachment of Single Ethernet Device to LBNL (through ICS Voice/Data Switch)		\$50.00	LDI400
Attachment of an Ethernet (multiple devices) to LBNL-net (through ICS Voice/Data Switch) If a Service Request results in charges from Pacific Bell (e.g. add Private, Business or Campus Centrex Line to ITE button) then all such charges will be added to		\$75.00	LDI410

amount.			
Voice mail box without telephone (includes DID)		\$11.00	VMBXSC
Single DIgit Menu	Effort (staff time) set up charge plus any hardware and software charges	\$75.00 (one-time charge) First mailbox \$11 per month plus \$4.00 each add'l mailbox	INFO
Charges for special applications or other non-standard services will be quoted upon request			MISC
Pagers	Please see our <a href="#">pager webpage</a>		OCC
Cellular	Please see our <a href="#">cellular webpage</a>		OCC

\*Approximate, includes Campus or Pac Bell charges.

Note: As in all recharge systems, the annual recharges must equal the annual costs. Recharge rates may change at any time.

## UNIX Printing

Unix Distributed Printing (CUPS)

Support & Integration: \$20/printer/mo

## Videoconferencing

Our hourly room rate is \$58.00. The room charge supports the cost for technical staff, service contracts, additional in room equipment and software, as well as general scheduling efforts. A dedicated in room technical support person can be provided for an additional \$68.00 per hour.

A portable unit is available at a rental charge of \$40.00 per hour or \$200.00 for the day. There is a \$68.00 per hour set up fee. Installation and testing for single camera and microphone IP based conferences can be completed in about an hour. A active spare network jack must be in place. A dedicated in room technical support person can be provided for an additional \$68.00 per hour.

ISDN connections cost an additional .15¢ per minute per channel. Most conferences are held at 128 Kbps, which requires 2 channels or dial up connections or \$18.00 per hour. For a 384Kbps conference connection, which requires 6 channels or dial up connections would cost \$54.00 per hour.

For multisite conference we use the bridging services provided by ESnet. The service is free and scheduling is done at the same time we schedule the conference on their national scheduler.

Some sites and/or videoconferencing networks are accessible only through commercial or federal gateways, such as Sprint, CVTS or GBVS. When connecting to these networks there are additional vendor gateway connection fees in addition to the LBL \$58/hour room and ISDN dial up connection charges.

Outside vendor Gateway connection charges vary from \$150-300/hr per site depending on:

- Transmission speed (higher speeds = better quality with higher costs)
- Number of sites involved in the conference
- If speed conversion is necessary (Required if all sites cannot operate at same speed.)
- Also, many outside gateway providers will not split up billing and all charges must be picked up by the conference requestor

### Access Grid (AG) Videoconferencing

Set up and testing time required prior to each meeting is free. There is a \$77 hourly charge for a technician to remain during the actual conference. We recommend that a technician remain in the room for meetings involving more than three sites, or when hosting or viewing synchronized PowerPoint slides.

### Web Hosting

Service/Capability	Description	FY 2007 Rates
Web Services SLA Web Hosting (ISP style hosting)	Disk file Storage Monthly rate – Includes the use of a dedicated Linux/Apache server.	\$1.25/mb/mo \$400/mo

### Workstation Collaboration Services

Service/Capability	Description	FY 2007 Rates
WCS Time and Material	Standard Hourly Rate	\$110/hr
	High Priority Rate	1.5 times standard

Last updated 11/14/07

