

TELEPHONE SERVICES

Service	Monthly Fee	One Time Fee	Hourly Fee
New Phone Service 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.		\$50 (Standard Labor Rate)	
Phone Number Cancellation Cancellation of any current CMU phone service and removal of any existing telephone equipment. This is typically requested for departed employees		\$50 (Standard Labor Rate)	
Phone Changes, Repairs, and Added Features Changes to current telephone service. This typically involves the addition or removal of current features / functionality. This also includes troubleshooting any issues.			\$50 (Standard Labor Rate)
Virtual Telephone Service 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.	\$20		
UC Standard Telephone 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
UC Business Telephone 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		
Remote Telephone Service 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	\$50 (Configuration Fee)	
UC User Additional Phone Number Second CMU phone number for customer. This service includes the number and an associated voicemail box.	\$20		
UC User Additional Non-Video Telephone 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		
UC User Additional Video Telephone 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		
Analog Line This is the service to request for the need of an analog line. Analog lines run through the CMU phone system.	\$29		

TELEPHONE FEATURES AND CONFERENCING

Feature / Service	Monthly Fee	One Time Fee	Hourly Fee
UC Extra Lines / Displays Extra customer lines, extra displays (per line). This typically is for the ability to answer another customer's phone line on your telephone.	\$1		
UC Private Line Service Phone service involving configuring your phone number to not be available via direct dial from Outside Campus. This number displays your number as outbound Caller ID. If caller attempts to return your call, they will be directed to the Campus main number (auto attendant). Number can only be reached externally via Operator, or Auto Attendant, Option 7, and entering extension. The number is available to be dialed internally and between departments. This charge is an add-on to the charge associated with the telephone.	\$2	\$50 (Standard Labor Rate)	
UC Extension Mobility Ability to have a "mobile" CMU number that can be logged into phones on Campus. This is typically utilized in a shared desk scenario, or to meet a Business Continuity need.	\$5		
Additional Voicemail Box Additional voicemails beyond the one voicemail included with standard CMU telephone service.	\$5		
Voicemail Application Voicemail box that requires inputs or logic for routing purposes. Traditionally referenced as a "call tree" or "call menu" requirement.	\$15		

Conference Services	Monthly Fee	One Time Fee	Hourly Fee
UC Conference Phone Rental Services One-Time use of a conference phone. This service request includes the labor set-up and activation, rental use of conference phone, and assignment of a telephone number for the call / meeting. SAME DAY SURCHARGE: This is an additional charge for a request that needs completed the same day (expedite fee).		\$150 \$125	
UC Conference Phone Services Basic CMU conference phone service. This cost includes conference phone, phone number, and maintenance of device.	\$49		
UC Conference Phone Services ("Mini" Conf Phone - 7832) Basic CMU conference phone service. This cost includes conference phone, phone number, and maintenance of device. This phone is designed for office usage versus large conference rooms.	\$33		
UC Conference Phone Microphones Wireless microphones for conference phones. Wired microphones for conference phones	\$22 \$12		
UC Conference Phone Services (Customer Purchased Phone - 8832 ONLY) Customer has option to purchase Cisco 8832 Conference Phone Cisco 8832 Conference Phone This monthly service includes connectivity to CMU UC phone system, firmware upgrades to telephone, and high level support of phone. This cost does not include replacement of faulty phone.	\$28	\$800	

CLOUD FAXING & HOTLINE SERVICE

Service	Monthly Fee	One Time Fee	Hourly Fee
Cloud Fax Service "Virtual" Fax solution, replacing onsite fax machines. This service includes migrating an existing fax number OR getting a new fax line (new phone number). The fax service either forwards faxes to an email address (or addresses), or accessing faxes via a web application. The service also includes the ability to send faxes electronically.	\$7 + .06 per page sent or received	\$50 (Standard Labor Rate)	
Cloud Fax Service - Send Only For users who ONLY need Send functionality, we can provide an account on the cloud faxing service for Send Only. This allows users to send faxes.	\$.07 per page sent	\$50 (Standard Labor Rate)	
Hotline Service This is a phone number that provides incident management capabilities for a department. This includes scheduling of resources, notifications of incoming calls, and intelligent routing of calls to appropriate resources.	\$18 / month per agent	\$650 / annual for phone number and configuration	\$50 - Set Up Fee