

INTERNAL

Rates for "multimedia" services of ITS INFRA that are subject to a charge

Services provided by the Multimedia Technologies (MMT) and Multimedia Production (MMP) groups are

- **free basic services** for ETH members (lecture hall support, lending service, lecture recording, etc.) or
- **additional services subject to a charge** (video production, event technology etc.). The obligation to pay is shown in the respective [service description](#). These are provided on the basis of an (informal) offer showing the relevant rates (hourly, half-day or daily rate) and costs (service, equipment), subject to the standard rates.

Normal hours for the standard rates: Monday to Friday, 6.00 am - 8.00 pm¹. Outside of these normal operating hours, employee time is chargeable even for basic services; a minimum of three hours is charged at weekends, a minimum of two hours on weekdays.

Employees/Personnel: ETH employees as well as external personnel are used. ITS INFRA decides on the selection, number and profile of the persons deployed.

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¹ The actual operating or support times may differ from the standard rate times and can be checked at <https://u.ethz.ch/dDeD7> for the respective service, cf. SLA at "Instructions / FAQ / How-To".

