CU Print Memorandum of Understanding

Purpose

This agreement defines terms and options for the CU Print Service offered by Cornell Information Technologies (CIT). The CU Print Service streamlines the printing experience, fees, and functionality for customers.

Terms

CIT will provide:
- A standardized printer fleet, supported by a single vendor, at no cost to the customer.
- Annual [student print allocations](#) for all matriculated undergraduate, graduate, and professional students.
    - Printing costs in excess of the annual allocation will be automatically charged to the student's bursar account.
- Toner and paper for printers.
- On-Site, enhanced break-fix support, including replacement as necessary.
- Annual assessment of printer locations and usage.
    - CIT will coordinate and discuss with the customer any adjustments needed for underperforming printers.

Customer will provide:
- A dedicated site contact.
- Notification to CIT via [IT Service Desk ticket](#) if service needs to be changed or discontinued.
- Basic printer operations and maintenance, including loading paper, clearing simple paper jams, and changing toner.
- Secure printer location and paper/toner storage.
- Designated power outlet and network jack for printers.

Alternative Options

- **Low Yield Option**: CIT can provide a standardized printer fleet for an annual cost of $300 for a single function and $600 for multi-function low-yield printer (500 pages/month averaged annually).

- **Customer subsidized**: Customer pays for all student printing – CIT will provide annual usage report. Usage below minimum will incur minimum annual fee listed in low yield option.

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