

**Office of Information Technologies
Telecommunication Services**

Customer Service

**Charges for Moves, Adds, Changes
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MONTHLY CHARGES

<u>Type of Instrument</u>	<u>Instrument Charge</u>	<u>Line Charge</u>	<u>Total Monthly</u>
(New Grey Phones)			
4220 Telephone	\$ 7.00	\$ 8.00	\$ 15.00
4222 Telephone	\$ 12.00	\$ 8.00	\$ 20.00
4223 Telephone	\$ 21.00	\$ 8.00	\$ 29.00
4223A Telephone	\$ 31.00	\$ 8.00	\$ 39.00
4225 Telephone	\$ 27.00	\$ 8.00	\$ 35.00
(Beige Phones)			
601 Telephone	\$ 7.00	\$ 8.00	\$ 15.00
631 Telephone	\$ 17.00	\$ 8.00	\$ 25.00
661 Telephone	\$ 21.00	\$ 8.00	\$ 29.00
662 Telephone	\$ 37.00	\$ 8.00	\$ 45.00
(Black Phones)			
211 Telephone	\$ 7.00	\$ 8.00	\$ 15.00
212 Telephone	\$ 12.00	\$ 8.00	\$ 20.00
213 Telephone	\$ 21.00	\$ 8.00	\$ 29.00
213A Telephone	\$ 31.00	\$ 8.00	\$ 39.00
213B Telephone	\$ 41.00	\$ 8.00	\$ 49.00
<u>Type of Line</u>			
ANALOG LINE	none	\$ 17.00	\$ 17.00
Digital Line only	none	\$ 8.00	\$ 8.00
<u>Ethernet Connections</u>			
10 Mbps LAN	none	\$ 5.00 each	\$ 5.00
100 Mbps LAN	none	\$ 8.00 each	\$ 8.00
Private LAN	none	\$ 1.50 each	\$ 1.50

MONTHLY CHARGES

Features	Monthly Charge
ADN - Each Appearance -----	\$ 3.00
Call Hunt without members -----	\$ 8.00
Common Bell Group (Per Group) -----	\$17.00
Hot Line (One Way) -----	\$ 1.00
MDN - Each Appearance -----	\$ 2.00
Personal Number & ECA	\$ 5.00
Voice Mailbox / Basic-----	\$ 5.00
Voice Mailbox / Enhanced -----	\$ 8.00
Voice Mailbox / Enhanced Call Processing -----	\$ 5.00
Voice Mailbox / Information or "Listen Only" -----	\$ 8.00
Accept 2nd Call -----	N / C
Call Hunt with members -----	N / C
Group Call Pickup -----	N / C
IAD / Speed Numbers-----	N / C

Special Circuits	Monthly Charge
Jack to BDF / IDF (Per Pair) -----	\$ 1.50
Jack to BDF / IDF (Jack to Jack in Bldg.) -----	\$ 3.00
Jack to Jack (Between Buildings, Per Pair) -----	\$12.00
T-1 Connection Between Bldgs. (2 Pairs, 1.544 MBps)-----	\$50.00

FEATURE CHANGES

Add or Change Features on Telephones

Multi Feature Changes per Telephone \$5.00

Features include:

- Accept 2nd Call
- ADN Appearances
- Call Hunt Groups
- Common Bell Group
- Dialing Class of Service (COS)
- Diversions (Diversions to Voice Mail are free)
- Group Pickups
- Hot Line
- (IAD) Speed Numbers
- MDN Appearances
- Reassign Extension Numbers

Suspension and Reactivation of Service (Per Line)

Suspension of Service -----	\$15.00
Reactivation of Service -----	\$15.00

No Charge Feature Changes

- Deletions
- Diversions to Voice Mail
- Harassment Telephone Number Changes
- TMS Number Changes

Voice Mail

Add Voice Mail

Installation Charge Per Voice Mail Box **\$ 15.00**
(Includes Change of Diversion Point if requested)

Voice Mail Feature Changes

Change of Mail Box Name or Number
Change of Mail Box Class of Service
Reset Password
Change of "0" Position
Change of "Message waiting" Indicator
Relocation or Reassignment of Mail Box
Change of Recording

Multi Feature
Changes per Mail Box **\$15.00**

Monthly Charges

Basic Voice Mail Box **\$ 5.00**
Enhanced Voice Mail Box **\$ 8.00**
Enhanced Call Processing Mail Box **\$ 5.00**

Information or "Listen Only" Mail Boxes **\$ 8.00**
(There is also a Digital Line Charge of \$ 8.00 per month
for Information Mailboxes without associated Equipment)

**To order Voice Mail Services or to receive more Call Processing
Information on Customer Applications, please call 545-5700 & Press 2**

4220 Telephone

Add New 4220 Telephone *(With Existing Jack)	Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

(Telephone feature installation is at no additional charge on new installations.)
.....

Upgrade to 4222 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Upgrade to 4223 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Upgrade to 4223A Telephone	Upgrade Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 75.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 95.00

.....

Move 4220 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

- If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

4222 Telephone

Add New 4222 Telephone *(With Existing Jack)	Telephone	\$ 75.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 95.00

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4223 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

Upgrade to 4223A Telephone	Upgrade Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

Upgrade 4225 Telephone	Upgrade Telephone	\$ 75.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 95.00

Downgrade to 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

Move 4222 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

- If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

4223 Telephone

Add New 4223 Telephone
*(With Existing Jack)

Telephone	\$ 100.00
Estimated Labor Charge	\$ 20.00
=====	
Total Estimate	\$ 120.00

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4223A Telephone

Upgrade Telephone	\$ 25.00
Estimated Labor Charge	\$ 20.00
=====	
Total Estimate	\$ 45.00

Upgrade to 4225 Telephone

Upgrade Telephone	\$ 50.00
Estimated Labor Charge	\$ 20.00
=====	
Total Estimate	\$ 70.00

Downgrade to 4222, or 4220 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 20.00
=====	
Total Estimate	\$ 25.00

Move 4223 Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 20.00
=====	
Total Estimate	\$ 20.00

- If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

4223A Telephone (with 1 Panel / 17 Keys)

Add New 4223A Telephone	Telephone	\$ 125.00
*(With Existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 145.00

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Downgrade to 4223, 4222 or 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Move 4223A Telephone	Estimated Labor Charge	\$ 20.00
*(To existing Jack)	=====	
	Total Estimate	\$ 20.00

-
- If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

4225 Telephone (5 line LCD display/with 17 Keys)

.....

Add New 4225 Telephone *(With Existing Jack)	Telephone	\$ 125.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 145.00

(Telephone feature installation is at no additional charge on new installations.)

.....

Downgrade to 4223A, 4223, 4222, 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Move 4225 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

- If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

601 Telephone

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4220 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

Upgrade to 4222 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Upgrade to 4223 Telephone	Upgrade Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

.....

Upgrade to 4223A Telephone	Upgrade Telephone	\$ 75.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 95.00

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 100.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 120.00

.....

Move 601 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

- If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

631 Telephone

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4223 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Upgrade to 4223A Telephone	Upgrade Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 75.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 95.00

.....

Downgrade to 4222 or 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Move 631 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

- If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

661 Telephone

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4223 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Upgrade to 4223A Telephone	Upgrade Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

.....

Upgrade 4225 Telephone	Upgrade Telephone	\$ 75.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 95.00

.....

Downgrade to 4222 or 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Move 661 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

662 Telephone

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Downgrade to 4223A, 4223, 4222 or 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Move 662 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

211 Telephone

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4220 Telephone	Upgrade Telephone	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Upgrade to 4222 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Upgrade to 4223 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Upgrade to 4223A Telephone	Upgrade Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 75.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 95.00

.....

Move 211 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

212 Telephone

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4222 Telephone	Upgrade Telephone	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Upgrade to 4223 Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Upgrade to 4223A Telephone	Upgrade Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 75.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 95.00

.....

Downgrade to 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Move 212 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

213 Telephone

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4223 Telephone	Upgrade Telephone	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Upgrade to 4223A Telephone	Upgrade Telephone	\$ 25.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 45.00

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

.....

Downgrade 4222 or 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Move 213 Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

213A Telephone

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 50.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 70.00

.....

Downgrade to 4223A, 4223, 4222, or 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Move 213A Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

213B Telephone

(Telephone feature installation is at no additional charge on new installations.)

.....

Upgrade to 4225 Telephone	Upgrade Telephone	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Downgrade to 4223A, 4223, 4222, or 4220 Telephone	Feature Change	\$ 5.00
	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 25.00

.....

Move 213B Telephone *(To existing Jack)	Estimated Labor Charge	\$ 20.00
	=====	
	Total Estimate	\$ 20.00

.....

If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

Personal Number ECA

Add Personal number & ECA

\$ 40.00

Your personal number contains four profiles by which you can specify to which telephone numbers your incoming calls are directed. This is accomplished by your accessing your “Personal Web Assistant” on the WWW and defining or changing your “Personal Number” and its profiles. Once your profiles are established, they can be changed from anywhere by touch-tone telephone using your “Personal Assistant” to specify which calls you would like to receive, and to which telephone number. The four profiles are:

In Office

When you are in the office, use the “In Office” profile in which you define the office telephones numbers where you can be reached.

Out of Office

When you are out of the office, you can set an “Out of Office” profile, which includes your regular external number, cellular telephone, etc.

Temporary Number

You might work at times at a telephone number other than your regular number.

Absent

When you cannot take any telephone calls, for instance when you are attending an important meeting, on vacation, etc., use this profile to direct your calls to a central answering point, voice mail etc.

Ethernet Connection

(Where Possible)

.....

Add Ethernet Connection 10MB or 100 MB	Estimated Labor Charge	\$ 20.00
*(With Existing Jack)	=====	
	Total Estimate	\$ 20.00

* If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative

Private LAN Connection

(Local Area Network)

Add Private LAN Connection	Estimated Labor Charge	\$ 20.00
*(With Existing Jack)		
	Total Estimate	\$ 20.00

Analog Line

Add New Analog Line, No Instrument	Analog Line	\$ 170.00
*(With Existing Jack)	Estimated Labor Charge	\$ 20.00
	Total Estimate	\$ 190.00

Move Analog Line, No Instrument	Estimated Labor Charge	\$ 20.00
*(To Existing Jack)		
	Total Estimate	\$ 20.00

Digital Line

Add New Digital Line, No Instrument	Digital Line	\$ 90.00
*(With Existing Jack)	Estimated Labor Charge	\$ 20.00
	Total Estimate	\$ 110.00

Move DIGITAL Line, No Instrument	Estimated Labor Charge	\$ 20.00
*(To Existing Jack)		
	Total Estimate	\$ 20.00

* If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

COMMON-BELL

.....
**Add Common Bell to
Single Telephone.**

Analog Line	\$ 170.00
Bell	\$ 50.00
Estimated Labor Charge	\$ 20.00
Feature Change on Telephone	\$ 5.00

Sub-Total \$ 245.00

.....
* Wiring of Bell \$

=====
Total Estimate \$

.....
**Add Common Bell to
Group of Telephones.**

Analog Line	\$ 170.00
Bell	\$ 50.00
Estimated Labor Charge	\$ 20.00

Sub-Total \$ 240.00

.....
Feature Change per Telephone \$ 5.00

.....
* Wiring of Bell \$

=====
Total Estimate \$

SPECIAL-CIRCUITS

Add Special Circuit (Per Pair)
*(With Existing Jacks)

Estimated Labor Charge	\$ 40.00
------------------------	----------

=====
Total Estimate \$ 40.00

.....
*Your Customer Service Representative will arrange for an estimate of the cost to wire in the actual Bell.

TELEPHONE HEADSETS

We offer two basic types of telephone headsets for use on campus with the Ericsson System.

- Binaural (Double Ear)
- Convertible
(Single ear left or right adjustable that can be converted from headset to over the ear piece).

Please contact your Customer Service Representative to make arrangements.

Binaural (Double ear type) ----- \$ 165.00

Convertible (Single Ear left or right) ----- \$ 165.00