



UTN Videoconferencing and Media Rates and Policies

Requester:	UTN Members	U of U SOM Physicians/ Departments	Non-Member Health Care Providers	Commercial Customers
<u>Event Set-up and Support</u> Standard Setup & Basic Support <i>Approximately 1 hour of pre-event services listed below; Additional fees may be charged if more time is required.</i>	included	\$20/event	\$30/event	\$50/event
<u>Host and Participant Sites</u> <i>Site fees are charged per hour, per site Sites connecting into educational events may be charged a site fee Sites connecting via ISDN may incur additional charges.</i>	included ¹	\$20/hr./site	\$30/hr./site	\$75/hr./site
<u>On Site Videoconference Support</u> <i>Per hour fee based on technician's actual time rounded up to the nearest half hour Limited to local conferences</i>	N/A	\$20/hour	\$30/hour	\$75/hour
<u>Phone conferencing into videoconference</u> <i>Audio connections Charges based on requested or used, whichever is higher No charge if phone lines are used due to a UTN technical problem</i>	\$5/person/hr	\$5/person/hr	\$5/person/hr	\$5/person/hr
<u>Media Services</u> Web Streaming* <i>* required for creation of other media services For live streaming and/or recording for future video-on-demand This charge is for making web streaming available. There is no fee to view the live web stream at this time.</i>	included	\$30/hr.	\$30/hr.	\$60/hr.
Basic Video Production/Editing* Advanced editing, by request CD/DVD Copies Video on Demand Podcasting	included per quote \$10/disc \$0 \$0	\$10/event hr. per quote \$10/disc \$10/event hr. \$10/event hr.	\$20/event hr. per quote \$10/disc \$10/event hr. \$10/event hr.	\$30/event hr. per quote \$10/disc \$20/event hr. \$20/event hr.
<u>UTN Discount Card - 35% off!</u> <i>Must be purchased in advance For use for any of the above services. Equivalent to 30 site-hours but more flexible.</i>	N/A	\$390 <i>value: \$600 savings: \$210</i>	\$585 <i>value: \$900 savings: \$315</i>	\$1,460 <i>value: \$2,250 savings: \$790</i>
<u>Technical Consultation</u> Advanced support <i>One hour minimum</i>	\$85/hr.	\$85/hr.	\$100/hr.	\$125/hr.

¹ When UTN members connect to non-members, site fees will be charged for non-member sites.

The Standard Set Up Fee covers the following services:

- Scheduling.
- Phone technical support during set up and conference.
- Testing and troubleshooting in advance of the event.
- Connectivity, 15-30 minutes ahead of scheduled start.
- Just-in-time training.

Site Fees:

This fee equals the number of participating sites times the number of hours connected. UTN videoconferencing equipment used to host the conference will be considered a site for billing purposes.

Incremental Hours:

There is a minimum one hour charge for videoconferencing. After the first hour, charges are rounded up to the next half hour.

Cancellation rates:

Billing rates are based on the amount of time scheduled, not the actual length of the conference. There is no charge for cancellations or changes made via email 24 hours in advance. Clients will be billed for the full cost of scheduled events if cancellation or changes are made less than 24 hours in advance.

Rates are subject to change at any time.