



Data Cable Repair/ New Service Policy:

All request for data repair and services for new cable installation **must be processed through the ITD Help Desk/Ext. 3963**. Once ITD receives your request, they will thoroughly assess your needs and forward your request to the Office of Telecommunication for processing when applicable. The Office of Telecommunications will contact you upon receipt of your request to confirm the work requested and/or schedule an appointment if needed.

Please note: Installation turnaround time for quantities of 1-3 items is five business days from the receipt and acceptance of the order. Quantities of 3 items or greater will be worked as a project. The projected completion time will be determined following a discussion with the customer and vendor.

Cost:

The cost below is based upon requests outside of the standard allocation of 1:1 (voice/data) per User. Quantities greater than three data cables require the vendor to review the work. A quote of the cost from the vendor will be submitted to the User for consideration.

- \$200.00 --- Installation of a jack where there is existing wiring
- \$426.00 --- Installation of a new jack

****ALL REQUESTS FOR DATA DROPS/SERVICES MUST BE PROCESSED THROUGH ITD HELPDESK xt.3963****