

**Medical University of South Carolina**  
**Office of the CIO (OCIO)**  
**Description of Fees Charged by Information Services**  
(effective April 2005)

Whenever possible, the OCIO attempts to centrally fund services the Information Services Division (IS) provides to MUSC and its affiliates and not pass on service charges to departments. There are, however, some fees which are charged directly to departments requesting services in order to recover the costs associated with parts and/or labor. A brief description of these fees is included below. There may be situations which, based on managerial judgment, merit service fees (i.e. outdated equipment or software, excessive file restores). In these cases, fees will be discussed in advance with the user and approval will be obtained before the work is performed. For additional information regarding any fees, please contact either Melissa Forinash or the designated OCIO Director for your area.

Printer Repairs

When replacement parts are indicated, IS time is charged to the department at \$75 / hour for printer repairs in addition to the cost of replacement parts. In all cases, requesting departments will be provided an estimate regarding repair costs in advance. Occasionally, it may be more cost-effective to purchase a new printer than repair an old one. Basic trouble-shooting and problem solving for printers do not incur service fees.

Wiring and circuits

Requests for new voice and data wiring or circuit connections are handled through a subcontractor of OCIO-IS. New category 5e circuits are billed to the requesting department at a rate of \$175 / circuit and \$87.50 / cross-connections of and existing circuit. New category 6 circuits, which are the standard for all new construction and renovated areas, are also billed to the requesting department at a rate of \$229 / circuit and \$100 / cross-connections of and existing circuit. Troubles on existing circuits are billed at a rate of \$87.50 / hour for testing and repair. The cost of fiber optic cable runs and fiber optic jumpers will vary depending upon the length and type of fiber. Quotes can be provided by calling University Communications at 2-9980. (Updated July 07)

Expansion of departmental networks / switches, VPN clients, wireless installations

Network expansion or additional circuits within a department (or construction / renovation) may require installing an additional switch. The cost of additional switches / network infrastructure is charged back to the requesting department or project. There is no additional markup other than cost recovery of the item to be replaced.

Computer Connection

The Computer Connection is a centralized hub for coordinating purchases and receiving / delivery of new computer devices (e.g., Dell, Apple, Gateway) as well as fax machines and toners. The cost of these items is paid by the requesting department, and a 1% fee is added on to recover internal operational costs of delivery van, supplies, etc. For instance, on a \$ 1,200 laptop order, \$12 is added on to the cost.

Parts not under warranty

Any piece of computer equipment requiring a replacement part that is not covered or out of warranty will have the cost of the part charged back to the department requesting service. There is no additional markup other than cost recovery of the item to be replaced

Software Licenses

In order to take advantage of volume purchasing discounts, IS purchased several software licenses which are then charged back to departments requesting the application; information about software licenses can be found at [the IS web site](#). There is no additional markup other than cost recovery of the item to be replaced. Examples include:

LYNX: One-time fee for required Radia software distribution license	\$150
SAS: Annual licensing fee; must be renewed in September	\$100
MacOS: Mac operating system upgrade fee	\$ 39

Telecommunications Equipment

Telephones, cellular telephones / accessories are billed back to the requesting department. The cost of phones and accessories are billed at a flat rate per item and are dependent on the cost. Prices vary depending upon the type of equipment and exact prices can be obtained by calling University Communications at 2-9980.