



Telecommunications Bulletin

Customer Service Center (CSC)

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Audio & Web Conferencing - Reduced Rates = Cost Savings

As a result of successful negotiations, the Department of Central Management Services is pleased to announce new rates in specific service areas that will result in significant costs savings to your agency. March billing (soon to be distributed in April) will reflect the following rate reductions.*

Audio & Web Conferencing	Former Rate	New Rate
Audio:		
Per minute/per participant	\$ 0.08	\$ 0.03
Operator Facilitation - per minute/per participant	\$ 0.12	\$ 0.11
Operator Dial-Out - per minute/per participant	\$ 0.24	\$ 0.21
CD ROM - per 60 minute DC	\$77.00	\$60.50
Waive File - per 60 minute file	\$60.50	\$55.50
Digital Tape Replay - per minute	\$ 0.44	\$ 0.25
Web-Ex:		
Per port used +	\$ 0.21	\$ 0.14
Per minute/per participant	\$ 0.08	\$ 0.03

*Note: Rates are rounded up for ease in estimating costs. Agency bills include fractional charges.
All rates subject to applicable taxes and fees.

While many hosts do not use additional features and services, we anticipate that all agencies will still experience significant cost savings. The standard, per-minute rate for audio conferencing has dropped \$0.05 per minute!

Example: Host + 19 additional participants x a 30 minute monthly call = \$ 360.00 in annual cost savings.

If you have questions regarding audio or web conferencing services rates, please do not hesitate to contact Vernon Burchett at vernon.burchett@illinois.gov or by phone at 217-785-9033.