

MassVoice Rate Card

I. MASSVOICE PRICING SCHEDULE - MONTHLY PER SEAT COSTS - "BASIC SERVICES"				
RATE SCHEDULE: To coincide with ITT50				
COST TABLE:	Avaya/Cisco			
System Line Quantity	Basic Phone**	Standard Phone	Admin Phone	Attendant
4000+ BILLABLE STATIONS				
STATION	\$14.45	\$14.95	\$15.45	\$15.45
<i>**See Note (1) Below for Analog Only Basic Phones (2/15/17)</i>				
II. MASSVOICE PRICING SCHEDULE - MONTHLY PER SEAT COSTS - "OPTIONAL SERVICES"				
RATE SCHEDULE: To coincide with ITT50				
COST TABLE:	Avaya/Cisco			
System Line Quantity	Basic Phone**	Standard Phone	Admin Phone	Attendant
4000+ BILLABLE STATIONS				
STATION				
VoIP Handsets	\$5.35	\$6.05	\$7.80	\$66.25
Voice Messaging	\$0.00	\$0.00	\$0.00	\$0.00
Unified Messaging	\$11.75	\$11.75	\$11.75	\$11.75
Avaya Call Center - Agent - Skills-Based Routing	N/A	\$7.90	\$7.90	N/A
Avaya Call Center - Agent - CMS Reporting	N/A	\$6.50	\$6.50	N/A
Avaya Call Center 1X Agent	\$8.25	\$8.25	\$8.25	\$8.25
Avaya Call Center - Supervisor - CMS Reporting	N/A	\$13.00	\$13.00	N/A
Avaya Applications Enablement Services (AES) . Per Application	\$175.00	\$175.00	\$175.00	\$175.00
Avaya AES . TSAPI Services Per Connection	\$3.75	\$3.75	\$3.75	\$3.75
Avaya AES . DMCC Services Per Connection	\$9.25	\$9.25	\$9.25	\$9.25
Cisco Call Center . Agent . Skills Based Routing including CMS Reporting	N/A	\$34.25	\$34.25	N/A
Avaya - Local Site Survivability/Redundancy (.450 Stations) Per Site	\$60.00	\$60.00	\$60.00	\$60.00
Avaya - Local Site Survivability/Redundancy (>450 Stations) Per Site	\$135.00	\$135.00	\$135.00	\$135.00
Call Detail & Recording (Call Accounting) Per Station . Per Agency Subscriber Line (Initial Setup Fee - \$450.00)	\$0.50	\$0.50	\$0.50	\$0.50
Cisco . Local Survivability/Redundancy Per 25 Stations/Per Site	\$13.50	\$13.50	\$13.50	\$13.50
Cisco Webex Meeting Center 200	\$80.00	\$80.00	\$80.00	\$80.00
Cisco Webex Meeting Center 200 w/ CMR	\$152.00	\$152.00	\$152.00	\$152.00
Cisco Expressway . Secure Video Room Endpoint	\$120.00	\$120.00	\$120.00	\$120.00

Note (1):

On February 15, 2017, MassVoice introduced the "Analog Only Basic Subscriber" line at a reduced monthly recurring charge (MRC) of \$9.95.

The "Analog Only Subscriber Line" offer excludes voice mail;

The "Analog Only Subscriber Line" offer includes the basic services included with the other types of subscriber lines:

Maintenance of both the line & the attached telephone instrument;

Move, Add & Change Activity (except projects);

Given these services are hardware intensive, we would require a minimum subscription rate of 24 "Analog Only Subscriber" lines per site;

This offer is limited to new stations migrating to the MassVoice Shared Switch;

Revised: November 4th 2020

Windstream Rate Card

Commonwealth of Massachusetts

RFR ITT46 Network Services

Category 1

Cost Table 1.1b - MassVoice

Effective July 1, 2018

DIDs/Account	ABL/LOC	PRI's/Loc	SIP/Loc	SIP Call Paths	Maint MRC/DID	Min Total WS MRC	Max Total WS MRC
0-20	0	0	0	0	\$2.50	\$2.50	\$50.00
21-49	1	0	0	0	\$2.50	\$52.50	\$122.50
50-60	2	0	0	0	\$2.50	\$125.00	\$150.00
61-74	3	0	0	0	\$2.50	\$152.50	\$185.00
75-100	4	0	0	0	\$2.50	\$187.50	\$250.00
101-200	0	1	0	0	\$2.50	\$252.50	\$500.00
201-400	0	2	0	0	\$2.50	\$502.50	\$1,000.00
401-600	0	3	0	0	\$2.50	\$1,002.50	\$1,500.00
601-1500	0	0	10MB	100	\$2.50	\$1,502.50	\$3,750.00
1501-2400	0	0	20MB	200	\$2.50	\$3,752.50	\$6,000.00
2401-3700	0	0	30MB	300	\$2.50	\$6,002.50	\$9,250.00
3701-5000	0	0	40MB	400	\$2.50	\$9,252.50	\$12,500.00
5001+	-	-	-	-	Quote	Quote	Quote

Life Emergency Options

	ABL/LOC	PRI's/Loc	SIP/Loc	SIP Call Paths	MRC	Min Total WS MRC	Max Total WS MRC
Life Safety 1 ABL	1	0	0	0	\$5.00	\$5.00	\$5.00
Life Safety 2 ABL's	2	0	0	0	\$10.00	\$10.00	\$10.00
Life Safety PRI	0	1	0	0	\$30.00	\$30.00	\$30.00

NOTES:

- POTs/PRI/SIP circuits are subject to availability.
- Number of layer one voice facility's is based on total number of DID per location
- Life Emergency Options
 - This option is for EMS Agencies and Building Management Control Centers.
 - The ABL options are for sites that have less than 49 VTN's(DID's) per location and meet the criteria above
 - A site with 0-20 DID's would get "Life Safety 2 ABL's" at the cost listed in chart pulse per DID charge.
 - A site with 21-49 DID's would get "Life Safety 1 ABL's" at the cost listed in chart pulse per DID charge.
 - This PRI is only for cases when BC Must include ALL VTN's, we have other solutions that don't have additional cost.

Connecting to "MassVoice - Shared Trunking" powered by Windstream allows for:

- Multiple agencies to share the cost of voice services.
- NO chargeback to EOTSS, with all services paid direct to Windstream
- DID (Direct Inward Dialing) Numbers to be provided to every user
- Elimination of administration responsibility of circuits (brake/fix) from the individual agencies.
- Access to the vendors ELITE NOC team through EOTSS.
- Disaster Recovery and Business Continuity Planning
 - Including three (3) 30mb redundant centralized SIP trunks
 - One (1) PRI at Chelsea, State House and SDC & Two (2) in Ashburton.
- Caller ID (Inward and Outward) – (Outward caller ID can be masked with main #)
- Any reserved DID\VTN's on EOTSS Parent account are included at no cost