

Unified Communications Rates – July 2017

UC Telephone Services	Fee	Monthly Fee	Hourly Fee
New Phone Service New CMU phone number assignment, new telephone, and installation. Typically, this request is for new hires and for new phone service for your department or college.	\$40		
Phone Number Cancellation Cancellation of any current CMU phone service and removal of existing telephone equipment. Typically, this request is for an affiliate who has left the university.	\$40		
Phone Changes, Repairs and Adding Features Changes to current telephone service. Typically, this involves the addition or removal of current features and functionality, as well as troubleshooting any related issues.			\$40
UC Baseline Basic CMU telephone service with voicemail, but without a telephone handset. This is a software-based phone client for all major supported platforms.		\$18	
UC Standard Telephone Basic CMU non-video telephone service. This package includes a telephone handset, voicemail, and software-based phone client. Four call appearances are available on this device.		\$27	
UC Business Telephone Three options are available: <ul style="list-style-type: none"> • Video telephone service. This package includes a telephone handset, voicemail, and software-based phone client. Four call appearances are available on this device. or • Non-video telephone service. More than four call appearances are available on this device. Request this service for Administrators and Executive Assistants who answer the telephones of several users. or • Wireless handsets. These are available on a limited basis for evaluation purposes. 		\$37	

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UC Telephone Services (cont'd)	Fee	Monthly Fee	Hourly Fee
UC User Additional Phone Number Second CMU phone number for customer. This service includes the number and an associated voicemail box.		\$18	
UC User Additional Non-Video Telephone Second CMU standard non-video telephone with same phone number as the existing phone service. Request this service if you need a second telephone handset for one phone number.		\$9	
UC User Additional Video Telephone Second CMU standard video telephone with same phone number as the existing phone service. Request this service if you need a second telephone handset for one phone number.		\$19	
Analog Line Request this service if you need an analog line. Typical devices that require an analog line are cordless telephones, modems, and fax machines. Note: Some UC features and functions may not be available on cordless telephones.		\$26	

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UC Features & Services	Fee	Monthly Fee	Hourly Fee
UC Extra Lines and Displays Extra customer lines and extra displays (per line). Typically, you use these to be able to answer another customer's phone line on your telephone.		\$1	
UC Extension Mobility The capability to have a "mobile" CMU number that you can log into from other phones on campus. Typically, you use this when affiliates share a desk, or to meet a Business Continuity need.		\$5	
Additional Voicemail Box Additional voicemail boxes beyond the one included with standard CMU telephone service.		\$5	
Voicemail Application Voicemail box that requires inputs or logic for routing purposes. Traditionally, this is referred to as a "call tree" or a "call menu" requirement.		\$15	

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UC Conference Services	Fee	Monthly Fee	Hourly Fee
UC Conference Phone Rental Services One-time use of a conference phone. This service request includes set-up and activation labor, rental use of conference phone, and assignment of a telephone number for the call or meeting.	\$145		
Same Day Surcharge Additional fee for same-day service.	\$125		
UC Conference Phone Services Basic CMU conference phone service. The fee includes conference phone, phone number, and device maintenance.		\$48	
UC Conference Phone Microphones <ul style="list-style-type: none"> • Wireless microphones for conference phones • Wired microphones for conference phones 		\$22 \$12	
UC Conference Phone Services (Customer-Purchased Phone) A Customer can purchase a conference phone. We recommend Cisco 8831, and can broker and bill for the purchase. This service includes connectivity to the university UC phone system, firmware upgrades to telephone, and high level support of phone. This fee does not include replacement of a faulty phone.		\$26	

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UC Personal Video Conference Services	Fee	Monthly Fee	Hourly Fee
<p>Personal Video Conference Unit Standard CMU Personal Videoconference Unit device that can operate as a personal videoconference unit, a monitor, and a telephone, as needed. Fee includes the monthly device charge, connectivity to the UC system, and device support.</p> <ul style="list-style-type: none"> • Personal Videoconference Unit – 14-inch screen • Personal Videoconference Unit – 23-inch screen 		\$81 \$107	
<p>Personal Video Conference Unit (Customer-Purchased) Standard CMU Personal Video Conference Unit Device that can operate as a personal video conference unit, a monitor, and a telephone, as needed. Fee includes the monthly device charge, connectivity to the UC system, and firmware updates. The monthly support fee does not include the replacement of the device, if required.</p> <ul style="list-style-type: none"> • Personal Videoconference Unit – 14-inch screen • Personal Videoconference Unit – 14-inch screen (monthly support fee) • Personal Videoconference Unit – 23-inch screen • Personal Videoconference Unit – 23-inch screen (monthly support fee) 	\$1,520 \$2,160	\$26 \$26	

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UC Call Center Services	Fee	Monthly Fee	Hourly Fee
UC Call Center Configuration and Set-up <ul style="list-style-type: none">Set-Up and configuration of call center and call routing.			\$40
UC Call Center Agents <ul style="list-style-type: none">Monthly fee for an Agent to log in. Use this service and Agent login for better reporting capabilities, better real-time call center monitoring, and flexibility with Agents' ability to answer calls.		\$30	