



*West Virginia Network for Educational Telecomputing*  
*837 Chestnut Ridge Road*  
*Morgantown, WV 26505*  
*Phone: (304)293-5192 Fax: (304)293-5540*  
*www.wvnet.edu*

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## VIRUS and SPAM FILTERING

Virus and SPAM filtering (<200 accounts)	\$1,000 per year
Virus and SPAM filtering (200 – 8000 accounts)	\$1,500 per year plus \$1.00 per account per year
Virus and SPAM filtering (> 8000 accounts)	Negotiable

Please see <http://www.wvnet.edu/services/spam-virus-filtering> for more details.

## INTERNET ACCESS and EMAIL

### Statewide Internet Communications links:

Internet Access Fee	\$4.89/mb/month
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### Modem Access Account

\$16.95 per month

Please see <http://www.wvnet.edu/helpdesk?id=126> for terms, conditions and payment guidelines. Includes virus and spam filtering, personal web space, up to 4 personalized ids.

### POP Email Account

\$2.00/month/account

Includes virus and spam filtering and personal web space. Individuals billed annually.

### WEB Based Email

\$2000/yr plus \$1.00/yr per mailbox

Enterprise mail services with imap and web based access including virus and spam filtering. The web interface can be branded with the institution's logo, etc.

### LISTSERV®

WVNET is proud to provide LISTSERV® service, the industry standard email list management software. This takes the hassle out of your email communication by managing all of your subscriptions, sign-offs, and bounces with email best practices. Management can be done from a web browser or by issuing commands directly to the list through email, for both list owners and subscribers. WVNET also provides documentation and additional support through our OZ ticketing system, our Network Operation Center staff, and LISTSERV® administration staff for those difficult to resolve issues.

## LISTSERV® (continued)

The pricing structure below is for each separate listserv®:

Initial Setup Fee: \$25 (One Time)

Subscribers:	Cost (per year):
<100	Free
100-500	\$25
501-1000	\$50
1001-2500	\$75
2501-5000	\$100
>5000	\$150

If you would like to create a LISTSERV® list or if you have any questions, please contact our Network Operation Center (NOC) at 304-293-5192 x 248 or [wvn-operations-1@listserv.wvnet.edu](mailto:wvn-operations-1@listserv.wvnet.edu).

## WI-FI ACCESS POINTS AND MANAGED SERVICES

There are 2 options for WI-FI access at your location:

- 1) WVNET purchases the access points and manages the WI-FI connectivity remotely
- 2) Your institution purchases the access points but WVNET manages the WI-FI connectivity remotely

The price will vary depending on which access point is purchased and whether or not you are on our network. See pricing information on page 14 of this document. Additional services, such as a site survey, and a one-time set up fee are also listed on pages 15 and 16.

## **CACHING SERVICES (URcast Pricing)**

### **Base Services**

- Student Cost: \$5.95/per student/per year
- Initial Setup Cost & Training: \$1000
  - Including but not limited to:
    - VM setup and configuration
    - Server setup and configuration (LAN and/or WAN)
    - Gateway setup and configuration
    - Please note: Additional costs will be reimbursed to WVNET for mileage, meals and lodging. These costs will not exceed the current state limits for consulting and training.
- Helpdesk Teacher & Student Support: \$1000

### **Optional / Additional Services**

- Standardized Test Caching - \$1.50/per student/per year (when available)
- Managed Services: \$180/year
- Hosting Services: \$180/year
- Remote Monitoring: \$180/year
- Backup Services: \$180/year
- Fast Hardware Replacement (Caching Server & Appliances only)

If you have any questions regarding any of the above services, please contact Booker Walton at 304-293-5192 x 221 or via email at [btwiii@mail.wvnet.edu](mailto:btwiii@mail.wvnet.edu).

# OZ PROBLEM MANAGEMENT

## Customized OZ Problem Management System –

### Educational Customers:

Institution setup	\$500
No. of Supporter Seats	Monthly Fee
1-5	\$50.00
6-15	\$100.00
16-25	\$150.00
26-50	\$200.00
51-99	\$250.00
>100	\$250 + \$2.00 / supporters over 100.

### Non-Educational Customers:

Institution setup	\$625
No. of Supporter Seats	Monthly Fee
1-5	\$60.00
6-15	\$120.00
16-25	\$180.00
26-50	\$240.00
51-99	\$300.00
>100	\$300 + \$2.00 / supporters over 100.

Please see <http://wvnet.edu/services/oz-tracking-system> for more information. If you do not have an Oz userid, follow the directions on the screen to create a userid and password. Then select the link “About OZ” for more details.

## ADDRESS CLEANSING

### Unlimited local address cleansing:

Includes processing time, setup procedures, consulting costs: \$500/yr.  
Loading cleansed addresses back into Banner is included.  
Address data from any source can be cleansed.

### Additional charges for change of address and suppression services:

Local (WVNET) cleansing services:	\$4.75 per 1000 records
Remote (NCOA) cleansing services:	\$7.25 per 1000 records
Suppression services optional:	contact for pricing

## BACKUP SERVICES

### Tivoli Storage Management Remote Backups:

Minimum Monthly Charge	\$15 per Month
Per GB	\$.25 per Month

30 day free trial available.

Please see <http://wvnet.edu/services/remote-backups> for more information.

## CONFERENCE MANAGEMENT

### Conference Management Software, Consulting, Support

Cost based on requirements

Various levels of customization of web-based conference management software developed at WVNET is available for conference registration and secure payment, session scheduling, building programs and proceedings, etc. Also available is assistance with conference management, such as working with vendors, arranging sponsorships, room scheduling, etc. Call to discuss your requirements.

## BLACKBOARD 9 HOSTING

### Hosting Cost

Basic Service	Annual fixed fee \$3072 plus a variable fee based on total number of sections
Premium Service	Sliding scale based on FTE with a maximum cost of \$61,440/year

### Integrating Blackboard with Banner

For institutions hosting Blackboard at WVNET	\$3,600/year
For institutions not hosting Blackboard at WVNET	\$4,608/year

As another option, you may purchase individual components of our hosting services for a minimal fee. You must have basic support in order to purchase additional individual components. For a comparison of services, and to see which individual components are available, please see chart on page 13 of this document.

## VIDEO CONFERENCING

WV Higher Education Institutions and State Agencies

Point to Point Multiple Conference Unit (MCU)	\$0.25/port/min
Gatekeeper Policy Management Updates	\$5.00
Off Net Charges	\$0.25/port/min

## AUDIO and/or WEB CONFERENCING

Audio Conferencing .05/minute

Web Conferencing .14/minute

Please contact the WVNET help desk at 1-800-253-1558 for more information and to set up an account.

## WEB HOSTING

WVNET **Basic** Web Hosting in a shared environment - \$240/year base price

WVNET **Basic** Web Hosting includes:

- Unlimited web hosting space\* on a shared server
- Distributed Denial of Service (DDOS) monitoring and litigation
- Installation and basic setup of your chosen CMS (Joomla, Wordpress, Drupal, etc)
- Migration of your content from another site
- Domain name hosting\*\*
- Annual billing
- 24/7 live and online customer support
- Daily backups
- FTP access
- Automatic CMS and extension backups\*\*\*

\*Subject to terms and conditions. Additional charges may apply. Call for details!

\*\*External fees not included

\*\*\* For supported CMS and extensions only.

WVNET **Premium** Dedicated Hosting -\$1,275.00/per year base price

WVNET **Premium** Dedicated Hosting Includes:

- Unlimited web hosting space on a **dedicated** server\*
- Distributed Denial of Service (DDOS) monitoring and litigation
- Installation and basic setup of your chosen CMS (Joomla, Wordpress, Drupal, etc.)
- Migration of content from another site
- Domain name hosting\*\*
- Annual billing
- 24/7 live and online customer support for technical issues
- Daily backups
- FTP access
- Automatic CMS and extension backups.\*\*\*
- Optimal performance

\* Subject to terms and conditions. Additional charges may apply. Call for details!

\*\* External fees not included.

\*\*\* For supported CMS and extensions, only.

## WEB HOSTING (cont.)

### Website Add-Ons

**Americans with Disabilities Act (Section 508) Compliance Audit:**

\$500.00 - \$1,000.00 depending on the complexity of the site. This includes analysis of your site, a detailed description of problems, and assistance with bringing the site into compliance.

**Extended Web Site Maintenance Contract:**

WVNET can provide support for your web site outside of our regular hosting packages. For example, we can help to maintain a site that is not hosted on our servers. The cost of this service is negotiated based on our assessment of the time and effort required. Call for details!

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**Need a new web site design?**

**Clone an existing site design:** \$300 basic clone. Additional fees may apply based on the size of the current site.

**Create a new unique design:** \$800 base price. Additional fees may apply based on the scope, and length of the work required. Call for details!

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### Domain Name Procurement and Management

WVNET can acquire and manage domain names. We obtain domain names and handle the setup and management in a DNS server, connecting your domain name with web, email and other services. Once it is in place, we can help you to keep your domain name renewed each year and make changes as needed.

Prices for domain names vary, but on average:

.gov domains - \$125 now, \$400 starting in January 2017

.edu domains - \$40

.com, .org, .net, etc. domains - typically \$20 or less

.gov and .edu domains require documentation to verify your eligibility.

For non .gov / .edu domain names we acquire, there is a \$50 one-time surcharge.

For .gov / .edu domain names, we charge our standard consulting rate for setup.

If we manage the domain for you, there is a \$25 management fee plus domain name renewal cost for each subsequent year.

# DIGITAL LEARNING RESOURCE PACKAGES

## HELIX

Helix is a streaming service that can easily be integrated with a WVNET-hosted LMS, web site or other application. A web-based interface provides the tools to upload your video and enhance it with other media and descriptive text. The streaming video can then be embedded in a web page or one of WVNET's Learning Management Systems.

## BIG BLUE BUTTON

Big Blue Button is an open source web conferencing system that allows customers to deliver a high-quality learning experience to remote students. You would have the ability to record lectures, annotate a presentation, share your desktop for students to see, use VOIP for interactive discussions, integrate a web cam display and include uploaded documents.

The Digital Learning Resource Package includes 1TB of reliable network storage. Your videos are stored in WVNET's secure data center. If your storage needs exceed 1TB, you can grow your storage allocation without any impact on your content or availability.

### Pricing:

Digital Learning Resource Package This package includes Helix, Big Blue Button and 1TB of storage.	\$6,300/year
Helix and 1TB of storage only	\$5,300/year
Big Blue Button and 1TB of storage only	\$5,300/year

## CO-LOCATION and HOSTING SERVICES

\*For all co-location and hosting services listed below (except Banner Hosting), there will be a one-time set up of \$500

### Co-located Non-WVNET Servers:

**Large Systems** (i.e., stand alone Unix Systems)  
Electricity, UPS, Space, basic support, 1mb bandwidth (if additional bandwidth is needed, the cost will be our current rate listed on page 2) \$25 Sq Ft/Month

**Small Systems** (i.e., Windows or Linux Servers)  
Installed in WVNET Rack Space

Rack mounted PC \$400/Year for each 1U

### Systems and Operational Support for Co-located Servers:

Includes operating system and application installation and maintenance, backups, 24-hr operational support. Co-location charge (above) also required.

**Large Systems** costs based on resources required

**Small Systems** (Windows or Linux) \$1000/year

**Linux Server Hosting (WVNET Equipment)** costs based on resources required

**Application Hosting (WVNET Equipment)** costs based on resources required

**Virtual Machines** minimum cost is \$53.12/month/vm

The minimum cost includes 1 cpu, 1gb ram and 50gb of storage. However, the cost will vary based on the number of cpu's, how many gb's of memory and how many gb's of storage requested (see the table on page 14 of this document). These costs do not include operating system and additional software license costs that may be required.

**Banner Database Hosting** \$52,488

Includes hardware, DBA and systems support, backups, software installation and maintenance, and web forms for standard licensed modules. If not a standard licensed module, additional charges will apply. Call to discuss requirements and pricing.

## CONSULTING

### Consulting Costs per Hour

	WV Higher Education Institutions	State or Non-Profit Agencies
Banner Application Support	\$85.00	\$90.00
Database Support	\$85.00	\$90.00
Functional Consulting	\$85.00	\$90.00
Network Support	\$85.00	\$90.00
Programming Development	\$85.00	\$90.00
Systems Support	\$85.00	\$90.00

Consulting services can cover needs like installation, troubleshooting, performance analysis, development, reporting, and other services as arranged.

**Support for Linux-related issues arising when OS installation is done by campus staff will be billed at the normal systems consulting rates.**

## TRAINING

**Training Costs** includes preparation time, instructional time, and materials when presented by WVNET staff members. *Training by outside professionals will be at best negotiated market rates.*

WV Higher Education Institutions or Central Office:

\$1000/day for up to 10 people, (\$100.00 per additional person not to exceed 15)

State Agencies, Non-Profit Agencies, or WVNET Partners:

\$1250/day for up to 10 people (\$125.00 per additional person not to exceed 15)

**Travel Costs:** Additional costs will be reimbursed to WVNET for mileage, meals and lodging. These costs will not exceed current state limits for consulting and training.

## OTHER SERVICES

### **Other software installation**

Available on request at previously listed consulting fees.

<b>SAN Storage</b>	\$2400/year per tb
<b>SAN Storage Replication</b>	additional \$2400/year per tb
<b>Backup of SAN Storage</b>	\$600/year per tb
<b>Online Storage</b>	\$10/month for every 50gb

- requires other hosted or co-located service at WVNET
- MUST be purchased in 50gb increments

## CONTRACTS and MORE INFORMATION

Please contact Greg Kidder, Chief Procurement Officer ([gkidder@mail.wvnet.edu](mailto:gkidder@mail.wvnet.edu) or 304-293-5192 x 288), for contract information, or contact Philip G. Snitz ([phil@mail.wvnet.edu](mailto:phil@mail.wvnet.edu) or 304-293-5192 x 258) for more information or to discuss services not shown in this document.

## WVNET Blackboard Hosting Features Comparison

\*Big Blue Button and Helix Streaming Media are part of the Digital Learning Resource Package (DLR), an a la carte

Features	Basic Support	Mid-Level Premium Support	Premium Support	Notes (Basic, Mid-Level, and Premium Support)
Secure Data Center	x	x	x	
Network Security Monitoring (24x7)	x	x	x	
24 hour operations staff	x	x	x	
UPS/Generator	x	x	x	
Course Archiving	12 months	24 months	24 months	
Storage (gigabytes)	550	1000	1000	Overages billed at standard storage charges
Shared Test System/Sandbox	x	x	x	Shared by all Bb Learn 9 hosted customers
Production System	x	x	x	For Course Delivery
Streaming Media (Helix)*			x	Includes Big Blue Button and a Terabyte of additional media storage.*
System troubleshooting	Outages/defects only	Outages/defects	Outages/defects	
System administrator training and extended troubleshooting *	Up to 3 hours/term for new features	Up to 30 hours/term	Up to 30 hours/term	
Instructional design and course migration support*		Up to 30 hours/term	Up to 30 hours/term	Additional training at published rates**
Building blocks *		2 building blocks/term installed	2 building blocks/term installed	Additional support at published rates**
Banner SIS integration * (hosted at WVNET)		Up to 20 hours	Up to 20 hours	Additional support at published rates**
Banner SIS integration *(not hosted at WVNET)		Up to 20 hours	Up to 20 hours	Additional support at published rates**
Student and Faculty** helpdesk (24x7)			x	Assistance available by phone, web, or email
Student and Faculty*** helpdesk (24x7) a la carte				19.92 per annualized FTE for non-hosted clients

service. Premium clients will receive a separate MOU for the DLR with no additional charges beyond Premium Support.

\*\*Published consulting rates currently \$85/hour. Course migration assistance from other LMS software not included in basic support, but can be arranged at the hourly rate. If additional assistance is required due to volume of services, increased rates may apply.

\*\*Faculty helpdesk does not include assistance in designing courses. Some faculty support services may not be available after normal business hours unless prior arrangements are made. Blackboard software maintenance is not included.

## Virtual Machine Pricing Matrix

vCPUs	vRAM (GB)	Storage (GB)	Price/month	Price/year
1	1	50	53.12	637.42
1	2	50	54.75	656.98
1	4	50	58.01	696.09
1	8	50	64.53	774.32
2	2	100	106.24	1,274.84
2	4	100	109.50	1,313.96
2	8	100	116.02	1,392.19
2	12	100	122.53	1,470.42
4	4	200	212.47	2,549.68
4	8	200	218.99	2,627.91
4	16	200	232.03	2,784.37
4	32	200	258.11	3,097.30
8	8	200	385.88	4,630.61
8	16	200	398.92	4,787.07
8	32	200	425.00	5,100.00
8	48	200	451.08	5,412.92

If there is a configuration you would like but don't see on the chart above, please contact Philip G. Snitz ([phil@mail.wvnet.edu](mailto:phil@mail.wvnet.edu) or 304-293-5192-x 258) and he will calculate the cost based on your custom configuration.

## WI-FI PRICING:

Equipment	SKU/Part Number	Leasing Option* (price per month)		Managed Service Only (price per month)	
		On-Net customer	Off-Net customer	On-Net customer	Off-Net customer
Access Points	AH-AP-121-N-FCC	\$29	\$34	\$9	\$14
	AH-AP-141-N-FCC	\$29	\$34	\$9	\$14
	AH-AP-130-AC-FCC	\$34	\$39	\$9	\$14
	AH-AP-230-AC-FCC	\$39	\$44	\$9	\$14
	AH-AP-330-N-FCC	\$49	\$54	\$9	\$14
	AH-AP-350-N-FCC	\$49	\$54	\$9	\$14
	AH-AP-370-AC-FCC	\$49	\$54	\$9	\$14
	AH-AP-390-AC-FCC	\$49	\$54	\$9	\$14
	AH-AP-1130-AC-FCC	\$64	\$69	\$9	\$14
Branch Routers	AH-BR-100-N-FCC	\$19	\$24	\$9	\$14
	AH-BR-100-N-FCC (20 pack)	\$109	\$114	\$9	\$14
	AH-BR-200WP-N-FCC	\$39	\$44	\$9	\$14
	AH-BR-200-LTE-VZ-N-FCC	\$54	\$59	\$9	\$14
	AH-BR-200	\$24	\$29	\$9	\$14
VPN Gateway	AH-CVG-HM-BUNDLE	\$49	\$54	\$9	\$14
	AH-VG-VA	\$129	\$134	\$9	\$14
Switches	AH-SR-2024P	\$79	\$84	\$9	\$14
	AH-SR-2124P	\$99	\$104	\$9	\$14
	AH-SR-2148P	\$159	\$164	\$9	\$14
SR Accessories	AH-ACC-SFP-1G-SX	One time charge \$149			
	AH-ACC-SFP-1G-LX	One time charge \$249			
	AH-ACC-SFP-10G-SR	One time charge \$999			
	AH-ACC-SFP-10G-LR	One time charge \$1999			
	AH-ACC-SFP-10G-LRM	One time charge \$2499			
	AH-ACC-SFP-10G-DAC-1M	One time charge \$179			
	AH-ACC-SFP-10G-DAC-7M	One time charge \$379			
	AH-ACC-SR2100-RPS1	One time charge \$1999			

In addition to the prices above, WVNET can perform a site survey to determine if WI-FI access is possible and, if so, how many access points are needed for a particular location. The price for site survey will be \$300/day plus travel expenses. The cost of the site survey will be required regardless if you choose WVNET for your WI-FI service. However, if you do choose WVNET, you will have the option of rolling the cost of the site survey into your monthly fee.

## **WI-FI PRICING cont:**

There will also be a one-time set up fee of \$500. This will need to be paid in full at the beginning of the contract.

\*If WVNET purchases the equipment, the customer will be required to sign a 3 year contract for these costs which include licensing and maintenance as well as the hardware.

For more information or if you have any questions, please contact Phil Snitz at (304)293-5192 x 258.