CALL CENTER - VoIP Inbound

Proposed Service	MRC	NRC
VoIP Inbound Subscription	NA	$100
Per-URI termination charge for IP termination of VoIP Inbound. Not applicable to TDM terminations.	NA	$100
Agent Registration Change (per modified URI subscription)	NA	$25
Service Activation per Corp ID (includes first VoIP Inbound IP Termination)	NA	$75
Set-up of VoIP Inbound Corporate ID ("Corp ID"), plus termination to each Private IP or Internet Dedicated location. and for each additional VoIP Inbound IP termination and for each qualifying non-IP switched access termination	NA	$75
Transport (usage)	$0.0160	N/A
Service Change (For example, bill payer name/address change, or adding a trusted entity to the Service Controller table. Per charge	NA	$25
Unattended SIP Transfer (without Transfer Messaging) Per Use	NA	$0.02
Two-Channel Agent-attended SIP Transfer (without Transfer Messaging) Per Use	NA	$0.02
Enhanced CNAM Per Use	NA	$0.05
VoIP Inbound Advanced Feature Charges	MRC	**NRC**
Combined Features Package: Charges per VoIP Inbound Number	$50	$50
Changes	NA	Per Change $25

Feature	NRC – Installation	MRC	NRC – Change Charge
Alternate Routing	Install: $10 per TN alternate routing; $50 per plan	$50 per alternate routing plan per TN	$50 per alternate routing plan per TN
Super Routing and Set Routing Plans	Install: $10 per plan; $50 per plan activation	$50 per plan per toll free number	$50 per plan per toll free number
Call Area Selection/Tailored Call Coverage	$150 per TN	$50	$50
Day of Year Routing/Holiday Routing	$110 per TN	$50	$50
DNIS Dialed Number ID Service (DNIS).	$500 flat rate (covers all installed at one time)	$50 (MRC covers all installed DNIS)	$50

DMR Disconnect Message Referral	Not Applicable	Not Applicable	A $50 change charge will apply, per change, at the time the change is made, for any of the following: • DMR type change • DMR Call Extension Termination Change • DMR Referral Number Change • DMR Extend Time Period Change
Disconnect Message	Not Applicable	$0	$50
DMR to Verizon Number	Not Applicable	$0	$50
DMR to a Verizon number with Call Extension	Not Applicable	$0	$50
Network Call Redirect			
Network Call Redirect - NonMetered	One-time: $150/table	$10.00/active table/month (capped at $2,500 per Toll Free Corp ID per month)	$50.00/table (capped at $2,400 per Toll Free Corp ID per month)
Network Call Redirect - Metered	Network Call Redirect Outbound per call – $0.03 per call (1 to 5 hops*)	NA	NA
Network Call Redirect - Metered	Network Call Redirect Inbound Per Call - $0.03 per call (1 to 5 hops)	NA	NA
Network Call Redirect - Metered	* A maximum of 5 hops are supported.	NA	NA
Supplemental Codes Options: ID Codes (per block of 100)	$50	$30	$50
Account Codes (per 800 number)	$0	$50	$0
Toll Free Transport Charges			

IP Toll Free	
IP Toll Free provides seamless service for hybrid (TDM and IP) terminations and transfers which makes it possible for customers to migrate their contact centers to IP at their own pace, without disrupting contact center operations or service levels.	
IP Toll Free Service requires the use of Dedicated Internet Access Service or Private IP service to access the Verizon Business Network. Please see Internet Port or MPLS tab for appropriate pricing elements.	

Usage/Feature	**Recurring**
IP Toll Free per Minute Transport Charge	$.0200/minute
IP Toll Free Surcharge - Per SIP Basic Call Transfer	$0.0200

-	**NonRecurring**	**Monthly/Recurring**
IP Toll Free Service Activation - Per IP Toll Free Number Activation	$75/IP Toll Free Service Number	N/A

IP Toll Free Service Change - Per change	$25/Change	N/A	
IP Toll Free Subscription	$100 initial URI subscription	$100.00	
IP Subscriber Registration Change - Each subsequent URI or translation	$25/ each additional URI subscription	N/A	

Toll Free Transport Charges – International. For calls originating outside the United States via ITFS or UIFN service, Customer will be charged a transport rate in accordance with the separately-executed Service Attachment for Long Distance Voice Services referenced in Section 1.1.1, above, if applicable, or in accordance with Verizon's standard published rates.

LOCAL ORIGINATION

Local Origination Access Charges. For VoIP Inbound Local Origination, where a tariff applies, Customer will pay the rates set forth in the tariff. Where no tariff applies, Customer will pay the following per-minute Local Origination access rates, assessed in six-second increments, for VoIP Inbound Local Origination calls. Unless otherwise stated, a $0.01 per-call minimum applies.

	MRC Without IP IVR	MRC With IP IVR
Switched Termination	$0.0355	$0.0251
Dedicated/Local Termination	$0.0227	$0.0160
IP Termination	$0.0187	$0.0107

Service, Function or Device	Monthly Recurring	Non-Recurring	Installation	Remarks
VoIP Inbound Local Origination ("VILO") Non-recurring Charges				
VoIP Inbound Local Origination ("VILO") Service Activation Charge		$75 Per VoIP Inbound IP Connection		This charge is for the service type (to set up 8004 Service VoIP Inbound on a Corporate ID ("Corp ID"), plus termination to each Private IP or Internet Dedicated location and is not related to the number of Toll Free or Local Numbers.

VoIP Inbound Local Origination ("VILO") Service Charge		$100.00		Subscription to VoIP Inbound Toll Free service; a termination level charge for URI for IP termination of VoIP Inbound Service (toll free or local origination). Applies to IP Terminations only, does not apply to TDM terminations. URI Subscription billing is per URI = URL/ip address per router.
Agent Registration Change		$25.00		Charged per modified URI subscription post creation. IP Terminations Only.
Service Change		$25.00 Per Change		Service level change charge for bill-payer name/address change relative to VoIP Inbound service established above.
VoIP Inbound Local Origination ("VILO") Recurring Charges				
VoIP Inbound Local Origination ("VILO") Subscription		$100.00		VoIP Inbound Subscription: Subscription to VoIP Inbound Toll Free service. This is a termination level charge (set up of a URI) for IP termination for VoIP Inbound Service. Does not apply to TDM terminations. IP Terminations Only.

VoIP Inbound Local Origination ("VILO") (Usage - Termination Types)				VoIP Inbound Toll Free or Local Origination per minute transport rate: 1. For calls terminating to non-IP end points, charges will be assessed in accordance with the separately executed Service Attachment for Long Distance Voice Services. VoIP Inbound Toll Free Service calls that terminate to TDM CBLs or DALs bill per minute according to existing contract rates for TDM Advanced Toll Free product. 2. VoIP Inbound local origination rates vary based on termination to TDM dedicated, TDM switched, or IP terminations and use or non-use of IP IVR.

Virtual Call Center

Service Implementation Charge	NRC	
Initial Implementation	$5,000.00	
Per Ordered Agent	$15.00	
Standard Supervisor/Agent Fees. Customer will pay a monthly recurring charge ("MRC"), fixed for the VCC Service Commitment Period, for Virtual Contact Center, on a per-Supervisor and/or a per-Agent basis, as set forth below. Customer will pay the MRC for a minimum of five (5) Agents ("Minimum Agent Requirement").		

Proposed Service	Monthly	NRC
Agent Fee Per unique logged-in Agent	$98.00	N/A
Supervisor Fee Per unique logged-in Supervisor	$105.00	N/A
Unique Port Fee (above single port provided to each Agent and Supervisor) Per Extra Port	$50.40	N/A
Concurrent User Fee Per User	$157.50	N/A
Concurrent Port Fee Per Extra Port	$56.50	N/A
Voice Recording for Unique Users	$9.10 per Unique Logged In Agent Or Supervisor	N/A
Voice Recording for Concurrent Users (provides 1 GB of storage for each agent)	$15 Per Concurrent Agent	N/A

* Based on the number of total Agents in Customer's initial minimum order. For example, if Customer initially orders Virtual Contact Center for 120 Agents, the Agent Fee MRC for each of the 120 Agents is $98.00 (for a total Agent Fee MRC of $11,760).

Optional Features. Customer may purchase the following features for Virtual Contact Center at the NRCs and MRCs listed below, which NRCs and MRCs are fixed for the Term.

Feature Type	Implementation Fee (NRC)	MRC (except where otherwise described)
Concurrent User Add On: Email and/or Chat	N/A	$7.50 Per Concurrent Agent
Storage for Unique Users	N/A	$12.60 per extra GB purchased (above 1 GB provided for each Agent and Supervisor)
Storage for Concurrent Users	N/A	$13.50 Per extra GB purchased
Advanced Implementation Fee	$7,750	N/A
Personal Connection Enablement	$4,000	N/A *(Outbound transport charges are covered by the Outbound LD Voice MRC noted below)
Personal Connection Dialer	N/A	$22.50 per Configured User
Personal Connection 3rd Party Software Integration (using Proactive XS technology)	$9,250	N/A
Personal Connection 3rd Party Software Integration: Additional Interactions	$575	N/A
Automated Speech Provided pursuant to a mutually agreeable, Verizon-provided Statement of Work attached hereto.	$6750 – 10 ASR Action $3,500 – 5 ASR actions	$0.075 per minute
ECHO Pro – per user (limited to 40 surveys per user before additional will be charged per completed survey)	$13,500 – email surveys $26,500 – IVR surveys	$30 per configured user
ECHO Pro – per completed survey	$13,500 – email surveys $26,500 – IVR surveys	$1.12 per completed survey
ECHO Pro Extra Survey	$6,750	N/A
ECHO Pro Email or Chat Survey	$13,500	$22.50
CRM Driven Screen Pop	$6,500	N/A
Basic Self Service IVR	$3,900	N/A
Premium Self Service IVR	$10,500	N/A
Named Agent Routing Utilizing CRM	$6,500	N/A
SalesForce.com Object Integration	$3,250	N/A
SalesForce.com Case Management Integration	$6,500	N/A
SalesForce.com Dual Agent Environment	$3,250	N/A
Agent Console: SalesForce.com	N/A	$11.25 per configured User
Agent Console: Oracle RightNow	N/A	$18.75 per configured User
inCloud – Auto Attendant	$3500 – up to 50 Users	$6.75 per configured user

	$6,000 – up to 100 Users $70 per additional user above 100	
inCloud – 3rd Party Monitoring	$5,500	$22.50 per project
inCloud – Call Recording Control	$3,250	N/A
InView	$9,000	$18.75 per configured user
InView – SalesForce.com Integration	$5,500	N/A
Custom Data Download	$1,800	N/A
Direct Data Access Report	$3,000	$750 MRC
IPSec Connectivity	$600	$56.25 MRC
Technical Service Manager	N/A	$3,187.50 MRC
Professional Services on Demand	$85 per 15 minutes	N/A
Custom Project Fee	$340 per hour	N/A

* Outbound LD Voice Service. Customer will pay a monthly recurring charge ("MRC") based on the number of Ordered Agents as set forth in the table below:

Number of Ordered Agents	Outbound LD Voice MRC
0 to 49	$140.00
50 to 99	$275.00
100 to 149	$415.00
150 to 199	$550.00
200 +	$685.00

Definitions:

Candidate – a job applicant who is assessed within the Hiring solution. A single candidate may apply, without additional charge, for multiple positions that are available within the Hiring solution.

Concurrent User – a measurement of end users who simultaneously log into the Virtual Contact Center application Agent interface during the billing interval. The user may or may not be assigned "monitor", "whisper coach", and/or "barge" agent permissions.

Configured User – any Individual User (regardless of role or permissions) who has access to the Service with an active account. An Individual User is considered a "Configured Individual User" whether or not he/she logged in during the billing interval but only for so long as he/she has an active account.

Ordered Agent Individual Users – the number of Individual Users (regardless of role or permission) to be created within Virtual Contact Center upon implementation by the Virtual Contact Center Implementation team.

Unique Logged In Agent – an Individual User who logs into the Virtual Contact Center Agent interface at least one time during the billing interval **and** is **not** assigned "monitor", "whisper coach", and/or "barge" agent permissions.

Unique Logged In Supervisor – an Individual User who logs into the Virtual Contact Center Agent interface at least one time during the billing interval **and is** assigned "monitor", "whisper coach", and/or "barge" agent permissions.

NOTES:		
Taxes - For any Eligible Entities that are not exempt by law from applicable tax(es), such applicable taxes shall be required		
Services available where suitable facilities exist.		
Except as otherwise agreed by Verizon in its proposal, all applicable governmental or regulatory surcharges set for in Verizon Tariffs or Verizon's Service Publication and Guide ("Guide") shall be billed and paid.		

Hosted Interactive Voice Response - Enhanced Call Routing (ECR) Advanced

Please indicate Option: Option 3

Type	ECR Advanced
Term	MTM

Custom Pricing Summary	Price	Unit of Measure
Platform Pricing	$0.0600	Price Per Minute

ECR Features (charged per call)	Price	Units
Menu Routing	$0.0600	Price Per Call
Message Announcement	$0.0600	Price Per Call
Standard Database Routing	N/A	Price Per Call
Database Routing (Standard, Network & Host Connect)	$0.0700	Price Per Call
Busy/No Answer Rerouting	$0.0100	Price Per Call
Announced Connect	$0.0100	Price Per Call
Caller Takeback/Giveback	$0.0500	Price Per Use
TNT (Includes Caller Takeback)	$0.0500	Price Per Use
Automated Speech Recognition	$0.1200	Price Per Call
Full SIP Transfer	N/A	Price Per Call
Caller Survey	$0.0600	Price Per Call

Monthly Recurring Costs	Price	Unit of Measure
ECR / IP IVR Application	$250.0000	Per Application
ECR / IP IVR with Survey	$250.0000	Per Application
ECR / IP IVR Remote Audio Update	$100.0000	Per Application
Network Database	$500.0000	Per Application
Host Connect Feature Charge	$500.0000	Per Application
Admin Application for DTMF Updates	N/A	Per Application
ECR Daily CCR	$750.0000	Per Application
ECR Weekly CCR	$300.0000	Per Application
ECR Monthly CCR	$150.0000	Per Application

Non-Recurring Costs	Price	Units
New ECR Application (Installation)	$1,000.00	Per Application
Assistance with Database(s) Creation	$200.00	Per Hour
Assistance with Database(s) Change	$200.00	Per Hour
Assistance with ECR / IP IVR Change	$200.00	Per Hour
Remote Audio Update Install	$100.00	Per Install
Standard Database Change	$200.00	N/A
Foreign Language Recording	$150.00	Per Language
ECR/IVR Call Flow Logic or Audio change	$200.00	Per Hour

Host Connect New Development	$200.00	Per Hour
Host Connect Application Change	$200.00	Per Hour
Advanced Speech Development	$200.00	Per Hour
Advanced Speech Application Change	$200.00	Per Hour

IP Enabled Contact Center Services (IP Toll Free and IP IVR)

Please indicate Option: Option 3

Type	ECR Advanced
Term	MTM Month

Custom Pricing Summary	*Price*	*Unit of Measure*
Platform Pricing	$0.0600	Price Per Minute

ECR Features (charged per call)	*Price*	*Units*
Menu Routing	$0.0600	Price Per Call
Message Announcement	$0.0600	Price Per Call
Standard Database Routing	N/A	Price Per Call
Database Routing (Standard, Network & Host Connect)	$0.0700	Price Per Call
Busy/No Answer Rerouting	$0.0100	Price Per Call
Announced Connect	$0.0100	Price Per Call
Caller Takeback/Giveback	$0.0500	Price Per Use
TNT (Includes Caller Takeback)	$0.0500	Price Per Use
Automated Speech Recognition	$0.1200	Price Per Call
Full SIP Transfer	N/A	Price Per Call
Caller Survey	$0.0600	Price Per Call

Monthly Recurring Costs	*Price*	*Units*
ECR / IP IVR Application	$250.0000	Per Application
ECR / IP IVR with Survey	$250.0000	Per Application
ECR / IP IVR Remote Audio Update	$100.0000	Per Application
Network Database	$500.0000	Per Application
Host Connect Feature Charge	$500.0000	Per Application
Admin Application for DTMF Updates	N/A	Per Application
ECR Daily CCR	$750.0000	Per Application
ECR Weekly CCR	$300.0000	Per Application
ECR Monthly CCR	$150.0000	Per Application

Non-Recurring Costs	*Price*	*Units*
New ECR Application (Installation)	$1,000.00	Per Application
Assistance with Database(s) Creation	$200.00	Per Hour
Assistance with Database(s) Change	$200.00	Per Hour

Assistance with ECR / IP IVR Change	$200.00	Per Hour
Remote Audio Update Install	$100.00	Per Install
Standard Database Change	$200.00	N/A
Foreign Language Recording	$150.00	Per Language
ECR/IVR Call Flow Logic or Audio change	$200.00	Per Hour
Host Connect New Development	$200.00	Per Hour
Host Connect Application Change	$200.00	Per Hour
Advanced Speech Development	$200.00	Per Hour
Advanced Speech Application Change	$200.00	Per Hour

Intelligent Contract Routing - Integration (ICR - I)

Please indicate Option: Option 3

.

Type	ICR-I
Term	MTM

Custom Pricing Summary	*Price*	*Unit of Measure*

ICR - I	*Price*	*Units*
Installation Service Fee	$10,000.00	Per Install
ICR-I Monthly Recurring Charge	$0.00	Per Charge
ICR-I Per Call Charge	$0.0500	Per Call

ICR-I Intelligent Network Queuing	*Price*	*Units*
Applications Installation Charge	$1,000.00	Per Application
Monthly Recurring Charge	$250.00	Per Application
Per-Minute Usage Charge	$0.0300	Per Minute

ICR - I Network Transfer Rate	$0.0600	Per Transfer

Hosted Interactive Voice Response - Speech Services

Please indicate Option: Option 3

Term	MTM

Custom Pricing Summary	*Price*	*Unit of Measure*

Speech Services	*Price*	*Units*
Monthly Minimum	$10,000	Per Application
Application Development Fee	$200.00	Per Hour
Transaction	$0.25	Per Transaction

Professional Services Fees	*Price*	*Units*
Pre-Implementation Professional Services Fee	$200.00	Per Hour
Post-Implementation Professional Services Fee	$200.00	Per Hour

Audio Recording Fees
English:
Basic Services: First hour - $700. Additional hours - $275 per Hour
Specialized Services (includes English, Spanish, Italian, French, and Canadian French: First hour - $1,475. Additional hours - $350 per Hour

Foreign Languages:
Basic Services: First hour - $975. Additional hours - $400 per Hour
Specialized Services: First hour - $1,725. Additional hours - $600 per Hour

Translation:
$0.55/word

Hosted Interactive Voice Response - Enhanced Call Routing (ECR) IP IVR Advanced

Please indicate Option: Option 3

Type	IP IVR Advanced
Term	MTM

Custom Pricing Summary	Price	Unit of Measure
Platform Pricing	$0.0600	Price Per Minute

ECR Features (charged per call)	Price	Units
Menu Routing	$0.0600	Price Per Call
Message Announcement	$0.0600	Price Per Call
Standard Database Routing	N/A	Price Per Call
Database Routing (Standard, Network & Host Connect)	$0.0700	Price Per Call
Busy/No Answer Rerouting	$0.0100	Price Per Call
Announced Connect	$0.0100	Price Per Call
Caller Takeback/Giveback	$0.0500	Price Per Use
TNT (Includes Caller Takeback)	$0.0500	Price Per Use
Automated Speech Recognition	N/A	Price Per Call
Full SIP Transfer	$0.0500	Price Per Call
Caller Survey	N/A	Price Per Call

Monthly Recurring Costs	Price	Unit of Measure
ECR / IP IVR Application	$250.0000	Per Application
ECR / IP IVR with Survey	$250.0000	Per Application
ECR / IP IVR Remote Audio Update	$100.0000	Per Application
Network Database	$500.0000	Per Application
Host Connect Feature Charge	$500.0000	Per Application
Admin Application for DTMF Updates	$250.0000	Per Application
ECR Daily CCR	$750.0000	Per Application
ECR Weekly CCR	$300.0000	Per Application
ECR Monthly CCR	$150.0000	Per Application

Non-Recurring Costs	Price	Units
New ECR Application (Installation)	$1,000.00	Per Application
Assistance with Database(s) Creation	$200.00	Per Hour
Assistance with Database(s) Change	$200.00	Per Hour
Assistance with ECR / IP IVR Change	$200.00	Per Hour
Remote Audio Update Install	$100.00	Per Install
Standard Database Change	$200.00	N/A
Foreign Language Recording	$150.00	Per Language
ECR/IVR Call Flow Logic or Audio change	$200.00	Per Hour
Host Connect New Development	N/A	Per Hour
Host Connect Application Change	N/A	Per Hour
Advanced Speech Development	N/A	Per Hour
Advanced Speech Application Change	N/A	Per Hour

IP Enabled Contact Center Services (IP Toll Free and IP IVR)

Please indicate Option: Option 3

Type	IP IVR Advanced
Term	MTM

Custom Pricing Summary	Price	Unit of Measure
Platform Pricing	$0.0600	Price Per Minute

ECR Features (charged per call)	Price	Units
Menu Routing	$0.0600	Price Per Call
Message Announcement	$0.0600	Price Per Call
Standard Database Routing	N/A	Price Per Call
Database Routing (Standard, Network & Host Connect)	$0.0700	Price Per Call
Busy/No Answer Rerouting	$0.0100	Price Per Call
Announced Connect	$0.0100	Price Per Call
Caller Takeback/Giveback	$0.0500	Price Per Use
TNT (Includes Caller Takeback)	$0.0500	Price Per Use
Automated Speech Recognition	N/A	Price Per Call
Full SIP Transfer	$0.0500	Price Per Call
Caller Survey	N/A	Price Per Call

Monthly Recurring Costs	Price	Units
ECR / IP IVR Application	$250.0000	Per Application
ECR / IP IVR with Survey	$250.0000	Per Application
ECR / IP IVR Remote Audio Update	$100.0000	Per Application
Network Database	$500.0000	Per Application
Host Connect Feature Charge	$500.0000	Per Application
Admin Application for DTMF Updates	$250.0000	Per Application
ECR Daily CCR	$750.0000	Per Application

ECR Weekly CCR	$300.0000	Per Application
ECR Monthly CCR	$150.0000	Per Application

Non-Recurring Costs	Price	Units
New ECR Application (Installation)	$1,000.00	Per Application
Assistance with Database(s) Creation	$200.00	Per Hour
Assistance with Database(s) Change	$200.00	Per Hour
Assistance with ECR / IP IVR Change	$200.00	Per Hour
Remote Audio Update Install	$100.00	Per Install
Standard Database Change	$200.00	N/A
Foreign Language Recording	$150.00	Per Language
ECR/IVR Call Flow Logic or Audio change	$200.00	Per Hour
Host Connect New Development	N/A	Per Hour
Host Connect Application Change	N/A	Per Hour
Advanced Speech Development	N/A	Per Hour
Advanced Speech Application Change	N/A	Per Hour

Intelligent Contract Routing - Integration (ICR - I)

Please indicate Option: Option 3

Type	ICR-I
Term	MTM

Custom Pricing Summary	Price	Unit of Measure

ICR - I	Price	Units
Installation Service Fee	$10,000.00	Per Install
ICR-I Monthly Recurring Charge	$0.00	Per Charge
ICR-I Per Call Charge	$0.0500	Per Call

ICR-I Intelligent Network Queuing	Price	Units
Applications Installation Charge	$1,000.00	Per Application
Monthly Recurring Charge	$250.00	Per Application
Per-Minute Usage Charge	$0.0300	Per Minute

ICR - I Network Transfer Rate	$0.0600	Per Transfer

Hosted Interactive Voice Response - Speech Services

Please indicate Option: Option 3

Term	MTM

Custom Pricing Summary	Price	Unit of Measure

Speech Services	Price	Units
Monthly Minimum	$10,000	Per Application
Application Development Fee	$200.00	Per Hour
Transaction	$0.25	Per Transaction

Professional Services Fees	Price	Units
Pre-Implementation Professional Services Fee	$200.00	Per Hour
Post-Implementation Professional Services Fee	$200.00	Per Hour

Audio Recording Fees
English:
Basic Services: First hour - $700. Additional hours - $275 per Hour
Specialized Services (includes English, Spanish, Italian, French, and Canadian French: First hour - $1,475. Additional hours - $350 per Hour

Foreign Languages:
Basic Services: First hour - $975. Additional hours - $400 per Hour
Specialized Services: First hour - $1,725. Additional hours - $600 per Hour

Translation:
$0.55/word

Fee-Based Verizon Enterprise Center Applications (For U.S.-Billed Services Only)

There is a monthly recurring fee by user ID per application for the following applications:

Verizon Enterprise Center Application	Monthly Recurring Fee Per User ID (except where noted below)

Event Monitor / Reporting Center	• Frame Relay Package
	   o Basic: $100
	   o Premium: $125
	• ATM Package: $125
	• FRASI Package: $125
	• Private IP Package*: $125
	• Private IP Layer 2 VPN Package: $125
	• Long Distance Voice Package: $100
	
	*New orders for the Private IP Package are no longer being accepted.

Network Manager for Options 2 or 3 and Stand-Alone	$350**
Outbound Network Manager	$350
Toll Free Network Manager Option 1 (Web NMS)	$250
Traffic Monitor	$350
Traffic Reporting	$175
Speech Reports in Traffic Reporting	No Fee

	Note: There is no charge for ordering Speech reports in Traffic Reporting. However, if a Speech customer wants access to the 40 standard Traffic Reporting reports, they will need to order Traffic Reporting and incur the $175 Traffic Reporting monthly recurring fee.
Network IVR Reports in Traffic Reporting	No Fee **Note:** There is no charge for ordering Network IVR reports in Traffic Reporting. However, if a Network IVR customer wants access to the standard Inbound Traffic Reporting reports, they will need to order Traffic Reporting and incur the $175 Traffic Reporting monthly recurring fee.
Traffic Reporting Option 1 (Web NMS)	$150

**All changes which are performed by the customer against features within the Combined Routing Feature Package will NOT incur change charges for toll free feature routing changes. All other toll free features charges outside of the package will be applicable.. Please refer to the Toll Free Features and Benefits section for more information regarding specific feature pricing.

Note: While there are no non-recurring charges associated with the above applications, the monthly recurring charges will appear under the non-recurring column of the customer's invoice.