

Category	Group	Description	FY 2019-2020 Rate	Unit/ Frequency
Voice Services				
Local Telephone Service	All Local Telephone Services	All non-managed local voice services purchased through DIT	Vendor Cost + 23%	Varies by Product
Centrex Line Rates	Single Access Centrex Line:	AT&T	\$17.65	Line/Mo.
		Century Link	\$22.46	Line/Mo.
		Frontier	\$33.85	Line/Mo.
	Multiple Access Centrex Line:	AT&T	\$17.65	Line/Mo.
		Century Link	\$24.65	Line/Mo.
		Frontier	\$44.39	Line/Mo.
	Foreign Exchange Ctx Trunk (incl terminations):	AT&T	\$57.44	Line/Mo.
	Foreign Exchange Ctx Trunk Mileage (per mile):	AT&T	\$2.77	Line/Mo.
	Uniform Call Distribution w/1st Announcement:	AT&T	\$28.94	Arr/Mo.
		Century Link	N/A	N/A
	Centrex ISDN BRI:	AT&T	\$59.13	Line/Mo.
		Century Link	N/A	N/A
Business Non-Centrex Line Rates	Business Line (No Features)	AT&T	\$39.43	Line/Mo.
		Century Link	\$39.20	Line/Mo.
	Business Line (With Features CFB/D & MWI)	AT&T	\$48.23	Line/Mo.
		Century Link	\$44.91	Line/Mo.
	Key System Line w/Hunting	AT&T	\$67.64	Line/Mo.
	Non-Centrex ISDN BRI	AT&T	\$128.67	Line/Mo.
		Century Link	\$115.28	Line/Mo.
	ISDN PRI	AT&T Metro	\$517.76	Line/Mo.
	ISDN PRI	AT&T	\$616.07	Line/Mo.
		Century Link (Does not include numbers)	\$513.11	Line/Mo.
	SMDI Circuit	AT&T (No Priv Ln)	\$277.25	Line/Mo.
	DID Trunk (includes 1st 20 numbers)	AT&T	\$77.39	Line/Mo.
		Century Link	\$53.19	Line/Mo.
Centrex Moves, Adds, and Changes	MAC Maintenance and Repairs:(Contract 725A)	Labor and Materials	Cost + 34.32%	
Cabling and Wiring		CISP-Convenience Inside Plant Projects	Cost + 19%	
		COSP-Convenience Outside Plant Projects	Cost + 19%	
		BISP-Bid Inside Plant Projects	Cost + 19%	
		BOSP-Bid Outside Plant Projects	Cost + 19%	
		Consulting and Campus Design	\$67.75	Hour
Long Distance	Outbound Long Distance			
	> Dedicated	Intra-State or Inter-State	\$0.031	Minute
		Canadian	Tariff	Minute
		Toll, International	Tariff	Minute
	> Switched (includes authorization codes)	Intra-State or Inter-State	\$0.055	Minute
		Canadian	Tariff	Minute
		Toll, International	Tariff	Minute

Category	Group	Description	FY 2019-2020 Rate	Unit/ Frequency
	Toll-Free (800, 888, 877, etc)			
		<i>> Switched</i>	<i>\$0.060</i>	<i>Minute</i>
		<i>> Dedicated</i>	<i>\$0.036</i>	<i>Minute</i>
		<i>> Audio Conference Secure</i>	<i>\$0.050</i>	<i>Minute/Conferee</i>
		Payphone surcharge	Tariff	Per call
	<i>Pay Phone Service</i>	<i>Public Pay Phone Service</i>	<i>\$4.85</i>	<i>Per Pay Phone Per Month</i>
	<i>SIP/IP</i>	<i>Intra-State or Inter-State</i>	<i>\$0.025</i>	<i>Minute</i>
Enterprise Voice Services-Contact Center		Contact Center Agent Category:		
		<i>VoIP Agent</i>	<i>\$28.52</i>	<i>Month</i>
		<i>VoIP Agent - Supervisor</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Supervisor</i>	<i>\$24.30</i>	<i>Month</i>
		<i>EIPT-One X Agent</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>Call Center Design Service</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		Contact Center Service - (In addition to User Line Rate and telephone instrument)		
		<i>Elite Multi Channel (EMC) CTI Service</i>	<i>\$47.28</i>	<i>Month</i>
		Interactive Voice Response (IVR) Service		
		<i>Tier 1 IVR - DTMF</i>	<i>\$68.63</i>	<i>Per Port</i>
		<i>Tier 2 IVR - Directed Speech</i>	<i>\$71.86</i>	<i>Per Port</i>
		<i>Tier 2 IVR - Directed Speech - GVP Lic Fee Paid (MERGED WITH TIER 2 IVR-DIRECTED SPEECH)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>Call Recording Quality</i>	<i>\$21.57</i>	<i>Month</i>
		<i>Call Recording</i>	<i>\$35.34</i>	<i>Month</i>
		<i>Screen Recording</i>	<i>\$39.23</i>	<i>Month</i>
		<i>Work Flow Management</i>	<i>\$52.54</i>	<i>MOU Rate</i>
		<i>Call Back Assist</i>	<i>\$176.56</i>	<i>Month</i>
Enterprise Voice Services-EIPT	Enterprise IP Telephony (EIPT) Service	<i><u>User Line Rate - (does not include telephone instrument)</u></i>		
		<i>NON-PREPAY</i>		
		<i>VoIP Line (includes Voice Mail)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Line - Hi Cap (includes Voice Mail)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Line Bridge to Cellular (feature now standard)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Number Only (Local directory Number LDN)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Voice Mail only</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>Analog line only</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Analog Single Line</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Analog Single Line (Pre-Pay/Renewal)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Number Only</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Number Only (Pre-Pay/Renewal)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Line w/ Voice Mail</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Line w/ Voice Mail (High Capacity)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Line w/VM (Hi Cap Pre-pay/Renewal)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Line w/ Voice Mail (Pre-Pay/Renewal)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Voice Mail Only</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>SIP VoIP Voice Mail Only (Pre-Pay/Renewal)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i><u>EIPT IVR Access (Requires custom IVR application)</u></i>		
		<i>NON-PREPAY</i>		
		<i>VoIP IVR Port</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i><u>VoIP User Interfaces (telephone instruments and adjuncts)</u></i>		
		<i>NON-PREPAY</i>		
		<i>VoIP Model 9608G</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Model 9611G</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Model 9620C (Repair Replacement Only)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Model 9621G</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Model 9640G</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>

Category	Group	Description	FY 2019-2020 Rate	Unit/ Frequency
		<i>VoIP Model 9641G</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Model 9650C</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Model 9670G</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>Voip B159 Conference Phone</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>Voip Model B189 Conference Phone</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP Model B100 Conference Phone Mic Extension</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>VoIP 24-Button Expansion Module</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>Analog User Interface- user provides analog telephone</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		User Line Rate - (does not include telephone instrument)		
		PRE-PAYMENT/CONTRACT RENEWAL		
		<i>VoIP Line (includes Voice Mail)</i>	<i>\$20.60</i>	<i>Month</i>
		<i>VoIP Line - Hi Cap (includes Voice Mail)</i>	<i>\$26.74</i>	<i>Month</i>
		VoIP Line Bridge to Cellular (feature now standard)	\$0.00	N/A
		VoIP Voice Mail only	\$17.71	Month
		VoIP Number Only (Local directory Number LDN)	\$14.34	Month
		Analog line only	\$21.42	Month
		<i>Cisco Plain Service, Voicemail</i>	<i>\$16.21</i>	<i>Month</i>
		<i>Cisco High Capacity</i>	<i>\$22.35</i>	<i>Month</i>
		EIPT IVR Access (Requires custom IVR application)		
		PRE-PAYMENT/CONTRACT RENEWAL		
		VoIP IVR Port	\$27.17	Month
		VoIP User Interfaces (telephone instruments and adjuncts)		
		PRE-PAYMENT/CONTRACT RENEWAL		
		<i>VoIP Model 9608</i>	<i>\$180.00</i>	<i>One-Time Charge</i>
		VoIP Model 9608G	\$189.00	One-Time Charge
		VoIP Model 9611G	\$273.60	One-Time Charge
		VoIP Model 9620C (Repair Replacement Only)	\$268.80	One-Time Charge
		VoIP Model 9621G	\$354.60	One-Time Charge
		VoIP Model 9640G	\$432.00	One-Time Charge
		VoIP Model 9641G	\$405.60	One-Time Charge
		VoIP Model 9670G	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		Voip B159 Conference Phone	\$720.00	One-Time Charge
		Voip Model B189 Conference Phone	\$907.50	One-Time Charge
		VoIP Model B100 Conference Phone Mic Extension	\$160.05	One-Time Charge
		VoIP 24-Button Expansion Module	\$129.60	One-Time Charge
		Analog User Interface- user provides analog telephone	\$159.36	One-Time Charge
		<i>SIP Voice Install</i>	<i>\$55.00</i>	<i>Per Line</i>
		<i>Next Gen Managed VoIP Install</i>	<i>\$95.00</i>	<i>Per Line</i>
		<i>Site Voice Gateway - Small</i>	<i>\$80.77</i>	<i>Monthly</i>
		<i>Site Voice Gateway - Medium</i>	<i>\$102.56</i>	<i>Monthly</i>
		<i>Site Voice Gateway - Large</i>	<i>\$231.93</i>	<i>Monthly</i>
		<i>Analog Voice Gateway - Small</i>	<i>\$14.66</i>	<i>Monthly</i>
		<i>Analog Voice Gateway - Medium</i>	<i>\$23.10</i>	<i>Monthly</i>
		<i>Analog Voice Gateway - Large</i>	<i>\$89.49</i>	<i>Monthly</i>
<i>Enterprise Voice Services-Managed PBX</i>	<i>Enterprise Managed PBX Telephony</i>	<i>Station Line (Includes voice mail)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>PBX Fax/Modem Line (Analog or Digital)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>PBX Basic Monthly Rate Suspend</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>PBX Automatic Call Distribution Packages:</i>		
		<i>Package A (Basic PBX)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>(Includes one week of reports)</i>		
		<i>Additional weeks reports (Per Week)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>Package B (Symposium ACD)</i>	<i>Discontinued</i>	<i>Effective 7/1/2019</i>
		<i>(Includes Call Management/Statistics)</i>		

Category	Group	Description	FY 2019-2020 Rate	Unit/ Frequency
		Package C (Symposium ACD/CTI)	Discontinued	Effective 7/1/2019
		<i>(Includes Package B plus Skill Set Routing and Host Data Exchange)</i>		
		Telephony Application Development	Discontinued	Effective 7/1/2019
		<i>(new ACD applications;agent skill set routing;CTI development support)</i>		
		PBX ACD Agent Change	Discontinued	Effective 7/1/2019
		<i>(add, delete, modify existing applications)</i>		
		Digital Telephone Sets	Discontinued	Effective 7/1/2019
		Nonrecurring Charges		
		Remote Admin	Discontinued	Effective 7/1/2019
		New Line Installation	Discontinued	Effective 7/1/2019
		Relocation of existing Line (w premise visit)	Discontinued	Effective 7/1/2019
		Relocation of existing line (software only)	Discontinued	Effective 7/1/2019
		Line feature changes (software only)	Discontinued	Effective 7/1/2019
		<i>* Rate effective for existing services and equipment at existing locations. New locations and equipment individually priced.</i>		
		Site specific PBX System management		
		Campus PBX and ancillary systems	Discontinued	Effective 7/1/2019
Enterprise Voice Services-IVMS	Integrated Voice Messaging Service (IVMS)	Applicable to SGCPBX-Managed PBX Telephony platforms via Integrated Voice Messaging Service (IVMS)		
		PBX Voice Messaging Options		
		PBX Voice Mail Box (without Line)	Discontinued	Effective 7/1/2019
		PBX Information Voice Mail Box	Discontinued	Effective 7/1/2019
		PBX Auto Attendant (Meridian Mail)	Discontinued	Effective 7/1/2019
		<i>* Rate effective for existing services and equipment at existing locations. New locations and equipment individually priced.</i>		
		Applicable to Centrex Voice Mail via Integrated Voice Messaging Service (IVMS)		
		Standard Voice Mail-per user line	Discontinued	Effective 7/1/2019
		Info Box	Discontinued	Effective 7/1/2019
		Fax (included in Voice Mail per line)	Discontinued	Effective 7/1/2019
		Auto Attendant	Discontinued	Effective 7/1/2019
		**Available in Raleigh Morgan St. Central Office and New Hope Central Office areas only		
Premise Telephony- Purchase or Upgrade	Admin. Fee-Telecom Systems			
		Key Systems - New or Upgrade	Cost + 16%	
		PBX Systems - VoIP or Legacy - New or Upgrade	Cost + 16%	
		Voice Messaging Systems - New or Upgrade	Cost + 16%	
		External Paging systems - New or Upgrade	Cost + 16%	
		Specialty Telephone equipment and accessories	Cost + 16%	
	Telephony Consultative Services	Service Package I	\$1,275.00	
		Service Package II	\$2,550.00	
		Service Package III	\$4,250.00	
		Service Package IV	\$6,800.00	
		Custom Package	\$85.00	Hour
Premise Telephony- MACs and Maintenance	Admin. Fee-Telecom Systems	Key Systems	Cost + 34.32%	
		PBX Systems - VoIP or Legacy	Cost + 34.32%	
		Voice Messaging Systems	Cost + 34.32%	
		External Paging systems	Cost + 34.32%	
		Specialty Telephone equipment and accessories	Cost + 34.32%	

Category	Group	Description	FY 2019-2020 Rate	Unit/ Frequency
Wireless Cellular*	AT&T Mobility	All cellular plans, services, features, and equipment	Cost + 2.0%	n/a
	Sprint (Nextel)	All cellular plans, services, features, and equipment	Cost + 2.0%	n/a
	T-Mobile	All cellular plans, services, features, and equipment	Cost + 2.0%	n/a
	US Cellular	All cellular plans, services, features, and equipment	Cost + 2.0%	n/a
	Verizon	All cellular plans, services, features, and equipment	Cost + 2.0%	n/a
	Cellular Services	SmartPhone Voice/Data/Text 400 min.	\$49.03	Monthly
		4GLTE Mobile Broadband 5GB	\$38.75	Monthly
		Nationwide 400 Shared Plan	\$29.41	Monthly
	*Link to vendor website for listing of services and pricing			
Paging Services	Paging Service		\$0.14	Per Unit Monthly
	SMS Texting		\$0.013	Per Text
	SMS - Long Code		\$20.00	Pass Thru Monthly
	SMS - Short Code		\$679.83	Pass Thru Monthly
	Spok (Sample Cost - with Markup)	Numeric		
		Local or Statewide	\$4.59	Month
		Nationwide	\$12.59	Month
		Alphanumeric		
		Local and Statewide	\$7.09	Month
		Nationwide	\$17.59	Month
		Notify@Once Software - Receive Only	\$2.64	Month
		Notify@Once Software - Send and Receive	\$4.64	Month
		Alpha Mate Terminal	N/A	
		Voice Mail (10 msgs)	\$1.89	Month
		Voice Mail Plus (10 msgs)	\$4.24	Month
		Voice Mail (15 msgs)	\$6.04	Month
		Toll Free 800 Number	\$5.14	Month
		Cell Text Messaging	\$3.14	Month
		Page Sync	\$10.59	Month
		Ready Call	\$12.54	Month
		WeatherBug	\$2.59	Month
	Spok Assured Messaging Paging Units (Sample Cost - with Markup)	2.0 Nationwide Service using M90 or ST902:		
		10K Character Package - \$0.10 overage	N/A	Month
		25K Character Package - \$0.07 overage	\$15.14	Month
		75K Character Package - \$0.06 overage	N/A	Month
		250K Character Package - \$0.05 overage	\$19.14	Month
		Unlimited Character Package	N/A	Month
		Paging Unit Lease charge (add to service rate)	N/A	Month
		Numeric - \$20 Deductible	\$2.14	Month
		Alphanumeric - \$35 Deductible	\$3.14	Month
		2 Way Communicator M90 - \$99 Deductible	\$4.09	Month
		2 Way Communicator T900/ST902 - \$99 Deductible	\$4.09	Month
	Spok Equipment Purchase Options (Sample Cost - with Markup)	Numeric Model ST800	\$39.00	One-Time
		Numeric Model Davis Comms BR502	\$39.00	One-Time
		Alphanumeric Model Advisor Elite	\$69.00	One-Time
		Alphanumeric Model Davis Comm BR802	\$69.00	One-Time
		2-Way Communicator Model M90	\$99.00	One-Time
		2-Way Communicator Model ST902	\$149.99	One-Time
		PC Software - Swiftsend	N/A	One-Time
		Alpha Mate Terminal	N/A	One-Time