

**INFORMATION TECHNOLOGY DEPARTMENT
TELECOMMUNICATIONS PROJECTED RATES
FOR 2021-2023 BIENNIUM**

BILLING CODE	DESCRIPTION	2019-21 BUDGET RATES	2021-23 BUDGET RATES
10	Telephone Systems Analyst	84.00/hr.	84.00/hr.
20	Network Analyst	84.00/hr.	84.00/hr.
30	Wiring Technician	76.00/hr.	76.00/hr.
100	Phone-Basic Service (per circuit)	23.00/mo.	24.00/mo.
110	Analog Port	15.00/mo.	20.00/mo.
130	Phone Extension	8.00/mo.	8.00/mo.
158	Voice Mail	5.00/mo.	Included in Phone-Basic Service
164	Call Center Agent	15.00/mo.	15.00/mo.
166	Mobile Suite Cell Phone	2.00/mo.	2.00/mo.
168	Mobile Suite Smart Phone	2.00/mo.	2.00/mo.
170	Call Recording	10.50/user	10.50/user
210	In-State Directory Assistance	2.10/call	2.10/call
211	Out-of-State Directory Assistance	2.10/call	2.10/call
250	Calling Card Calls	Actual Cost	Actual Cost
300	Long Distance	.045/min.	.045/min.
340	International Long Distance	.50/min.	.50/min.
360	800 Service	.05/min.	.05/min.
375	Conference Bridge Long Distance	.045/min.	.045/min.
380	Avaya AAC7 Conference Calling	16.75/conf. number	16.75/conf. number
400	Interactive Voice Response (IVR)	150.00/port	150.00/port
950	Miscellaneous	Actual Cost	Actual Cost
	<u>One-Time Installation Charges</u>		
	Call Center Agent	500.00/agent	500.00/agent
	Add-on Module	175.00/phone	175.00/phone
	Call Recording Set-up	375.00/user	375.00/user
	Avaya AAC7 Conference Calling	155.00/user	155.00/user
	All rates include 4.9% overhead charge.		