| 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 |
| ***See Note (1) Below for Analog Only Basic Phones (2/15/17)* | | | | |

| 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***