

**INFORMATION TECHNOLOGY DEPARTMENT
TELECOMMUNICATIONS PROJECTED RATES
FOR 2025-2027 BIENNIUM**

BILLING CODE	DESCRIPTION	2023-2025 BUDGET RATES	2025-27 BUDGET RATES
10	Telephone Systems Analyst	105.00/hr.	120.75/hr.
30	Wiring Technician	105.00/hr.	120.75/hr.
100	Phone Service-Teams	25.00/mo.	30.00/mo.
101	SIP	16.00/mo.	17.50/mo.
102	800 Phone Service	New	6.00/mo.
110	Phone Service-Avaya	25.00/mo.	37.50/mo.
164	Call Center Agent-Avaya	45.00/mo.	Retired
165	Call Center Agent	30.00/mo.	130.00/mo.
166	Mobile Suite Cell Phone	2.00/mo.	Retired
170	Call Recording	12.50/user	Included in Call Center Agent
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	25.00/conf. number
400	Interactive Voice Response (IVR)	175.00/port	Actual Cost
920	Cellular Add-On	New	1.00/cellular line
950	Miscellaneous	Actual Cost	Actual Cost
<u>One-Time Installation Charges</u>			
	Call Center Agent Licenses	500.00/agent	Actual Cost
	New Call Center Set-Up	new	Varies
	Yealink Phone	250.00/phone	Actual Cost + OH
	Genesys Phone	new	Actual Cost + OH
	Add-on Module (Avaya)	175.00/phone	retired
	Add-on Module (Teams)	100.00/phone	Actual Cost + OH
	Call Recording Set-up	375.00/user	Included in Call Center Agent
	Pexip Virtual Meeting Room Install	155.00/user	155.00/user
All rates include 6.0% overhead charge.			