<table>
<thead>
<tr>
<th>Services</th>
<th>FY20 Rate for TAMU-CC Users</th>
<th>FY20 Rate for Tenant Users</th>
<th>Brief Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Expense for Customer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone Service</td>
<td></td>
<td></td>
<td>Service Line 1</td>
</tr>
</tbody>
</table>
|                                     | $ 30.21                     | $ 34.74                   | Includes:  
- Cabling, connectors and other equipment to operate and maintain voice services  
- One university owned IP phone  
- Cisco Jabber, long distance, unified voicemail  
- Analog services limited to fax, modem, TTY, elevator, credit card terminals and special needs health applications  
- Purchase of a university approved Cisco key expansion module for Cisco telephones 8851 if needed  
- Purchase of one new data cable, connectors, wall faceplate and certification. Applies to new equipment installations only. Cable length not to exceed 90 meters per cable. Some restrictions or special ITMR project pricing may apply.  
All aforementioned does not include any labor associated with installation nor initial setup  

Call Center License                 |                             |                           | Service Line 2                                                                                                                                                    |
|                                     | $ 46.31                     | $ 53.26                   | Use of Cisco Unified Contact Center Express Agent/Supervisor and Historical Reporting by request

Telephone Workorders Billable Labor* |                             |                           | Service Line 3                                                                                                                                                    |
|                                     | $ 60.77                     | $ 69.89                   | Labor for technical and software administrative services related to workorders requested by customers

Construction Administration Billable Labor* |                             |                           | Service Line 6                                                                                                                                                    |
|                                     | $ 75.21                     | $ 86.49                   | Labor for evaluation of end-user requirements, design development and specifications, negotiation of bill of materials, defined scope of work, inspection, project closeout and documentation

* - Some restriction or special ITMR project pricing may apply.