TNS Service Pricing - Fiscal Year 2013
Prices Effective July 1, 2013

ONE TIME CHARGES

Service/Equipment	Description	Cost
79XX	Cisco IP Phone (includes installation, programming and standard voice mailbox)	Current Cost + 10 %**
Connection Fee	Jack/Line activation for CPE equipment (fax, credit card machine, other analog DT)	$50.00
Programming	End-user Feature Programming (line appearances, name changes, ring settings)	$15.00 (No charge for positions changing to "VACANT" or removing voice mail)
Relocate Phone	TNS to physically relocate phone to different wall jack. (including jack activation if user moves phone)	$25.00
Voice Mail New	Setup & Programming New Voice Mailbox. Standard.	$20.00
Voice Mail Reset Name/ Password	Reset Information for new user or forgotten password	$10.00
Special Mailbox Setup	Voice Mail Call Handler; Call Tree, etc.	Contact TNS for quote.
CCM User/Telesoft Access Password Reset	Reset Password for User to set up Speed Dials, etc. OR access TNS billing info.	$10.00
Station Visit	Anything requiring visit to user that is *not* a repair or part of another task (ie; new phone install, connection)	$25.00
New Extension (no instrument)	Any new or additional "LINE" number –Does not use a port	$15.00 (does not include voice mail)
Authorization Code	New auth code setup	$25.00
Optional Equipment	Headset	Current Cost + 10%
IPCC PROGRAMMING (Call Center Application)	$50 minimum (1 hr) $30 each additional programming modification after initial setup.	Contact TNS for quote.
CTI Route Point	Ext. routed directly to another service (voice mail, Call Center) does not appear on a phone.	$20
NON STANDARD SERVICES	Support falling *outside* of standard services, both voice and data. Including; Research, maintenance, set up or support on voice or network devices, features or functionality not currently utilized or required by standard campus users. STANDARD SERVICES=adds/moves/changes involving current system devices and features. Moves, programming and updates.	$50/hr.