

Category	Group	Description	FY 2018-2019 Rate	Unit/ Frequency
Voice Services				
Centrex Line Rates	Single Access Centrex Line:	AT&T	\$12.92	Line/Mo.
		Century Link	\$14.57	Line/Mo.
		Frontier	\$20.23	Line/Mo.
	Multiple Access Centrex Line:	AT&T	\$12.92	Line/Mo.
		Century Link	\$17.07	Line/Mo.
		Frontier	\$26.44	Line/Mo.
	Foreign Exchange Ctx Trunk (incl terminations):	AT&T	\$88.81	Line/Mo.
		Century Link	Discontinued	Effective 7/1/2018
	Foreign Exchange Ctx Trunk Mileage (per mile):	AT&T	\$2.45	Line/Mo.
		Century Link	Discontinued	Effective 7/1/2018
	Uniform Call Distribution w/1st Announcement:	AT&T	\$27.59	Arr/Mo.
		Century Link	N/A	N/A
Centrex ISDN BRI:	AT&T	\$54.98	Line/Mo.	
	Century Link	N/A	N/A	
Business Non-Centrex Line Rates	Business Line (No Features)	AT&T	\$26.21	Line/Mo.
		Century Link	\$29.98	Line/Mo.
	Business Line (With Features CFB/D & MWI)	AT&T	\$34.06	Line/Mo.
		Century Link	\$36.11	Line/Mo.
	Key System Line w/Hunting	AT&T	\$47.91	Line/Mo.
		Century Link	Discontinued	Effective 7/1/2018
	PBX System Line w/Hunting	AT&T	Discontinued	Effective 7/1/2018
		Century Link	Discontinued	Effective 7/1/2018
	Non-Centrex ISDN BRI	AT&T	\$105.16	Line/Mo.
		Century Link	\$50.25	Line/Mo.
	ISDN PRI	AT&T Metro	\$431.30	Line/Mo.
	ISDN PRI	AT&T	\$527.28	Line/Mo.
	SMDI Circuit	Century Link (Does not include numbers)	\$594.36	Line/Mo.
		AT&T (No Priv Ln)	\$264.07	Line/Mo.
	DID Trunk (includes 1st 20 numbers)	Century Link (w/Priv Line)	Discontinued	Effective 7/1/2018
		AT&T	\$68.37	Line/Mo.
		Century Link	\$36.35	Line/Mo.
	Centrex Moves, Adds, and Changes	MAC Maintenance and Repairs:(Contract 725A)	Labor and Materials	Cost + 27.90%
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	\$67.75	Hour
Long Distance	Outbound Long Distance > Dedicated	Intra-State or Inter-State	\$0.023	Minute
		Canadian	Tariff	Minute
		Toll, International	Tariff	Minute
	> Switched (includes authorization codes)	Intra-State or Inter-State	\$0.039	Minute
		Canadian	Tariff	Minute
		Toll, International	Tariff	Minute

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	Toll-Free (800, 888, 877, etc)			
	> Switched	<i>Intra-State or Inter-State</i>	<i>\$0.043</i>	<i>Minute</i>
	> Dedicated	Intra-State or Inter-State	\$0.026	Minute
	> Audio Conference Secure	<i>Intra-State or Inter-State</i>	<i>\$0.036</i>	<i>Minute/Conferee</i>
		Payphone surcharge	Tariff	Per call
	Pay Phone Service	Public Pay Phone Service	\$12.91	Per Pay Phone Per Month
	SIP/IP	<i>Intra-State or Inter-State</i>	<i>\$0.018</i>	<i>Minute</i>
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
		EIPT-One X Agent	\$13.00	Month
		Call Center Design Service	\$85.00	Hourly
		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		
		VoIP Line (includes Voice Mail)	\$19.32	Month
		VoIP Line - Hi Cap (includes Voice Mail)	\$27.59	Month
		VoIP Line Bridge to Cellular (feature now standard)	\$0.00	N/A
		VoIP Number Only (Local directory Number LDN)	\$15.77	Month
		VoIP Voice Mail only	\$18.82	Month
		Analog line only	\$20.97	Month
		SIP Basic Monthly Line	Discontinued	Effective 7/1/2018
		SIP VoIP Analog Single Line	\$21.34	Line/Mo.
		SIP VoIP Analog Single Line (Pre-Pay/Renewal)	\$18.75	Line/Mo.
		SIP VoIP Number Only	\$16.76	Line/Mo.
		SIP VoIP Number Only (Pre-Pay/Renewal)	\$15.24	Line/Mo.
		SIP VoIP Line w/ Voice Mail	\$20.21	Line/Mo.
		SIP VoIP Line w/ Voice Mail (High Capacity)	\$25.11	Line/Mo.
		SIP VoIP Line w/VM (Hi Cap Pre-pay/Renewal)	\$22.27	Line/Mo.
		SIP VoIP Line w/ Voice Mail (Pre-Pay/Renewal)	\$17.62	Line/Mo.
		SIP VoIP Voice Mail Only	\$18.49	Line/Mo.
		SIP VoIP Voice Mail Only (Pre-Pay/Renewal)	\$16.97	Line/Mo.
		EIPT IVR Access (Requires custom IVR application)		
		NON-PREPAY		
		VoIP IVR Port	\$27.91	Month
		VoIP User Interfaces (telephone instruments and adjuncts)		
		NON-PREPAY		
		VoIP Model 9608 (Repair Replacement Only)	Discontinued	Effective 7/1/2018
		VoIP Model 9608G	\$4.25	Month
		VoIP Model 9611G	\$5.70	Month
		VoIP Model 9620	Discontinued	Effective 7/1/2018
		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
		VoIP Model 9650C	\$8.15	Month

Category	Group	Description	FY 2018-2019 Rate	Unit/ Frequency
		VoIP Model 9670G	\$10.50	Month
		Voip B159 Conference Phone	\$15.00	Month
		VoIP Model B189 Conference Phone	\$18.90	Month
		VoIP Model B100 Conference Phone Mic Extension	\$3.35	Month
		VoIP 24-Button Expansion Module	\$2.87	Month
		Analog User Interface- user provides analog telephone	\$3.32	Month
		<u>User Line Rate - (does not include telephone instrument)</u>		
		PRE-PAYMENT/CONTRACT RENEWAL		
		VoIP Line (includes Voice Mail)	\$18.30	Month
		VoIP Line - Hi Cap (includes Voice Mail)	\$26.58	Month
		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
		<u>EIPT IVR Access (Requires custom IVR application)</u>		
		PRE-PAYMENT/CONTRACT RENEWAL		
		VoIP IVR Port	\$27.17	Month
		<u>VoIP User Interfaces (telephone instruments and adjuncts)</u>		
		PRE-PAYMENT/CONTRACT RENEWAL		
		VoIP Model 9608 (Repair Replacement Only)	Discontinued	Effective 7/1/2018
		VoIP Model 9608G	\$189.00	One-Time Charge
		VoIP Model 9611G	\$273.60	One-Time Charge
		VoIP Model 9620	Discontinued	Effective 7/1/2018
		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
		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
		CISCO:SIP VOIP ANALOG LINE	Discontinued & TBD	Effective 7/1/2018
		CISCO:SIP VOIP ANALOG LINE PPR	Discontinued & TBD	Effective 7/1/2018
		CISCO:SIP VOIP NUMBER ONLY	Discontinued & TBD	Effective 7/1/2018
		CISCO:SIP VOIP NUMBER ONLY PPR	Discontinued & TBD	Effective 7/1/2018
		CISCO:SIP VOIP LINE W/VM	Discontinued & TBD	Effective 7/1/2018
		CISCO:SIP VOIP LINE W/VM PPR	Discontinued & TBD	Effective 7/1/2018
		CISCO:SIP VOIP LINE W/VM HC	Discontinued & TBD	Effective 7/1/2018
		CISCO:SIP VOIP LINE W/VM HC PPR	Discontinued & TBD	Effective 7/1/2018
		CISCO:SIP VOIP VM ONLY	Discontinued & TBD	Effective 7/1/2018
		CISCO:SIP VOIP VM ONLY PPR	Discontinued & TBD	Effective 7/1/2018
Enterprise Voice Services-Managed PBX	Enterprise Managed PBX Telephony	Station Line (Includes voice mail)	16.58*	Line/Mo.
		PBX Fax/Modem Line (Analog or Digital)	\$13.29	Line/Mo.
		PBX Basic Monthly Rate Suspend	\$6.25	Line/Mo.
		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)		

Category	Group	Description	FY 2018-2019 Rate	Unit/ Frequency
		Telephony Application Development (new ACD applications;agent skill set routing;CTI development support)	\$85.00*	Hour
		PBX ACD Agent Change (add, delete, modify existing applications)	\$35.00*	Agent
		Digital Telephone Sets Nonrecurring Charges	Cost + 17%*	
		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)	Applicable to SGC PBX-Managed PBX Telephony platforms via Integrated Voice Messaging Service (IVMS) PBX Voice Messaging Options		
		PBX Voice Mail Box (without Line)	4.25*	Mail Box/Mo.
		PBX Information Voice Mail Box	3.19*	Mail Box/Mo.
		PBX Auto Attendant (Meridian Mail)	79.91*	Port/Month
		* Rate effective for existing services and equipment at existing locations. New locations and equipment individually priced.		
		Applicable to Centrex Voice Mail via Integrated Voice Messaging Service (IVMS)		
		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	Admin. Fee-Telecom Systems	Key Systems - New or Upgrade	Cost + 12.40%	
		PBX Systems - VoIP or Legacy - New or Upgrade	Cost + 12.40%	
		Voice Messaging Systems - New or Upgrade	Cost + 12.40%	
		External Paging systems - New or Upgrade	Cost + 12.40%	
		Specialty Telephone equipment and accessories	Cost + 12.40%	
		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 + 27.90%	
		PBX Systems - VoIP or Legacy	Cost + 27.90%	

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		Voice Messaging Systems	Cost + 27.90%	
		External Paging systems	Cost + 27.90%	
		Specialty Telephone equipment and accessories	Cost + 27.90%	
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
		4LTE 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		\$0.011	Per Text
	SMS - Long Code		\$1.00 Pass Thru	Monthly
	SMS - Short Code		\$1.00 Pass Thru	Monthly
	Spok	Numeric		
		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
	Spok 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
	Spok 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