

## TELEPHONE SERVICES

Service	Monthly Fee	One Time Fee	Hourly Fee
<b>New Phone Service</b> New CMU phone number assignment, new telephone, and installation. This is typically required for new hires and to add new phone service for your department or college.		\$65 (Cost per new user)	
<b>Phone Number Cancellation</b> Cancellation of any current CMU phone service and removal of any existing telephone equipment. This is typically requested for departed employees		\$65 (Cost per new user)	
<b>Phone Changes, Repairs, and Added Features</b> Changes to current telephone service. This typically involves the addition or removal of current features / functionality. This also includes troubleshooting any issues.			\$65 (Standard Labor Rate)
<b>Virtual Telephone Only Service (Webex App)</b> Basic CMU telephone service with voicemail. No telephone handset included. Software-based phone client for all major, supported platforms. Can be installed both on a computer as well as a cellular device.	\$23		
<b>UC Standard Telephone</b> Basic CMU non-video telephone service. Includes telephone handset, voicemail, and software-based phone client. Four available call appearances on this device.	\$28		

Service	Monthly Fee	One Time Fee	Hourly Fee
<b>UC Business Telephone</b> Business CMU video telephone service. Includes telephone handset, voicemail, and software-based phone client. Four available call appearances on this device. OR Business CMU (non-video) telephone service with over 4 available call appearances. This is the proper service to request for Administrators and Executive Assistants who answer multiple users telephones.	\$38		
<b>Remote Telephone Service</b> For those working remotely who would prefer utilizing UC Standard or Business telephones, can request these for home use. Cost is same as above. Adapter for power is included. Home network and physical network connection required.  <i>*Department responsible for any shipping fees.</i>	\$28 or \$38	\$65  (Configuration Fee)	
<b>UC User Additional Phone Number</b> Second CMU phone number for customer. This service includes the number and an associated voicemail box.	\$23		
<b>UC User Additional Non-Video Telephone</b> Second CMU standard non-video telephone with same phone number of initial phone service. This is the service to request if you need a second telephone with the same number.	\$9		
<b>UC User Additional Video Telephone</b> Second CMU standard video telephone with same phone number of initial phone service. This is the service to request if you need a second telephone with the same number.	\$20		
<b>Analog Line</b> This is the service to request for the need of an analog line. Analog lines run through the CMU phone system.	\$31		