

**Carleton University**  
**Internal Charges for Service**

Services	2020 -2021 Rate	2021-2022 Proposed Rate	Percentage Change
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**INFORMATION TECHNOLOGY SERVICES**

For details on services provided, please refer to the [ITS website](#)

**Operations and Infrastructure Labour Rate**

Operations & Infrastructure	\$45.00/hour	\$45.00/hour	N/A
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**Network**

Addition of New Data Network Connection	Estimated minimum \$450. (network connection cost of \$150.00 + labour + materials)	Estimated minimum \$450. (network connection cost of \$150.00 + labour + materials)	N/A
Addition of New Voice Network Connection	Estimated minimum \$300. (final cost includes labour + materials)	Estimated minimum \$300. (final cost includes labour + materials)	N/A
Move/Change to existing Data Network/Voice Connection	\$45.00/hour + materials	\$45.00/hour + materials	N/A
Activate Existing Data Network/Voice Jack	Estimated minimum \$275. (includes network connection cost of \$150 + labour + materials)	Estimated minimum \$275. (includes network connection cost of \$150 + labour + materials)	N/A
Renovations, construction and major moves, adds, changes	Direct cost + 10%	Direct cost + 10%	N/A

**Voice - monthly charge: flat rate for phone service \*New phone purchase + license is charged to the client\***

5201 IP Phone (no voicemail)	\$12.30	\$12.30	N/A
VoIP 5312, 5330, 5340	\$12.30	\$12.30	N/A
IP Phone 6920, 6930, 6940	\$12.30	\$12.30	N/A
6920 IP Phone	\$285.30 plus \$22.50 set up	\$285.30	(8%)
6930 IP Phone	\$361.60 plus \$22.50 set up	\$361.60	(6%)
6940 IP Phone	\$443.35 plus \$22.50 set up	\$443.35	(5%)
VoIP Cordless set & Voicemail	\$12.30	\$12.30	N/A
Additional VoIP Cordless Handsets with Voicemail	\$12.30	\$12.30	N/A
VoIP Cordless signal extender	\$10.00 flat rate	\$10.00 flat rate	N/A
Advanced Voicemail	Free	Free	N/A

**Headsets**

Wireless Integrated (6930/6940)	\$290.00	\$290.00	N/A
Cordless (one-time charge)	\$330.00	\$330.00	N/A
Wired-with quick disconnect (one-time charge)	\$130.00	\$130.00	N/A

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<b>Standard Sets (monthly)</b>	<u>Campus AND Ancillary</u>	<u>Campus AND Ancillary</u>	
Model 470 set - Single line set with call display	\$12.30	\$12.30	N/A
Model Unity/T100 - Single line set	\$12.30	\$12.30	N/A
Model SS4/4150 Multi-line Set	\$12.30	\$12.30	N/A
Model 2554 Wall Phone	\$12.30	\$12.30	N/A
Analog Line (fax line)	\$12.30	\$12.30	N/A

<b>Teleworker</b>			
License (one-time charge)	\$70	\$70	N/A

<b>Softphone client (2021-22 new service)</b>			
Monthly charge		\$12.30	
License (one-time charge)		\$70	

<b>Voice Menu</b>			
Voice Menu Mail Box	\$2.00 / month	\$2.00 / month	N/A
Voice Menu License	\$40.00 flat rate	\$40.00	N/A
Initial Set-up	\$45.00 / hour (min. 1 hour)	\$45.00 / hour (min. 1 hour)	N/A
Programming Changes	\$45.00 / hour	\$45.00 / hour	N/A

<b>Miscellaneous Voice - monthly charge</b>			
Voicemail Box	Free	Free	N/A
Reserved Numbers	\$5.00	\$5.00	N/A
Bell White Pages Listing	Free	Free	N/A
Direct-In-Dial (DI)	\$7.35	\$7.35	N/A
Yellow Pages Listing	Free	Free	N/A

<b>Automated Call Distribution (ACD) - monthly charge</b>			
Agent License - Voice	\$6.00	\$6.00	N/A
Agent License - Multi- Media	\$10.00	\$10.00	N/A
Reporting License	\$20.00	\$20.00	N/A
Dedicated RAD (Recorded Announcement Device) Ports	\$14.00	\$14.00	N/A

<b>Automated Call Distribution (ACD) one-time charges</b>			
Initial Set-up	\$45.00 / hour (min. 1 hour)	\$45.00 / hour (min. 1 hour)	N/A
Set License	\$100.00	\$100.00	N/A
Multi-Media License per department	\$700.00	\$700.00	N/A
Programming Changes	\$45.00 / hour	\$45.00 / hour	N/A

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Reporting PC Client Installation	\$45.00 / hour (min. 1 hour)	\$45.00 / hour (min. 1 hour)	N/A
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**Conference charges**

Audio Conferencing (monthly)	\$5.00	\$5.00	N/A
Audio/Web Collaboration	Free	Free	N/A
Conference Phone Rental	\$30.00 per use	\$30.00 per use	N/A
Bluetooth Speaker – requires 6930/6940 phone	\$440.00	\$440.00	N/A
Bluetooth Cordless Handset – works with 6930/6940 phones	\$165.00	\$165.00	N/A

**Installation, Move, Add, Change**

Phone Installation	\$45.00 / hour (min. 1 hour)	\$45.00 / hour (min. 1 hour)	N/A
Non-standard Phone Installation	\$45.00 / hour + materials	\$45.00 / hour + materials	N/A
Analog Phone Moves	\$45.00 / hour (min. 1 hour)	\$45.00 / hour (min. 1 hour)	N/A
Phone Accessories	\$10.00 flat rate	\$10.00	N/A

**Emergency Phone**

Emergency phone	\$100.00 + installation + cabling costs	\$100.00 + installation + cabling costs	N/A
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**Service Level Agreements (SLAs) – costs may include the following**

Initial Setup of Virtual Server (covers 5 years)	\$2500.00	Cost for internal SLAs have been eliminated.  An agreement will still be provided to the client to outline the service(s) provided and responsibilities of each party involved.	<b>(100%)</b>
Initial Setup of Physical Server (one-time fee)	\$320.00		
CommVault File System backup license (one-time fee)	\$700.00		
Monthly fee for Virtual Server	\$50.00		
Monthly fee for Physical Server	\$150.00		
Configuration and Maintenance of Virtual or Physical Server	\$45.00/hour		
Server Systems support (Backup, recovery, administration)	0-99 GB: \$6.00/GB/year ≥ 100 GB: \$4.00/GB/year		

**ITS support/development for projects**

Upgrades and/or maintenance	\$100 / hour	\$100 / hour	N/A
Integration	\$200 / hour	\$200 / hour	N/A

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Development (custom)	\$300 / hour	\$300 / hour	N/A
<b>Miscellaneous</b>			
Software installation on personal-use computers	\$46.00/hour	\$46.00/hour	N/A
Network configuration of PC for home use	\$25.00 flat rate	\$25.00 flat rate	N/A
PC and peripheral repairs, upgrades, relocations	\$46.00/hour + materials	\$46.00/hour + materials	N/A
eCommerce Service	\$100.00 per engagement	\$100.00 per engagement	N/A

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**FACILITIES MANAGEMENT AND PLANNING**

Facilities Management and Planning charge for services that are outside the normal repair and maintenance of the buildings and grounds in academic and administrative areas, and fully recover services provided to Ancillary operations. For descriptions and additional details of the services we provide, please refer to our website: [FMP Chargeable Services](#)

Labour is calculated at cost plus 40% overhead. Material is at cost (including the 3.41% HST cost). No further markup is applied.

**Move and Furniture Services**

Moving office supplies, furniture, installing or removing items and furnishings, furniture repair, etc.	<b>\$30.20</b> /hour/person + materials (if required) + \$35.00/hour vehicle charge	<b>\$30.40</b> /hour/person + materials (if required) + \$35.00/hour vehicle charge	<b>0.7%</b>
Contracted services for any of the above	Direct Cost	Direct Cost	<b>N/A</b>

**Event Services**

Event set up and tear down costs – contracted services	Direct Cost	Direct Cost	<b>N/A</b>
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**Signage**

Event signage – interior and exterior, including name plates, office signs, etc.	Direct Cost	Direct Cost	<b>N/A</b>
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**Painting**

All painting other than scheduled maintenance	<b>\$41.80</b> /hour/person + materials	<b>\$42.00</b> /hour/person + materials	<b>0.5%</b>
Contracted Services for the above	Direct Cost	Direct Cost	<b>N/A</b>

**Carpentry**

Refinishing, manufacturing, repair, or replacement of departmental furnishings, departmentally-requested renovations or alterations, etc.	<b>\$44.10</b> /hour + materials	<b>\$44.35</b> /hour + materials	<b>0.6%</b>
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**Locksmith**

Supply and cutting of all keys (other than broken), lock changes, rekeying, supply and installation of other locking devices, etc.	<b>\$44.10</b> /hour + materials (One hour minimum)	<b>\$44.35</b> /hour + materials (One hour minimum)	<b>0.6%</b>
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**Grounds Services**

Delivery and set up of picnic tables, garbage cans and site clean-up for departmental or student events, disposal of obsolete materials and furnishings, etc.	\$32.25/hour/person + \$35.00/hour vehicle charge + disposal fee (if required)	\$32.40/hour/person + \$35.00/hour vehicle charge + disposal fee (if required)	0.5%
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**Custodial Services**

Cleaning of office space on departure of occupants, non-routine steam cleaning of carpets and furniture, etc.	Direct Cost	Direct Cost	N/A
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**Electrical Services**

Installation and repair of dept. purchased equipment, power supplies, etc.	\$46.50/hour + materials	\$46.65/hour + materials	0.3%
Contracted services for the above	Direct Costs	Direct Costs	N/A

**Mechanical Services**

Installation and repairs on dept. purchased equipment	\$46.50/hour + materials	\$46.65/hour + materials	0.3%
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**Automotive Services**

Repair and maintenance of departmental golf carts and vehicles	\$45.50/hour + materials	\$45.70/hour + materials	0.4%
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**Renovations and Alterations**

All requests for renovation/alteration	Direct costs + PM Fee based on Project Value	Direct costs + PM Fee based on Project Value	N/A
	Project value < \$500K: PM Fee = 4%	Project value < \$500K: PM Fee = 4%	
	Project value \$500K - \$2M: PM Fee = 2.5%	Project value \$500K - \$2M: PM Fee = 2.5%	
	Project value \$2M - \$4M: PM Fee = 2%	Project value \$2M - \$4M: PM Fee = 2%	
	Project value > \$4M: PM Fee = 1.5%	Project value > \$4M: PM Fee = 1.5%	

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**DEPARTMENT OF CONFERENCE SERVICES – Room Charges**

\* Room rental fees are used to help offset the cost of services provided by Conference Services to support meetings and events on campus. A significant amount of labour time is spent on:

- responding to and managing booking requests
- reviewing event details for risk management and safety purposes
- coordinating event set up & tear down
- managing the cleaning of spaces & arranging for special cleaning as requested by clients
- supporting event partners such as Dining Services, IMS, Safety, DUC, and others
- providing day of event to support to clients including troubleshooting

**Room Rentals**

General Classroom: Less than 75 seats	\$0	\$0	N/A
General Classroom: 76-150 seats	\$0	\$0	N/A
General Classroom: 151-300 seats	\$0	\$0	N/A
Azrieli Theatre 101, 102, 301 or 302	\$0	\$0	N/A
Canal Building Foyer	\$0	\$0	N/A
Health Science Theatre 1301	-	\$0	N/A
Minto Bell Theatre 2000	\$0	\$0	N/A
Minto Theatre 5050	\$0	\$0	N/A
Southam Hall Theatre B	\$0	\$0	N/A
Richcraft Building Theatre 2200	\$0	\$0	N/A
Tory Building Foyer	\$0	\$0	N/A
Residence Commons 270, 272 or 274	\$200	\$200	N/A
Residence Commons 270-272 or 272-274	\$400	\$400	N/A
Residence Commons Conference (270, 272, 274)	\$500	\$500	N/A
Residence Commons Fenn Lounge	\$300	\$300	N/A
Leeds House 124 Multipurpose Room	\$150	\$150	N/A
Russell-Triple Lounge (RU 131)	\$150	\$150	N/A

Richcraft Building 2220, 2224 or 2228	\$200	\$200	N/A
Richcraft Building 2220-2224 or 2224-2228	\$400	\$400	N/A
Richcraft Building Conference (2220, 2224, 2228)	\$500	\$500	N/A
Richcraft Building Atrium	\$300	\$300	N/A
Richcraft Building Boardroom 2211	\$125	\$125	N/A
Richcraft Building Board of Governors	\$500	\$500	N/A

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Room 2440-R			
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University Centre Galleria	\$250	\$250	N/A
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**Outdoor Facilities**

Alumni Park	\$250	\$250	N/A
Anniversary Park	\$200	\$200	N/A
Canal Quad	\$200	\$200	N/A
Makenzie Quad	\$200	\$200	N/A
Minto Quad	\$200	\$200	N/A
Richcraft building Quad	\$200	\$200	N/A
Richcraft Building Patio	\$150	\$0 (When booked in conjunction with Richcraft Hall Conference Rooms and/or Atrium)	N/A
Residence Quad	\$200	<i>Not bookable</i>	N/A
Tory Quad	\$200	\$200	N/A

**DEPARTMENT OF UNIVERSITY COMMUNICATIONS**

Available to E.C.C. Members only. To become a member contact: <a href="mailto:events.office@carleton.ca">events.office@carleton.ca</a>  Carleton University Name Badge (Magnetic)	\$15.00 each	\$15.00 each	N/A
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**INSTRUCTIONAL MEDIA SERVICES**

**Labour**

Weekday Hours (6:00 am to 10:00 pm)	\$41/hour	No Changes	N/A
Weekday After Hours (10:00 pm to 6:00)	\$61.50/hour		
Weekend Hours (12:00 am to 12 pm)	\$61.50/hour		
*These rates reflect the recovery costs for providing the service (CUPE level 8PE/R average hourly rate + 20% overhead)			



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**CAMPUS SAFETY SERVICES**

Campus Safety Services (Patrol Services and Technical Services) charge for services that are outside of the normal scope of operations. Cost recovery charges are based on direct costs (labour, materials, licenses etc) plus a reasonable amount of overhead.

**Security System Installation and Intrusion Alarm Monitoring**

Installation and maintenance of the security systems is the financial responsibility of the requesting department.

Physical security systems service and maintenance requests	\$57.00	\$57.00	N/A
System Recording Fee	\$400.00/Camera (one time charge)	\$400.00/Camera (one time charge)	N/A

**Monitoring and response**

<b>User Class 1:</b> <b>Single alarmed area</b> connected to computers and peripherals, including but not restricted to motion detectors, door contacts, card access and duress alarms.	\$61.50/month	\$61.50/month	N/A
<b>User Class 2:</b> <b>Multi-alarmed areas</b> with up to five (5) alarmed rooms in a single building connected to computer and peripherals, including but not restricted to motion detectors, door contacts, card access and duress alarms.	\$92.00/month	\$92.00/month	N/A
<b>User Class 3: Multi-levels 6+ and/or multi building locations</b> , including alarmed computers and peripherals but not restricted to motion detectors, door contacts, card access and duress alarms.	\$120.00/month	\$120.00/month	N/A

**False Alarm**

False alarms	\$50.00 per instance.	\$50.00 per instance.	N/A
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**Two-way Radio Services**

System Access Fee	\$36.00/month/radio	\$60/year/radio	<b>(86%)</b>
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**Event Security**

Campus Safety Officer	\$57.00/hour	\$57.00/hour	<b>N/A</b>
Student Safety Patroller	\$22.75/hour	\$22.75/hour	<b>N/A</b>
Event Manager/Supervisor	\$75.75/hour	\$75.75/hour	<b>N/A</b>