



Voice Services Pricing
effective 3/12/2026

Business Voice Service - Attachment A					
Hosted Voice Services	USOC#	NRC	MRC	Usage	Description
Executive (Unlimited)	SD145	\$ 10.00	\$ 27.00	\$ 0.03	Executive Unlimited seats include all inbound and outbound local and domestic long distance usage. Executive Local In/Out Included - Metered LD line include all inbound and outbound local usage, but all domestic LD is metered at \$0.03 per minute. Each Executive line includes a 10 digit local telephone number, directory listing, and e911. Executive seats provide the most robust feature set available (see feature grid).
Basic Seat (Unlimited LD)	SD115	\$ 10.00	\$ 25.00	\$ 0.03	Basic Unlimited seats include all inbound and outbound local and domestic long distance usage. Unlimited seats are subject to an acceptable use policy of 2000 minutes of long distance per line. Overages are billed at a rate of \$0.03 per minute. Basic Local In/Out Included - Metered LD line include all inbound and outbound local usage, but all domestic LD is metered at \$0.03 per minute. Each Basic line includes a 10 digit local telephone number or extension, directory listing, and e911. Unlimited minutes are pooled at the group/location level and overages are billed at a rate of \$0.03 per minute. Basic seats provide a business feature set that compliment lobby phones and breakrooms (see feature grid). *Required for POTS line.
Executive Extension Seat	SX145	\$ 10.00	\$ 10.00	\$ -	Internal voice extension.
Voicemail Transcription (Gist)	IX102	\$ -	\$ 2.95	\$ -	Voicemail preview feature allows users to receive a rough translation of the content of voicemail along with the attached file when received by email.
Standard IVR Call Path	IX100	\$ -	\$ 149.00	\$ -	Per concurrent call in interactive voice response system. Standard IVR Call paths play recordings and use DTMF for call processing.
Enhanced IVR Call Path	IX101	\$ -	\$ 239.00	\$ -	Per concurrent call in interactive voice response system. Enhanced IVR Call paths include speech to text and text to speech for call processing.
IVR Setup (Per Hour) (5 min.)	BX100	\$ 199.00	\$ -	\$ -	Hourly development for interactive voice response application. Includes time for engineers spent in meetings reviewing customer requirements. 5 hour min.
Webex Soft Phone (Add-On) (Must have executive seat)	WE400	\$ 10.00	\$ 1.50	\$ -	Webex Softphone Add-On is an application that includes Voice & Join Meeting capabilities in an easy-to-use and secure platform. Apple iPhone/iPad and Android versions of the software is available for mobile devices. Must be added to an Executive Seat ONLY.






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Virtual Fax (includes 500 pages)	PC176	\$ 7.00	\$ 15.95	\$ 0.03	Virtual Fax allows a user to send and receive faxes using their email account. Outbound fax attachments are converted to TIF images for transmission over the PSTN. Inbound faxes are converted to PDF files and delivered to the receiving party. Faxes are sent over HTTPS for secure and reliable transmission. Virtual Fax supports up to 20 unique email addresses and includes a 10 digit telephone number. 500 pages of inbound and/or outbound pages are included, overages are \$0.03 per page (PP).
Directory Assistance (411)	CX900	\$ 2.00	\$ -	\$ -	Per call charge of \$2.00 when a user dials 411.
Operator Assistance	CX930	\$ 2.00	\$ -	\$ -	Per call charge of \$2.00 when a user dials 0 for operator.
International Directory Assistance	CX925	\$ 10.00	\$ -	\$ -	Per call charge of \$5.00 when a user dials International DA.
Toll Free Number	DA213	\$ 10.00	\$ 8.95	\$ 0.03	Allow callers to reach any local number, on-net or off-net, without long distance charges. Toll Free numbers are telephone numbers with NPAs of 800, 888, 877, 866, 855, 844, and can receive inbound from all 50 US states, Canada, and the Caribbean. Usage charges will apply on all toll free calls.
Voicemail Only	FC330	\$ 10.00	\$ 8.95	\$ -	Each Voicemail-only seat includes a 10 digit local telephone number, with an associated extension, and voicemail. No other features are included or may be added to the seat type.
Audio Conferencing	SA174	\$ -	\$ 6.95	\$ 0.03	The Audio Conferencing service allows conference administrators to create multi-port conference bridges that can be used by members of the group and external parties to hold scheduled, recurring, non-reservation, and ad-hoc conferences. The usage charge is applied for every party in the conference call, e.g. in a 4 party conference, the usage charge would be billed at \$0.03 per minute of use (MOU) for the period when all 4 parties are on line. If the 4 conference participants conferenced for 10 minutes, the charge for the conference call will be \$1.00. 4 x \$0.03 x 10mins.
Hunt Group	SD178	\$ 10.00	\$ 6.95	\$ -	Allows users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Group's 10 digit phone number or extension.
Instant Conference	FX334	\$ -	\$ 6.95	\$ -	The Instant Conference service allows a user to call a group of members, whereby the system alerts all members in the group. As the members answer, they are joined into a multi-way conference. The Instant Conference service allows an administrator to define a group composed of a list of member users. These members can be part of the same group or enterprise (specified by user name, extension or location code + extension) or can be external users (specified by a phone number or SIP URI).



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Auto Attendant Tree	SK173	\$ 10.00	\$ 15.00	\$ -	The Auto Attendant Tree, with its 'sub-menu' [additional imbedded Auto Attendants] functionality, answers incoming calls and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (for example, 1 = Marketing, 2 = Sales, and so on). Can include a DID if desired. System allows a maximum of 99 sub-menus
Receptionist Dashboard	FX382	\$ -	\$ 79.00	\$ -	Receptionist is an intuitive attendant console that manages high volume call distribution for front-desk operators through remote control of their desk phone. In addition to integrated contact status and messaging, it has many other features that include call statistics and integration into enterprise-level repositories and services. Receptionist Enterprise will support a maximum of 200 static monitored (status constantly monitored) users and 300 dynamic monitored users.
Clerk Chat Premium Texting	FX467	\$ 10.00	\$ 8.75	\$ -	
Clerk Chat Ultimate Texting	FX468	\$ 10.00	\$ 19.95	\$ -	
Clerk Chat Texting Workspace Owner	FX469	\$ 10.00	\$ 15.50	\$ -	
Clerk Chat Messaging Admin	FX465	\$ -	\$ -	\$ -	
Reserved Telephone Number/DID	DX282	\$ -	\$ 0.27	\$ -	Reserved Telephone Numbers are numbers that can be held for future use, or "reserved". A MRC of \$0.27 per Reserved Telephone number applies.
Call Recording Administrator	FX470	\$ 10.00	\$ 3.95	\$ -	The call recording administrator is a user role that offers the ability to manage the enterprise tenant. Admins have the highest level of access and are responsible for creating user groups, the setting up of off-site storage targets and the creation of transcription keywords.
Call Recording Supervisor	FX471	\$ 10.00	\$ 3.95	\$ -	The call recording supervisor is a user role that offers the ability to specifically manage a group of agents in a call center environment for features such as call evaluate form management and have the ability to manage their teams general recordings.
Call Recording Advanced	FX418	\$ 10.00	\$ 19.50	\$ -	A superior Call Recording solution. Clip recordings, notes, live monitoring, tage and email recordings. Includes 90 days of online storage.
Advanced DID Feature Pack	DX213	\$ -	\$ 7.95	\$ -	Allow callers to reach any local number, on-net or off-net, without long distance charges. Toll Free numbers are telephone numbers with NPAs of 800, 888, 877, 866, 855, 844, and can receive inbound from all 50 US states, Canada, and the Caribbean.

Voice Equipment	NRC	or	MRC		Description
VOIP Desk Phone Elite	\$ 199.00	or	\$ 7.79		Executive level model with a full color adjustable touch screen. Dual port gigabit Ethernet. Wi-fi capable.
					VOIP Desk Phone Elite
VOIP Desk Phone Premier	\$ 160.00	or	\$ 5.99		Ideal for professionals with moderate to high call load. Ergonomic design with adjustable color display. Dual port gigabit ethernet. Wi-fi capable.
					VOIP Desk Phone Premier
VOIP Desk Phone Basic	\$ 59.00	or	\$ 1.99		Economy model with a black and white display. 10/100 Ethernet.
					VOIP Desk Phone Basic
VOIP Conference Phone	\$ 555.00	or	\$ 21.59		Hi Definition, multi-touch screen. Built in 12 microphone array. Wi-fi capable.

					VOIP Conference Phone
VOIP Dect Base for Cordless Phone	\$ 59.99	or	\$ 2.39		Required for VOIP Cordless Phone. Can support up to 5 Cordless Phones.
VOIP Cordless Phone	\$ 99.99	or	\$ 3.89		High performance cordless phone. Color screen. Up to 30 hour talk time.
					VOIP Cordless Phone
Voice gateway / Analog Telephone Adapter (ATA) - 16 ports	\$ 460.00	or	\$ 17.99		16 Telephone FXS ports
Voice gateway / Analog Telephone Adapter (ATA) - 8 ports	\$ 139.00	or	\$ 5.29		8 Telephone FXS ports
Voice gateway / Analog Telephone Adapter (ATA) - 4 ports	\$ 119.00	or	\$ 4.69		4 Telephone FXS ports
Voice gateway / Analog Telephone Adapter (ATA) - 2 ports	\$ 59.00	or	\$ 2.39		2 Telephone FXS ports
VOIP POE Switch - 8 ports managed	\$ 139.00	or	\$ 5.49		8 Gigabit RJ45 ports plus POE+ output
VOIP POE Switch - 8 ports unmanaged	\$ 99.00	or	\$ 3.99		8 Gigabit RJ45 ports plus POE+ output
VOIP POE Switch - 4 ports unmanaged	\$ 49.00	or	\$ 1.99		4 Gigabit RJ45 ports plus POE+ output