## VIDEO AND CCX

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Fee</th>
<th>One Time Fee</th>
<th>Hourly Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Personal Video Conference Unit</strong></td>
<td></td>
<td></td>
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<tr>
<td>Standard CMU Personal Video Conference Unit Device that can operate as a personal video conference unit, a monitor, and a telephone (if desired). Cost includes monthly device charge, connectivity to UC system, and support of device.</td>
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<tr>
<td>Personal Videoconference Unit - 23 inch screen</td>
<td></td>
<td>$100</td>
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</tbody>
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| **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 (if desired). Cost includes monthly device charge, connectivity to UC system, and firmware updates. Monthly support charge does not cover replacement of device if required. |             |              |            |
| Personal Video Conference Unit - 23 inch screen     |             |              |            |
| Personal Video Conference Unit - 23 inch screen (monthly charge) |             | $29          |            |
|                                                      |             | $3,000       |            |

<table>
<thead>
<tr>
<th><strong>Unified Communications (UC) Call Center Services</strong></th>
<th>Monthly Fee</th>
<th>One Time Fee</th>
<th>Hourly Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UC Call Center Configuration / Set-up</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Set-Up and configuration of call center and call routing.</td>
<td></td>
<td></td>
<td>$50</td>
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</tbody>
</table>

| **UC Call Center Agents**                            |             |              | $30        |
| If call Center requires Agent log in, a monthly charge is incurred for each Agent login. Utilizing this service and Agents logging in provides better reporting capabilities, better real-time call center monitoring, and flexibility with Agents ability to answer calls. (Cost per Agent) |             |              |            |

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July 2023