

Category	Group	Description	FY 2017-2018 Rate	Unit/ Frequency
<b>Voice Services</b>				
Centrex Line Rates	<i>Single Access Centrex Line:</i>			
		<i>AT&amp;T</i>	<i>\$12.92</i>	<i>Line/Mo.</i>
		<i>Century Link</i>	<i>\$14.51</i>	<i>Line/Mo.</i>
		<i>Frontier</i>	<i>\$20.23</i>	<i>Line/Mo.</i>
	<i>Multiple Access Centrex Line:</i>			
		<i>AT&amp;T</i>	<i>\$12.92</i>	<i>Line/Mo.</i>
		<i>Century Link</i>	<i>\$17.01</i>	<i>Line/Mo.</i>
		<i>Frontier</i>	<i>\$23.98</i>	<i>Line/Mo.</i>
	<i>Foreign Exchange Ctx Trunk (incl terminations):</i>			
		<i>AT&amp;T</i>	<i>\$88.81</i>	<i>Line/Mo.</i>
		Century Link	\$95.00	Line/Mo.
	<i>Foreign Exchange Ctx Trunk Mileage (per mile):</i>			
		<i>AT&amp;T</i>	<i>\$2.45</i>	<i>Line/Mo.</i>
		Century Link	\$6.50	Line/Mo.
	<i>Uniform Call Distribution w/1st Announcement:</i>			
		<i>AT&amp;T</i>	<i>\$27.59</i>	<i>Arr/Mo.</i>
		Century Link	N/A	N/A
	<i>Centrex ISDN BRI:</i>			
		<i>AT&amp;T</i>	<i>\$54.98</i>	<i>Line/Mo.</i>
		Century Link	N/A	N/A
Business Non-Centrex Line Rates	<i>Business Line (No Features)</i>			
		<i>AT&amp;T</i>	<i>\$26.21</i>	<i>Line/Mo.</i>
		<i>Century Link</i>	<i>\$29.98</i>	<i>Line/Mo.</i>
	<i>Business Line (With Features CFB/D &amp; MWI)</i>			
		<i>AT&amp;T</i>	<i>\$34.06</i>	<i>Line/Mo.</i>
		<i>Century Link</i>	<i>\$36.11</i>	<i>Line/Mo.</i>
	<i>Key System Line w/Hunting</i>			
		<i>AT&amp;T</i>	<i>\$47.91</i>	<i>Line/Mo.</i>
		Century Link	\$55.00	Line/Mo.
	PBX System Line w/Hunting			
		AT&T	\$56.00	Line/Mo.
		Century Link	\$76.50	Line/Mo.
	<i>Non-Centrex ISDN BRI</i>			
		<i>AT&amp;T</i>	<i>\$105.16</i>	<i>Line/Mo.</i>
		<i>Century Link</i>	<i>\$50.25</i>	<i>Line/Mo.</i>
	<i>ISDN PRI</i>	<i>AT&amp;T Metro</i>	<i>\$431.31</i>	<i>Line/Mo.</i>
	<i>ISDN PRI</i>	<i>AT&amp;T</i>	<i>\$527.28</i>	<i>Line/Mo.</i>
		<i>Century Link (Does not include numbers)</i>	<i>\$594.36</i>	<i>Line/Mo.</i>
	<i>SMDI Circuit</i>			
		<i>AT&amp;T (No Priv Ln)</i>	<i>\$264.07</i>	<i>Line/Mo.</i>
		Century Link (w/Priv Line)	\$312.00	Line/Mo.
	<i>DID Trunk (includes 1st 20 numbers)</i>			
		<i>AT&amp;T</i>	<i>\$68.34</i>	<i>Line/Mo.</i>
		Century Link	\$36.35	Line/Mo.
Centrex Moves, Adds, and Changes	MAC Maintenance and Repairs:(Contract 725A)	Labor and Materials	Cost + 16.5%	Hour
Cabling and Wiring				
		CISP-Convenience Inside Plant Projects	Cost + 15%	
		COSP-Convenience Outside Plant Projects	Cost + 15%	
		BISP-Bid Inside Plant Projects	Cost + 15%	
		BOSP-Bid Outside Plant Projects	Cost + 15%	
		Consulting and Campus Design	\$75.00	Hour
Long Distance				
	Outbound Long Distance			
	<i>&gt; Dedicated</i>			
		<i>Intra-State or Inter-State</i>	<i>\$0.024</i>	<i>Minute</i>
		Canadian	Tariff	Minute
		Toll, International	Tariff	Minute
	<i>&gt; Switched (includes authorization codes)</i>			
		<i>Intra-State or Inter-State</i>	<i>\$0.043</i>	<i>Minute</i>
		Canadian	Tariff	Minute
		Toll, International	Tariff	Minute

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		Toll-Free (800, 888, 877, etc)		
		> <b>Switched</b>	<b>\$0.044</b>	<b>Minute</b>
		> <b>Dedicated</b>	<b>\$0.026</b>	<b>Minute</b>
		> <b>Audio Conference Secure</b>	<b>\$0.039</b>	<b>Minute/Conferee</b>
		Payphone surcharge	Tariff	Per call
		<b>Pay Phone Service</b>	<b>\$47.33</b>	<b>Per Pay Phone Per Month</b>
		<b>SIP/IP</b>	<b>\$0.020</b>	<b>Minute</b>
Enterprise Voice Services-Contact Center		Contact Center Agent Category:		
		VoIP Agent	\$20.77	Month
		VoIP Agent - Supervisor	\$20.77	Month
		VoIP Supervisor	\$20.77	Month
		<b>EIPT-One X Agent</b>	<b>\$13.00</b>	<b>Month</b>
		Contact Center Service - (In addition to User Line Rate and telephone instrument)		
		Elite Multi Channel (EMC) CTI Service	\$17.42	Month
		Interactive Voice Response (IVR) Service		
		Tier 1 IVR - DTMF	\$61.35	Per Port
		Tier 2 IVR - Directed Speech	\$65.32	Per Port
		Tier 2 IVR - Directed Speech - GVP Lic Fee Paid	\$58.48	Per Port
Enterprise Voice Services-EIPT	Enterprise IP Telephony (EIPT) Service	User Line Rate - (does not include telephone instrument)		
		NON-PREPAY		
		<b>VoIP Line (includes Voice Mail)</b>	<b>\$19.32</b>	<b>Month</b>
		<b>VoIP Line - Hi Cap (includes Voice Mail)</b>	<b>\$27.59</b>	<b>Month</b>
		VoIP Line Bridge to Cellular (feature now standard)	\$0.00	N/A
		<b>VoIP Number Only (Local directory Number LDN)</b>	<b>\$15.77</b>	<b>Month</b>
		<b>VoIP Voice Mail only</b>	<b>\$17.71</b>	<b>Month</b>
		<b>Analog line only</b>	<b>\$20.97</b>	<b>Month</b>
		<b>SIP Basic Monthly Line</b>	<b>\$16.58</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Analog Single Line</b>	<b>\$20.08</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Analog Single Line (Pre-Pay/Renewal)</b>	<b>\$17.64</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Number Only</b>	<b>\$15.77</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Number Only (Pre-Pay/Renewal)</b>	<b>\$14.64</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Line w/ Voice Mail</b>	<b>\$19.02</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Line w/ Voice Mail (High Capacity)</b>	<b>\$23.63</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Line w/VM (Hi Cap Pre-pay/Renewal)</b>	<b>\$20.95</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Line w/ Voice Mail (Pre-Pay/Renewal)</b>	<b>\$16.58</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Voice Mail Only</b>	<b>\$17.40</b>	<b>Line/Mo.</b>
		<b>SIP VoIP Voice Mail Only (Pre-Pay/Renewal)</b>	<b>\$15.97</b>	<b>Line/Mo.</b>
		EIPT IVR Access (Requires custom IVR application)		
		NON-PREPAY		
		<b>VoIP IVR Port</b>	<b>\$27.91</b>	<b>Month</b>
		VoIP User Interfaces (telephone instruments and adjuncts)		
		NON-PREPAY		
		<b>VoIP Model 4621 (Repair Replacement Only)</b>	<b>Discontinued</b>	<b>Effective 7/1/2017</b>
		<b>VoIP Model 4625 (Repair Replacement Only)</b>	<b>Discontinued</b>	<b>Effective 7/1/2017</b>
		VoIP Model 9608 (Repair Replacement Only)	\$3.75	Month
		VoIP Model 9608G	\$4.25	Month
		<b>VoIP Model 9610 (Repair Replacement Only)</b>	<b>Discontinued</b>	<b>Effective 7/1/2017</b>
		VoIP Model 9611G	\$5.70	Month
		VoIP Model 9620	\$4.65	Month

Category	Group	Description	FY 2017-2018 Rate	Unit/ Frequency
		VoIP Model 9620C (Repair Replacement Only)	\$5.60	Month
		VoIP Model 9621G	\$7.80	Month
		VoIP Model 9640G	\$9.00	Month
		VoIP Model 9641G	\$8.45	Month
		<b><i>VoIP Model 9650</i></b>	<b><i>Discontinued</i></b>	<b><i>Effective 7/1/2017</i></b>
		<b><i>VoIP Model 9650C</i></b>	<b><i>\$8.15</i></b>	<b><i>Month</i></b>
		VoIP Model 9670G	\$10.50	Month
		<b><i>Voip B159 Conference Phone</i></b>	<b><i>\$15.00</i></b>	<b><i>Month</i></b>
		VoIP Model B189 Conference Phone	\$18.90	Month
		VoIP Model B100 Conference Phone Mic Extension	\$3.35	Month
		VoIP 24-Button Expansion Module	\$2.70	Month
		<b><i>Analog User Interface- user provides analog telephone</i></b>	<b><i>\$3.32</i></b>	<b><i>Month</i></b>
		<u>User Line Rate - (does not include telephone instrument)</u>		
		PRE-PAYMENT/CONTRACT RENEWAL		
		<b><i>VoIP Line (includes Voice Mail)</i></b>	<b><i>\$18.30</i></b>	<b><i>Month</i></b>
		<b><i>VoIP Line - Hi Cap (includes Voice Mail)</i></b>	<b><i>\$26.58</i></b>	<b><i>Month</i></b>
		VoIP Line Bridge to Cellular (feature now standard)	\$0.00	N/A
		<b><i>VoIP Voice Mail only</i></b>	<b><i>\$17.71</i></b>	<b><i>Month</i></b>
		<b><i>VoIP Number Only (Local directory Number LDN)</i></b>	<b><i>\$14.34</i></b>	<b><i>Month</i></b>
		<b><i>Analog line only</i></b>	<b><i>\$21.42</i></b>	<b><i>Month</i></b>
		<u>EIPT IVR Access (Requires custom IVR application)</u>		
		PRE-PAYMENT/CONTRACT RENEWAL		
		<b><i>VoIP IVR Port</i></b>	<b><i>\$27.17</i></b>	<b><i>Month</i></b>
		<u>VoIP User Interfaces (telephone instruments and adjuncts)</u>		
		PRE-PAYMENT/CONTRACT RENEWAL		
		<b><i>VoIP Model 4621 (Repair Replacement Only)</i></b>	<b><i>Discontinued</i></b>	<b><i>Effective 7/1/2017</i></b>
		<b><i>VoIP Model 4625 (Repair Replacement Only)</i></b>	<b><i>Discontinued</i></b>	<b><i>Effective 7/1/2017</i></b>
		VoIP Model 9608 (Repair Replacement Only)	\$180.00	One-Time Charge
		VoIP Model 9608G	\$203.50	One-Time Charge
		<b><i>VoIP Model 9610 (Repair Replacement Only)</i></b>	<b><i>Discontinued</i></b>	<b><i>Effective 7/1/2017</i></b>
		VoIP Model 9611G	\$273.60	One-Time Charge
		VoIP Model 9620	\$223.20	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	\$504.00	One-Time Charge
		<b><i>Voip B159 Conference Phone</i></b>	<b><i>\$720.00</i></b>	<b><i>One-Time Charge</i></b>
		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
		<b><i>Analog User Interface- user provides analog telephone</i></b>	<b><i>\$159.36</i></b>	<b><i>One-Time Charge</i></b>
Enterprise Voice Services-Managed PBX	Enterprise Managed PBX Telephony	<b><i>Station Line (Includes voice mail)</i></b>	<b><i>16.58*</i></b>	<b><i>Line/Mo.</i></b>
		PBX Fax/Modem Line (Analog or Digital)	\$12.50*	Line/Mo.
		<b><i>PBX Basic Monthly Rate Suspend</i></b>	<b><i>\$6.25</i></b>	<b><i>Line/Mo.</i></b>
		PBX Automatic Call Distribution Packages:		
		Package A (Basic PBX)	\$4.00*	Agent/Mo.
		(Includes one week of reports)		
		Additional weeks reports (Per Week)	\$100.00*	Week
		Package B (Symposium ACD)	\$15.00*	Agent/Mo.
		(Includes Call Management/Statistics)		
		Package C (Symposium ACD/CTI)	\$26.65	Agent/Mo.
		(Includes Package B plus Skill Set		
		Routing and Host Data Exchange)		
		Telephony Application Development	\$85.00*	Hour

Category	Group	Description	FY 2017-2018 Rate	Unit/ Frequency
		(new ACD applications;agent skill set routing;CTI development support)		
		PBX ACD Agent Change (add, delete, modify existing applications)	\$35.00*	Agent
		Digital Telephone Sets	Cost + 17%*	
		Nonrecurring Charges		
		Remote Admin	\$45.00*	Hour
		New Line Installation	\$139.60*	Line
		Relocation of existing Line (w premise visit)	\$87.10*	Line
		Relocation of existing line (software only)	\$52.50*	Line
		Line feature changes (software only)	\$35.00*	Line
		* Rate effective for existing services and equipment at existing locations. New locations and equipment individually priced.		
		Site specific PBX System management		
		Campus PBX and ancillary systems	Individually Priced	Custom Rate per line per month
Enterprise Voice Services-IVMS	Integrated Voice Messaging Service (IVMS)	<u>Applicable to SGC PBX-Managed PBX Telephony platforms via Integrated Voice Messaging Service (IVMS)</u>		
		PBX Voice Messaging Options		
		PBX Voice Mail Box (without Line)	\$4.00*	Mail Box/Mo.
		PBX Information Voice Mail Box	\$3.00*	Mail Box/Mo.
		PBX Auto Attendant (Meridian Mail)	\$75.00*	Port/Month
		* Rate effective for existing services and equipment at existing locations. New locations and equipment individually priced.		
		<u>Applicable to Centrex Voice Mail via Integrated Voice Messaging Service (IVMS)</u>		
		Standard Voice Mail-per user line	\$4.00**	Line/Mo.
		Info Box	\$3.00**	Line/Mo.
		Fax (included in Voice Mail per line)	\$0.00**	N/A
		Auto Attendant	\$75.00**	Instance/Mo.
		**Available in Raleigh Morgan St. Central Office and New Hope Central Office areas only		
Premise Telephony- Purchase or Upgrade	<b><i>Admin. Fee-Telecom Systems</i></b>			
		<b><i>Key Systems - New or Upgrade</i></b>	<b><i>Cost + 12.40%</i></b>	
		<b><i>PBX Systems - VoIP or Legacy - New or Upgrade</i></b>	<b><i>Cost + 12.40%</i></b>	
		<b><i>Voice Messaging Systems - New or Upgrade</i></b>	<b><i>Cost + 12.40%</i></b>	
		<b><i>External Paging systems - New or Upgrade</i></b>	<b><i>Cost + 12.40%</i></b>	
		<b><i>Specialty Telephone equipment and accessories</i></b>	<b><i>Cost + 12.40%</i></b>	
	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	<b><i>Admin. Fee-Telecom Systems</i></b>			
		<b><i>Key Systems</i></b>	<b><i>Cost + 27.90%</i></b>	
		<b><i>PBX Systems - VoIP or Legacy</i></b>	<b><i>Cost + 27.90%</i></b>	
		<b><i>Voice Messaging Systems</i></b>	<b><i>Cost + 27.90%</i></b>	
		<b><i>External Paging systems</i></b>	<b><i>Cost + 27.90%</i></b>	
		<b><i>Specialty Telephone equipment and accessories</i></b>	<b><i>Cost + 27.90%</i></b>	

Category	Group	Description	FY 2017-2018 Rate	Unit/ Frequency	
Wireless Cellular*	<i>AT&amp;T Mobility</i>	<i>All cellular plans, services, features, and equipment</i>	<i>Cost + 2.0%</i>	<i>n/a</i>	
	<i>Sprint (Nextel)</i>	<i>All cellular plans, services, features, and equipment</i>	<i>Cost + 2.0%</i>	<i>n/a</i>	
	<i>T-Mobile</i>	<i>All cellular plans, services, features, and equipment</i>	<i>Cost + 2.0%</i>	<i>n/a</i>	
	<i>US Cellular</i>	<i>All cellular plans, services, features, and equipment</i>	<i>Cost + 2.0%</i>	<i>n/a</i>	
	<i>Verizon</i>	<i>All cellular plans, services, features, and equipment</i>	<i>Cost + 2.0%</i>	<i>n/a</i>	
	*Link to vendor website for listing of services and pricing				
Paging Services	<i>SMS Paging Service</i>		<i>\$0.14</i>	<i>Per Unit Monthly</i>	
	<i>SMS Texting</i>		<i>\$0.011</i>	<i>Per Text</i>	
	<i>SMS - Long Code</i>		<i>\$1.00 Pass Thru</i>	<i>Monthly</i>	
	<i>SMS - Short Code</i>		<i>\$1.00 Pass Thru</i>	<i>Monthly</i>	
		USA Mobility	Numeric		
		(New Contract 915B effective 3/1/12 - 2/28/13)			
			Local or Statewide	\$4.45	Month
			Nationwide	\$12.45	Month
			Alphanumeric		
			Local and Statewide	\$6.95	Month
			Nationwide	\$17.45	Month
			Notify@Once Software - Receive Only	\$2.50	Month
			Notify@Once Software - Send and Receive	\$4.50	Month
			Alpha Mate Terminal	N/A	
			Voice Mail (10 msgs)	\$1.75	Month
			Voice Mail Plus (10 msgs)	\$4.10	Month
			Voice Mail (15 msgs)	\$5.90	Month
			Toll Free 800 Number	\$5.00	Month
			Cell Text Messaging	\$3.00	Month
			Page Sync	\$10.45	Month
			Ready Call	\$12.40	Month
		WeatherBug	\$2.45	Month	
	USA Mobility Assured Messaging Paging Units	2.0 Nationwide Service using M90 or ST902:			
		10K Character Package - \$0.10 overage	N/A	Month	
		25K Character Package - \$0.07 overage	\$15.00	Month	
		75K Character Package - \$0.06 overage	N/A	Month	
		250K Character Package - \$0.05 overage	\$19.00	Month	
		Unlimited Character Package	N/A	Month	
		Paging Unit Lease charge (add to service rate)	N/A	Month	
		Numeric - \$20 Deductible	\$2.00	Month	
		Alphanumeric - \$35 Deductible	\$3.00	Month	
		2 Way Communicator M90 - \$99 Deductible	\$3.95	Month	
		2 Way Communicator T900/ST902 - \$99 Deductible	\$3.95	Month	
	USA Mobility Equipment Purchase Options	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	