

Telecom Rates: Faculty/Staff

Last updated: November 13, 2008

Please call your Telecom Administrator or Telecom (268-8500) for more information about these options and associated charges.

Calls (Usage)

On-campus calls:	\$0.00
Pittsburgh local calls:	\$0.07/call
Pittsburgh & Suburban calls (412/724/878)	\$0.05/minute
Toll and long distance calls	\$0.08/call
(Telecom service within the 412/724/878 area codes is provided by Verizon Communications. LongDistance service is provided by PAETEC Communications.)	

International Calls

Rates for the most commonly called countries.

Country	Cost per minute
Canada	\$.10
China	\$.76
France	\$.19
Germany	\$.14
India	\$.73
Italy	\$.27
Japan	\$.24
Peru	\$.63
South Korea	\$.44
UK	\$.12

Directory Assistance Rates

(Rates subject to changes.)	
412/724/878 Area codes (dial xxx-555-1212):	\$1.25
PA Toll & Domestic Area Codes (dial 411):	\$1.25
International (dial 900)	Call service line for pricing (268-8500)

Conference Bridge

First 2 hours:	\$25/conference
Each additional hour:	\$10
Same day cancellation:	\$25 (no charge if cancelled prior to scheduled date)

Cellular Phone Rental (customer pickup and return)

Rate per day:	\$12.00 (Requires customer pickup and return.)
Telecom pickup/retrieval:	\$50.00/per occurrence

Add-on Features

SimRing (calls ring to two phones):	\$2.25/month
Ultra call forwarding:	\$6.00/month
Caller ID deluxe (provides name as well as numberID):	\$7.50/month
Verizon White Pages Listing:	\$3.25/month

Lines

Carnegie Mellon

Centrex analog line:	\$16.00/month
Extension of analog line:	\$4.00/month (max of 4)
Centrex digital line:	\$19.00/month
Software only line:	\$1.00/month
Data networking line charge:	\$10.16/month (applied to all telephone lines)
Additional line appearing on Meridian Business set:	\$1.00/month (first 6 appearances)
Additional line appearing on Meridian Business set:	\$2.00/month (7th to 32nd appearances)
Alternate voice & data ISDN (BRI):	\$40.55/month

Verizon*

Billable repairs:	\$120.00 (first 1/2 hour) \$55.00 (each additional 1/2 hour)
Service orders:	\$120.00 (first hour) \$55.00 (each additional 1/2 hour)
New analog line:	\$75.00
New digital line:	\$110.00

Analog to digital change:	\$35.00
Digital to analog change:	\$35.00
*Verizon rates subject to change without notice.	

Equipment

Analog line desk/wall set (Comdial):	\$1.00/month
Enhanced analog set (M9316):	\$2.00/month
Meridian business set (M5009):	\$8.00/month
Meridian speakerphone (M5112):	\$11.00/month
Meridian display set (M5209):	\$11.00/month
Meridian speakerphone/display set (M5312):	\$18.00/month
18-button add-on for Meridian set (M518):	\$12.00/month
36-button	\$25.00/month
Enhanced Conference Speakerphone:	\$75.00/event (plus installation)
Basic Conference Speakerphone:	\$30.00/event (plus installation)

Administrative

FieldService technical labor:	\$30.00/hour
Telecommunications Consultation:	\$45.00/hour
Communications outlet installation:	Time and materials
Order cancellation (after technician arrives on site):	\$15.00/order
Software number swaps:	\$10.00/order
Calling card processing fee (Qwest and AT&T):	\$0.10/call

Expedite Charges

Normal lead times are five to seven business days.	
Three to four business days:	\$25.00/order
One to two business days:	\$75.00/order
Same business day:	\$125.00/order

VoiceMail

Basic (level1) VoiceMail Box:	\$5.00/month
Level 2 VoiceMail Box:	\$7.00/month
Level 3 VoiceMail Box:	\$10.00/month
Level 4 VoiceMail Box:	\$12.00/month
Level 5 VoiceMail Box:	\$10.00/month

VoiceMail Application:	\$11.00/month
Applications VoiceMailbox:	\$15.00/month
Call Menu VoiceMailbox:	\$3.00/month
FaxCall VoiceMailbox:	\$50.00/month

ACD (Automated Call Distributor)

Carnegie Mellon Charges

Consultation/Setup/Implementation:	\$250.00 per group
Agent	\$30.00 each (includes \$25.00/agen Verizon charge)

Verizon Charges

Agent Installation	\$105.00 each
Announcement Unit Installation: (recommended; four announcement circuits)	\$2,800.00
Announcement Unit Recurring:	\$140.00/month
Announcement Circuit Installation:	\$680.00
Music Circuit Installation (optional):	\$517.00
Music Circuit Recurring:	\$12.80/month

Perimeter Technology MIS Software (provides administration and reporting; optional but recommended)	\$1,800.00 (installation)
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