

**INFORMATION TECHNOLOGY DEPARTMENT
TELECOMMUNICATIONS PROJECTED RATES
FOR 2023-2025 BIENNIUM**

BILLING CODE	DESCRIPTION	2021-23 BUDGET RATES	2023-25 BUDGET RATES
10	Telephone Systems Analyst	84.00/hr.	105.00/hr.
30	Wiring Technician	76.00/hr.	105.00/hr.
100	Phone Service	24.00/mo.	25.00/mo.
110	Analog Port	20.00/mo.	Retired
130	Phone Extension	8.00/mo.	Retired
164	Call Center Agent-Avaya	15.00/mo.	45.00/mo.
165	Call Center Agent-A365	15.00/mo.	30.00/mo.
166	Mobile Suite Cell Phone	2.00/mo.	2.00/mo.
170	Call Recording	10.50/user	12.50/user
210	In-State Directory Assistance	2.10/call	2.10/call
211	Out-of-State Directory Assistance	2.10/call	2.10/call
300	Long Distance	.045/min.	.045/min.
340	International Long Distance	.50/min.	.50/min.
360	800 Service	.05/min.	.05/min.
375	Conference Call	.045/min.	.045/min.
381	Pexip Virtual Meeting Room	16.75/conf. number	16.75/conf. number
400	Interactive Voice Response (IVR)	150.00/port	175.00/port
950	Miscellaneous	Actual Cost	Actual Cost
	<u>One-Time Installation Charges</u>		
	Call Center Agent	500.00/agent	500.00/agent
	Yealink Phone	250.00/phone	250.00/phone
	Add-on Module (Avaya)	175.00/phone	175.00/phone
	Add-on Module (Teams)	95.00/phone	100.00/phone
	Call Recording Set-up	375.00/user	375.00/user
	Pexip Virtual Meeting Room Install	155.00/user	155.00/user
	All rates include 5.9% overhead charge.		