

ICT Charges (EUS)



Last updated: 17 Oct 2023 from source: <http://itservices.sun.ac.za/servicecharges.htm>

IT SUPPORT FOR CONFERENCES & WEBINARS		
Monday - Friday	Half Day	R 1628
	Full Day	R 2943
After hours	Less than 4 hours	R 2358
	More than 4 hours	R 4247
CALL OUT FEES - FOR IT SUPPORT OFF CAMPUS		
Stellenbosch vicinity	Within 20Km of the University	R 960
SOFTWARE		
Windows Operating System		Request Pricing
Microsoft Office		Request Pricing
Other		Request Pricing
GENERAL SUPPORT OF ASSET DEVICES		
Data transfer/backup	Less than 15GB	R 1419
	More than 15GB	R 2431
Reloading of Operating System	Apple Macbook or iPad	R 480
	Non-standard Assets (e.g Acer, Toshiba, Sony etc.)	R 292
During the exam period	Normal Hours	No Additional Charge
	After Hours, Less than 4 Hours	R 3955
	After Hours, More than 4 Hours	R 7868
Conferences or Workshops	WiFi Setup per Day	R 543
OUT OF WARRANTY ASSETS		
Diagnostic check / Handling fee per device		R 292
Vetting and Activation of Device (Includes up to 5 Devices)	Check device for OS/Virus/Security before granting access to network	R 490
Install Windows on MAC/ In-House Data Recovery on Internal/External Drive		R 1230
Format and reinstall operating system	Windows, Linux, Apple macOS	R 480 excl. data backup
Replacements of hardware components (sent to 3rd party)	Quote will be sent Prices guided by supplier policy	At cost. For the account of dept /staff/student Rejection fee applicable