# Summary of General Understandings pertaining to ITS Recharge Service & Rates

## VOICE SERVICE

<table>
<thead>
<tr>
<th>LINE</th>
<th>Centrex Dial Tone (basic monthly line charge per month)</th>
<th>$30.40</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMAIL</td>
<td>Centrex Voicemail (per voicemail box per month)</td>
<td>$4.00</td>
</tr>
<tr>
<td>CABLELING</td>
<td>Cabling, voice or data (per hour)</td>
<td>$73.00</td>
</tr>
<tr>
<td>M/A/C</td>
<td>Moves/Add/Changes (processing charge per service request)</td>
<td>$39.34</td>
</tr>
</tbody>
</table>

### CALLS

- **Centrex Direct Dial Calls** (processed from the SF64 DMS100 switch call data records)
  - **TEL-Zone**
    - Local - Zone 1 & 2 (0-12 miles); per min | $0.02 |
    - Local - Zone 3 (12-16 miles); per min | $0.02 |
    - Local dir assistance (411 calls); per call | $0.43 |
  - **TEL-LD Toll**
    - Local Toll Calls (> 16 miles, but within service area); per min | $0.05 |
    - In-State long distance (Interlata, Intrastate); per min | $0.06 |
    - Out of State long distance (Interlata, Interstate); per min | $0.07 |
    - International (per min) | $0.16 |
    - Toll dir assistance (Toll DA calls); per call | $1.30 |
- **Other Calls** (processed from various telecom vendor bill media)
  - **TEL-Zone**
    - Local - Zone 1 & 2 (0-12 miles) -> for Non-CX & 597-prefix TNs; per min | $0.02 |
    - Local - Zone 3 (12-16 miles) -> for Non-CX & 597-prefix TNs; per min | $0.03 |
    - Local dir assistance (411 calls) -> for Non-CX & 597-prefix TNs; per call | $0.43 |
  - **TEL-LD Toll**
    - Direct-dialed LD Calls -> for Non-CX & 597-prefix TNs; per min | $0.18 |
    - Non-direct dialed calls (e.g. 3rd party, etc.) -> for CX and Non-CX; per min | $0.18 |
    - Toll dir assistance (Toll DA calls); per call | $1.30 |
- **Conference calls** (via ConferencePLUS)
  - Conference calls * (via ConferencePLUS); vendor cost per minute plus | $0.02/min |

## DESKTOP and LAN SUPPORT (including SOM/ISU SAN recharge)

- Gold level support; per workstation per month | $108.50 |
- Silver level support; per workstation per month | $68.50 |
- Hourly (outside of support level); per hour | $93.00 |
- Excess SAN Storage; per GB > 5GB SAN storage per month | $0.70 |

## VIRTUALIZED SERVER HOSTING

- Virtual Server Hosting; per server per month | $135.00 |
- Virtual SAN Storage (> 80GB); per GB per month | $0.55 |
- Set-up Fee; per server | $219.00 |
- Customization; per hour | $82.62 |