

Overview

Consolidated Agencies – Executive Branch Bundles

Telephone services include bundles to provide business quality voice communications and a varied set of related features and capabilities. Services are billed monthly per configured telephone device / number. Service bundles generally include:

- A unique telephone number, voicemail, and support of a standard telephone handset
- Long distance calling (outbound only)
 - Toll-free inbound long distance is additional, as are other usage-based services - see Separate Services section.
- Activation charges
 - Exceptions apply on an individual basis
- Telecom coordination operational support
- Telephones - see Phones in Executive Branch section.

Non-Consolidated Agencies / Organizations

- Services and billing continue as in previous fiscal years, but with FY18 rates. Some billing codes have been eliminated or combined.

Rate Schedule Published

- See <https://mn.gov/mnit/services/rate-schedule.jsp>

Contracted Voice Install Charge

- Contracted Voice installation and “other charges and credits (OCC)” are billed – no change from previous years.

Phones in Executive Branch Bundles

- MNIT phone replacement covers:
 - break/fix
 - phone upgrades as required for MNIT upgrades
- MNIT determines the phone model provided.
- Telephones for new implementation projects should be budgeted by the agency as part of the project.
- Moves – adds – changes – MNIT will manage inventory.
- Exclusions apply – see Separate Services section.

Considerations for Executive Branch Agencies:

- **Billing: All services are billed at monthly intervals.** See the tables in this document for more details.
- **What services should we buy?** MNIT telecom coordinators will help agency partners determine the services and features needed based on business needs. *Note that current small office multi-line phones are being replaced with enterprise IP Telephony services where possible or applicable.*
- **How is long distance usage billed?** All usage charges for state, national, Canadian and international long distance, and services such as 411 directory assistance, are included in MNIT's Telephone Service bundled rates. The annual usage costs for all state phones are averaged into the monthly rates of the service. Agency partners are responsible for the appropriate use of these usage-based services by employees.

Services and Rates – Executive Branch Bundles

Contracted Services from Telephone Companies

Service Name	Description	Metric	Rate
Telephone - Basic Line TEL-BASIC	Telephone for specialized monitoring, faxing or equipment support purposes (no handset).	Line	\$ 24.20
Telephone - Business Line TEL-BUSINESS	Phone service from a telephone company, can include Centrex from telcos other than CenturyLink on an individual case basis.	Line	\$ 52.80
Telephone - Centrex Line TEL-CENTREX	Applies to CenturyLink (Legacy Qwest/US West) Centrex and certain independent telco Centrexes.	Line	\$ 35.70
Telephone - Small Office Multi Line TEL-MULTILINE	An on-premise telephone system connected to telephone company trunk lines to support a small office.	Line	\$ 24.00

MNIT Enterprise Voice over Internet Protocol (VoIP)

Service Name	Description	Metric	Rate
Telephone - IP Telephone TEL-IPT	Standard office IP telephone	Line	\$ 22.34
Telephone - Contact Center Agent TEL-AGENT	A standard office IP telephone with a suite of contact center agent computer applications to support their work. Note: For add-ons, see Not Part of Bundles below.	Station Count	\$ 90.80
Telephone - Contact Center Supervisor TEL-SUPV	This service adds an additional set of capabilities for contact center supervisors to manage their team of agents. Note: For add-ons, see Not Part of Bundles below.	Station Count	\$ 164.00

Separate Services (Not Part of Bundles)

- MNIT professional hours
- One-time vendor and provisioning costs for new projects / upgrades
- Specialized phone equipment for VoIP and Contracted Voice bundles (examples include, but aren't limited to, cordless phones, conference room speaker phones, headsets)
- Specialized contact center services, including, but not limited to: interactive voice response (IVR) applications (CVP port call processing capacity); advanced contact center tools (call recording, web cobrowsing, web chat, email management, workforce management services), one-time charges for InformaCast configuration, and off-net / overflow connections
- Call Handlers in voicemail
- Specialized contact center reporting
- Over-the-phone interpretation (OPI) and other language interpretation services
- WebEx and audio conference services
- Inbound long distance toll-free service is billed on a per minute basis
- Mobile services and phones are available directly from providers on state contract

Professional Services - Voice

These services are billed in WAN and require service authorizations (not COSWeb orders):

Service Name	Metric	Rate
7570D – IP Professional Services (VoIP)	Hour	\$123.00
TEL-PS-ADV – Telephone – Professional Services – Advanced (Contracted Voice)	Hour	\$ 95.70

Questions

Send an email to [Voice Services email box](#)