

Technology Support Services (TSS)

Charge Back Policy

Date: January 15, 2009

Purpose:

The purpose of this policy is to identify the charge back costs for TSS Desktop services.

Policy:

Warranty vs. Out of Warranty Repairs on Equipment

All George Mason University owned equipment which is still under warranty and is presented to TSS Desktop for repair, will be repaired at no charge to the customer. Only the cost of repairs to equipment that are not covered by a warranty will be charged to a customer. The cost charged back will be for parts needed to complete a repair and not labor.

The following activities performed by TSS Desktop will not incur a charge back:

- No labor charge for any troubleshooting, repairs, or network jack activations.
- No labor charge for Mason supported software installations except when the customer specifically asks for a reformat and reinstall.

The following activities performed by TSS Desktop will incur a charge back:

- \$30 charge per occurrence.
 - All technology installations including computers, peripherals (printers, PDAs, smart phones).
 - Installation of parts into equipment not required for a repair. For example adding more memory or an additional hard drive to a pc.
 - Requests to rebuild/reimage a computer other than for repair purposes. For example when an employee leaves, a request is made to reformat and rebuild a computer for the next user.
- With prior approval from the customer, the actual equipment or part cost for any out of warranty repair or other activity on the customer's behalf. (The cost to repair a printer will be evaluated versus the cost of replacement of the printer to determine the most cost effective solution for the customer)

Summary:

Prior to performing any service which requires a charge back, TSS Desktop will provide an estimate of charges. Once approved by the customer, an organizational code should be provided for the charge back.