
State of West Virginia

**State of WV for Managed and Hosted Voice Services
CRFP 0212 SWC1900000001 – Cost Proposal**

***This proposal supersedes the original dated 11/21/2018.**

November 27, 2018

Presented by:

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REQUEST FOR PROPOSAL (CRFP 0212 SWC1900000001)

Attachment A: Cost Sheet

Cost sheet begins on next page.

ATTACHMENT_A Cost Sheets (Revised 11-16-2018)

CRFQ 0212 SWC190000001

Hosted Voice Services

4.2.1.1.1) Managed Voice Services - Support of State's Legacy IP Environment	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Management and Support of Legacy IPT Environment, per end user	\$ 8.25	10000		\$ 82,500.00	\$ 990,000.00

4.2.1.1.3.1) Hosted Voice Services Packages	Cost Per Month Standard Security	Total Users	Cost Per Month High Security	Total Users	Total Monthly Cost	Total One Year Cost
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Analog Line Package, per end user	\$ 6.00	250	\$ 6.00	250	\$ 3,000.00	\$ 36,000.00
Basic Package (Call control features), per end user	\$ 6.49	500	\$ 6.49	500	\$ 6,490.00	\$ 77,880.00
Enhanced Package (Basic Package plus Voice Mail), per end user	\$ 7.99	3750	\$ 7.99	3750	\$ 59,925.00	\$ 719,100.00
Premium Package (Enhanced Package plus Extension Mobility), per end user	\$ 11.49	500	\$ 11.49	500	\$ 11,490.00	\$ 137,880.00
Universal Service Fund Fee at Current Tariffed Rate	\$ 1.04	5000	\$ 1.04	5000	\$ 10,400.00	\$ 124,800.00
Total - Analog, Basic, Enhanced, Premium						\$ 1,095,660.00

4.2.1.1.3.2) Phone Leasing/Month	Cost Per Month	Total Phone Count		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Softphone Package	\$ 1.00	250		\$ 250.00	\$ 3,000.00
2-Line Phone	\$ 1.95	7200		\$ 14,040.00	\$ 168,480.00
5-Line Phone with sidcar capabilities	\$ 3.15	1000		\$ 3,150.00	\$ 37,800.00
Conference Phone	\$ 13.95	1000		\$ 13,950.00	\$ 167,400.00
Wireless Phone	\$ 2.75	500		\$ 1,375.00	\$ 16,500.00
ADA-Compliant Phone	\$ 3.15	50		\$ 157.50	\$ 1,890.00
Total - Softphone, 2-Line, 5-Line, Conference, Wireless, ADA-Compliant					\$ 395,070.00

4.2.1.1.3.20) Bridge Operator Console	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Standard	35	15		\$ 525.00	\$ 6,300.00
Advanced	35	1		\$ 35.00	\$ 420.00
Total - Bridge Operator Console					\$ 6,720.00

4.2.1.1.3.7) Small Site Option Utilizing Public Networking	Cost Per Month	Total Users		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Small Site Option, per end user	22	100		\$ 2,200.00	\$ 26,400.00

4.2.1.1.3.19) Paging Service	Cost Per Month	Total Sites		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Paging Service, per site	14	50		\$ 700.00	\$ 8,400.00

4.2.1.1.3.10) International Calling	Cost Per Minute	Total Minutes		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Canada	0.03	100		\$ 3.00	\$ 36.00
Mexico	0.09	100		\$ 9.00	\$ 108.00
Jamaica	0.28	100		\$ 28.00	\$ 336.00
Total - International Calls				\$ 480.00	

4.2.1.1.3.15) Simultaneous Calls (including unlimited local and long distance)	Cost Per Month	Total Call Count		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
G.711 (Non-compressed)	\$ 0.00	500		\$ 0.00	\$ 0.01
G.729 (Compressed)	\$ 0.00	1500		\$ 0.00	\$ 0.02
Additional Simultaneous Calls G.711	\$ 0.00	100		\$ 0.00	\$ 0.00
Additional Simultaneous Calls G.729	\$ 0.00	100		\$ 0.00	\$ 0.00
Block of 20 DIDs	\$ 4.00	100		\$ 400.00	\$ 4,800.00
Total - Simultaneous Calls and DIDs				\$ 4,800.03	

4.2.1.1.3.6) MPLS Connectivity to the Vendor's Hosted Solution (including any associated charges)	One-Time Cost	Total Monthly Cost	Total One Year Cost
	(A)	(B)	(C=A+[B*12])
100Mbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
200Mbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
300Mbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
400Mbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
500Mbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
600Mbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
700Mbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
800Mbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
900Mbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
1Gbps with 75% QOS	\$ 0.00	\$ 0.00	\$ 0.00
			\$ 0.00

4.2.1.1.4) Hosted Contact Center Services	Cost Per Month Standard Security	Total Users Standard	Cost Per Month High Security	Total Users High	Total Monthly Cost Standard and High Security	Total One Year Cost
	(A)	(B)	(C)	(D)	(E=A*B+C*D)	(F=E*12)
Agent	\$ 19.99	240	\$ 19.99	240	\$ 9,595.20	\$ 115,142.40
Supervisor	\$ 29.99	10	\$ 29.99	10	\$ 599.80	\$ 7,197.60
Total - Agents and Supervisors					\$ 122,340.00	

ATTACHMENT_A Cost Sheets (Revised 11-16-2018)		CRFQ 0212 SWC190000001		Hosted Voice Services		
		Total Sites Standard	One-Time Cost Per Site	Total Sites High	One-Time Cost Per Site	Total One-Time Costs
		(A)	(B)	(C)	(D)	(E=A*B+C*D)
Initial Implementation Services, One-Time Cost per site		10	\$ 0.00	10	\$ 0.00	\$ 0.00

4.2.1.1.3.21. 4.2.1.1.4.4) Storage for Call Recordings per GB/month	Cost Per GB/month	Total Storage		Total Monthly Cost	Total One Year Cost
	(A)	(B)		(C=A*B)	(D=C*12)
Storage for Call Recordings per GB/month	\$ 0.00	100		\$ 0.00	\$ 0.00

C) Professional Services Fees			
Custom Implementation Services and Fees			
NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-			
	\$/hr	Hours	Total
4.2.1.1.3.21, 4.2.1.1.4.4) Call Recording			
Position: Network Engineer	\$0.00	20	\$ 0.00
Position: Telephony Engineer	\$0.00	20	\$ 0.00
Position: Storage Engineer	\$0.00	20	\$ 0.00
Position: Trainer	\$0.00	8	\$ 0.00
4.2.1.1.3.19) Paging Integration			
Position: Project Manager	\$0.00	10	\$ 0.00
Position: Network Engineer	\$0.00	15	\$ 0.00
Position: Telephony Engineer	\$0.00	15	\$ 0.00
4.2.1.1.3.20) Operator Console Implementation			
Position: Project Manager	\$ 0.00	8	\$ 0.00
Position: Telephony Engineer	\$ 0.00	16	\$ 0.00
Position: Network Engineer	\$ 0.00	8	\$ 0.00
Position: Trainer	\$ 0.00	8	\$ 0.00
4.2.1.1.4.1) Integration to Agency-Specific Contact Center Applications			
Position: Project Manager	\$ 175.00	50	\$ 8,750.00
Position: Telephony Engineer	\$ 160.00	120	\$ 19,200.00
Position: Network Engineer	\$ 160.00	120	\$ 19,200.00
4.2.1.1.3.3) SRST Provisioning of Additional Lines			
Position: Telephony Engineer	\$ 160.00	40	\$ 6,400.00
Position: Project Manager	\$ 175.00	8	\$ 1,400.00
4.2.1.3.10) Training Services for Hosted Voice Services			
Position: Trainer for Hosted Voice Services	\$ 150.00	100	\$ 15,000.00
4.2.1.3.11) Training Services for Hosted Contact Center			
Position: Trainer for Hosted Contact Center	\$ 150.00	10	\$ 1,500.00
Professional Services Total			\$ 69,950.00

D. Total One Year Cost			
4.2.1.1.1) Managed Voice - Support of State's Legacy IP Environment			\$ 990,000.00
4.2.1.1.3.1) Hosted Voice Services Packages			\$ 1,095,660.00
4.2.1.1.3.2) Phone Leasing/Month			\$ 395,070.00
4.2.1.1.3.20) Bridge Operator Console			\$ 6,720.00
4.2.1.1.3.7) Small Site Option			\$ 26,400.00
4.2.1.1.3.19) Paging Service			\$ 8,400.00
4.2.1.1.3.11) International Calling			\$ 480.00
4.2.1.1.3.15) Simultaneous Calls			\$ 4,800.03
4.2.1.1.3.6) MPLS Connection to Hosted Environment			\$ 0.00
4.2.1.1.4) Hosted Contact Center Services			\$ 122,340.00
4.2.1.1.3.21, 4.2.1.1.4.4) Storage for Call Recordings			\$ 0.00
Professional Services			\$ 69,950.00
D. Total Evaluation Cost = (Total One Year Costs + Total One-Time Costs)			\$ 2,719,820.03

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the Agency's discretion.

Cost Narrative

Cost Narrative applying to CRFP SWC1900000001 Attachment_A Cost Sheet - Revised 11-15-2018

4.2.1.1.3.1 Hosted Voice Services Packages:

- Lumos is offering the State of West Virginia two security packages (Standard and High Security) and the cost per user will be the same for each.
- “Universal Service Fund Fee”. This is a fee that changes quarterly from the federal government. The current USF fee is 20.1% and is only applied to the Safe Harbor Indirect Rate 64.9% of selected seat cost. The estimated USF fee for each package is as follows , applying this formula (Seat Package MRC x 0.649 x 0.201 / # of seats):
 - Analog Line Package = \$0.78
 - Basic Package = \$0.85
 - Enhanced Package = \$1.04
 - Premium Package = \$1.50

Lumos will be applying the average USF fee of \$1.04

4.2.1.1.3.15 Simultaneous Calls:

- Cost per month intentionally left at \$0.00. Lumos does not apply a premium for additional simultaneous calls. We lead with G.722, second option is PCMU G.711 and lastly G.729.

4.2.1.1.3.6 MPLS Connectivity:

- Lumos will be providing the access service as an inclusive at no additional cost. To include no MRC /NRC.

4.2.1.1.4 Hosted Contact Center Services:

- Lumos is offering the State of West Virginia two security packages (Standard and High Security) and the cost per user will be the same for each.

4.2.1.3.10 Initial Implementation Services:

- Lumos includes in the cost of our implementation services at no additional cost.

4.2.1.1.3.21...4.2.1.1.4.4 Storage for Call Recordings:

- Lumos does not include a service charge for storage. We do provide the call recording feature at a monthly recurring cost of \$11.00 per user. Lumos retains the call recordings for a 90 Day period. The calls can be downloaded and retained indefinitely by the State of West Virginia.

4.2.1.1.3.21...4.2.1.1.4.4 Professional Services for Call Recording:

- The professional services for the Call recording are inclusive in the cost per seat, per month.

4.2.1.1.3.3 Provisioning Additional Users:

- Lumos does not charge for any professional services in the provisioning and distribution of new Hosted Seats/Phones. The pricing in this field is in reference to the addition of phone-seats to the existing Cisco system.

4.2.1.2.11 Training Services for Hosted Contact Center:

- For the State of West Virginia's knowledge, we have noticed that cell D113 does not calculate into cell D114.

Appendix

Equipment List – Phones and Devices

Additional Phone Equipment List							
Manufacturer	Model	Device Type	Maximum # of Lines	Network Pass-through Port Speed	PoE	36M Lease Price (MRC)	Maintenance Price (MRC)
Cisco	MPP 6851	Desk phone	6	10/100/1000	Yes	\$ 1.95	\$ 1.00
Cisco	MPP 8851	Desk phone	12	10/100/1000	Yes	\$ 4.45	\$ 2.00
Polycom	VVX411	Desk phone	12	10/100/1000	Yes	\$ 8.71	\$ 1.90
Polycom	VVX301	Desk phone	12	10/100/1000	Yes	\$ 9.40	\$ 1.90
Polycom	IP7000	Conference phone	1	10/100/1000	Yes	\$ 35.48	\$ 6.06
Yealink	T46S	Desk phone	10	10/100/1000	Yes	\$ 3.15	\$ 1.90
Yealink	T48S	Desk phone	16	10/100/1000	Yes	\$ 8.17	\$ 8.17
Yealink	CP960	Conference Phone	1	10/100/1000	Yes	\$ 13.95	\$ 1.50
Yealink	W56P	Cordless Phone w/ Base	3	N/A	Yes	\$ 4.75	\$ 2.50
Yealink	W56H	Cordless Phone	3	N/A	Yes	\$ 2.75	\$ 2.00
Additional Device List							
Manufacturer	Model	Device Type	Maximum # of Lines	Network Pass-through Port Speed	PoE	36M Lease Price (MRC)	Maintenance Price (MRC)
Algo	Paging Adapter	SIP Device	-	N/A	Yes	\$ 15.00	\$ 2.25
Cisco	KEM 8800 Series	Accessory		N/A	Yes	\$ 1.81	\$ 1.20
Cisco	IP KEM 8800 Series	Accessory		N/A	Yes	\$ 3.82	\$ 1.90
Yealink	RT20 DECT Repeater	Accessory	-	N/A	Yes	\$ 4.41	\$ 3.00
Polycom	VVX Exp Module	Accessory	28	10/100/1001	Yes	\$ 9.40	\$ 1.70
Yealink	EXP40	Accessory	40	N/A	Yes	\$ 4.27	\$ 1.00

Identifies the phones included on Attachment A Cost Sheet

Optional Services Available

Optional Services List				
Manufacturer	Model	Device Type	MRC	NRC
Local Line	Flat Rate Business Line (1FB)	Copper Line (POTS)	\$ 69.00	\$ -
Feature	Auto Attendant	Includes DID w/ multiple sub menus	\$ 12.00	\$ -
Feature	Virtual Number	Dedicated Number with No Device	\$ 4.00	\$ -
Feature	Standalone VM Box	Single Voicemail Box w/ DID	\$ 3.00	\$ -
Feature	Call Recording	Per Line	\$ 11.00	\$ -
Feature	Fax Messaging	Fax to email .pdf format	\$ 4.00	\$ -
Feature	Instant Voicemail	Speech to Text (SMS and/or Email)	\$ 2.00	\$ -
Feature	Number of Last Resort	Automation of inbound call failover	\$ 1.00	
Application	Receptionist	Receptionist Client	\$ 35.00	\$ -

IVR				
Hosted IVR	Session	1 Concurrent Call	\$ 189.00	\$ -
Hosted IVR	Professional Services	Per Hour	\$ -	\$ 200.00
Hosted IVR	Waiters	Block of 5 Waiters	\$ 149.00	N/A

Business Elite INTERNATIONAL RATES

updated 5-25-2018

Country	Country Code or *NPA	Intl Landline Rate eff 5/25/18	Intl Cellular Rate eff 5/25/18
AFGHANISTAN	93	\$ 0.4890	\$ 0.3690
ALBANIA	355	\$ 0.2448	\$ 0.2448
ALGERIA	213	\$ 0.2752	\$ 0.2752
AMERICAN SOMOA	684	\$ 0.1632	\$ 0.1632
ANARTICA/Casey	672	\$ 0.3296	\$ 0.3296
ANDORRA	376	\$ 0.3088	\$ 0.3088
ANGOLA	244	\$ 0.2112	\$ 0.2112
ANGUILLA	264	\$ 0.3632	\$ 0.3632
ANTARTICA/SCT	672	\$ 0.3296	\$ 0.3296
ANTIGUA	268	\$ 0.3296	\$ 0.3296
ARGENTINA	54	\$ 0.0450	\$ 0.1648
ARMENIA	374	\$ 0.3312	\$ 0.3312
ARUBA	297	\$ 0.2936	\$ 0.2936
ASCENSION ISLE	247	\$ 0.7808	\$ 0.7808
AUSTRALIA	61	\$ 0.0528	\$ 0.2928
AUSTRALIA TERRITORY	672	\$ 3.1760	\$ 3.1760
AUSTRIA	43	\$ 0.0704	\$ 0.2768
AZERBAIJAN	994	\$ 0.3040	\$ 0.3040
B. VIRGIN ISLAND	284	\$ 0.2864	\$ 0.2864
BAHAMAS	242	\$ 0.1200	\$ 0.2048
BAHRAIN	973	\$ 0.3072	\$ 0.3072
BANGLADESH	88	\$ 0.4640	\$ 0.6752
BARBADOS	246	\$ 0.2100	\$ 0.3056
BELARUS	375	\$ 0.2864	\$ 0.2864
BELGIUM	320	\$ 0.0976	\$ 0.2928
BELIZE	501	\$ 0.4752	\$ 0.4752
BENIN	229	\$ 0.1600	\$ 0.3376
BERMUDA	441	\$ 0.1664	\$ 0.1664
BHUTAN	975	\$ 0.2704	\$ 0.2704
BOLIVIA	591	\$ 0.3456	\$ 0.3648
BOSNIA-HERZ	387	\$ 0.2784	\$ 0.2784
BOTSWANA	267	\$ 0.2144	\$ 0.2144
BOURKINA FASSO	226	\$ 0.3856	\$ 0.3856
BRAZIL	55	\$ 0.1552	\$ 0.2432
BRUNEI	673	\$ 0.1984	\$ 0.2320
BULGARIA	359	\$ 0.2240	\$ 0.3072
BURMA (MYANMAR)	95	\$ 0.6048	\$ 0.6048
BURUNDI	257	\$ 0.2592	\$ 0.2592
CAMBODIA	855	\$ 0.7328	\$ 0.7984
CAMEROON	237	\$ 0.3459	\$ 0.3459
CANADA		\$ 0.0259	\$ 0.0259
CAPE VERDE ISL	238	\$ 0.5248	\$ 0.5248
CAYMAN ISLE	345	\$ 0.2176	\$ 0.2176
CEN. AFR REP	236	\$ 0.3456	\$ 0.3456
CHAD	235	\$ 0.4992	\$ 0.4992
CHILE	56	\$ 0.1168	\$ 0.2864
CHINA	860	\$ 0.1536	\$ 0.1072
CHRISTMAS	672	\$ 0.3296	\$ 0.3296
COCO	672	\$ 0.3296	\$ 0.3296
COLOMBIA	57	\$ 0.1536	\$ 0.2000
CONGO	242	\$ 0.2600	\$ 0.3120
COOK ISLE	682	\$ 5.0000	\$ 5.0000
COSTA RICA	506	\$ 0.1872	\$ 0.1872
CROATIA	385	\$ 0.2128	\$ 0.3264
CUBA	53	\$ 1.0600	\$ 1.5184
CYPRUS	357	\$ 0.1936	\$ 0.4048
CZECH REP	42	\$ 0.1360	\$ 0.2544
DENMARK	45	\$ 0.0768	\$ 0.3168
DIEGO GARCIA	246	\$ 0.6736	\$ 0.6736
DJIBOUTI	253	\$ 0.4944	\$ 0.4944
DOMINICA	767	\$ 0.2000	\$ 0.3504
DOMINICAN REP	809	\$ 0.0900	\$ 0.6976
ECUADOR	593	\$ 0.3536	\$ 0.4544
EGYPT	20	\$ 0.4096	\$ 0.4288
EL SALVADOR	503	\$ 0.2528	\$ 0.2592
EQUI GUINEA	240	\$ 0.3344	\$ 0.3344
ERITREA	291	\$ 0.7568	\$ 0.7568

ESTONIA	372	\$ 0.1552	\$ 0.2208
ETHIOPIA	251	\$ 0.5600	\$ 0.8864
FAEROE ISL	298	\$ 0.1856	\$ 0.1856
FALKLAND ISL	500	\$ 1.4976	\$ 1.4976
FIJI ISLES	679	\$ 0.3632	\$ 0.3632
FINLAND	358	\$ 0.0912	\$ 0.2672
FR ANTILLES	596	\$ 0.1300	\$ 0.9840
FR GUIANA	594	\$ 0.3232	\$ 0.3232
FR POLYNISIA	689	\$ 0.3632	\$ 0.3632
FRANCE	33	\$ 0.0279	\$ 0.2175
GABON	241	\$ 0.2624	\$ 0.2624
GAMBIA	220	\$ 0.3712	\$ 0.3712
GEORGIA	995	\$ 0.1664	\$ 0.1664
GERMANY	49	\$ 0.0279	\$ 0.2800
GHANA	233	\$ 0.1400	\$ 0.3056
GIBRALTAR	350	\$ 0.1520	\$ 0.1520
GMSS / IRIDIUM	881	\$ 9.9472	
GREECE	30	\$ 0.1264	\$ 0.2672
GREENLAND	299	\$ 0.6368	\$ 0.6368
GRENADA	473	\$ 0.1500	\$ 0.3520
GUADELOUPE	590	\$ 0.3424	\$ 0.3424
GUAM	671	\$ 0.2400	\$ 0.2400
GUANTANAMO BAY	539	\$ 1.4736	\$ 1.4736
GUATEMALA	502	\$ 0.3312	\$ 0.3584
GUINEA	224	\$ 0.3120	\$ 0.3120
GUINEA BISSAU	245	\$ 2.7936	\$ 2.7936
GUYANA	592	\$ 0.8016	\$ 0.8016
HAITI	509	\$ 0.2200	\$ 0.6432
HONDURAS	504	\$ 0.5264	\$ 0.5264
HONG KONG	852	\$ 0.0912	\$ 0.1012
HUNGARY	36	\$ 0.1264	\$ 0.2624
ICELAND	354	\$ 0.0736	\$ 0.2832
INDIA	91	\$ 0.1949	\$ 0.2875
INDONESIA	62	\$ 0.1440	\$ 0.2656
INMARSAT (AOR)	871	\$ 7.0912	\$ 7.0912
INMARSAT (IOR)	873	\$ 7.0912	\$ 7.0912
INMARSAT (POR)	872	\$ 7.0912	\$ 7.0912
INMARSAT (WAT)	874	\$ 7.0912	\$ 7.0912
International Carriers	882	\$ 1.6688	
IRAN	98	\$ 0.1750	\$ 0.2660
IRAQ	964	\$ 0.2069	\$ 0.4375
IRELAND	353	\$ 0.0784	\$ 0.3280
ISRAEL	972	\$ 0.0735	\$ 0.1809
ITALY	39	\$ 0.0720	\$ 0.3168
IVORY COAST	225	\$ 0.2912	\$ 0.2912
JAMAICA	876	\$ 0.1100	\$ 0.2832
JAPAN	81	\$ 0.0460	\$ 0.1875
JORDAN	962	\$ 0.3472	\$ 0.3072
KAZAKHSTAN	732	\$ 0.2736	\$ 0.2736
KENYA	254	\$ 0.2625	\$ 0.3504
KIRIBATI	686	\$ 0.8192	\$ 0.8192
KOREA (NORTH)	850	\$ 0.6592	\$ 0.6592
KOREA (SOUTH)	82	\$ 0.0896	\$ 0.1808
KUWAIT	965	\$ 0.1299	\$ 0.1699
KYRGYZSTAN	996	\$ 0.3072	\$ 0.3072
LAOS	856	\$ 0.4736	\$ 0.4736
LATVIA	371	\$ 0.2128	\$ 0.3136
LEBANON	961	\$ 0.1490	\$ 0.2969
LESOTHO	266	\$ 0.2112	\$ 0.2112
LIBERIA	231	\$ 0.3888	\$ 0.3888
LIBYA	218	\$ 0.2752	\$ 0.2752
LIECHTENSTEIN	423	\$ 0.1024	\$ 0.1024
LITHUANIA	370	\$ 0.2704	\$ 0.2704
LUXEMBOURG	352	\$ 0.0816	\$ 0.3088
MACAO	853	\$ 0.2544	\$ 0.2544
MACEDONIA	389	\$ 0.3104	\$ 0.3104
MADAGASCAR	261	\$ 0.3936	\$ 0.9392
MALAWI	265	\$ 0.2288	\$ 0.2288
MALAYSIA	60	\$ 0.0918	\$ 0.5200
MALDIVES	960	\$ 0.5664	\$ 0.5664
MALI	223	\$ 0.4384	\$ 0.4384
MALTA REP	356	\$ 0.1920	\$ 0.3040
MARSHALL ISLE	692	\$ 0.6320	\$ 0.6320

MAURITANIA	222	\$ 0.2944	\$ 0.2944
MAURITIUS	230	\$ 0.4688	\$ 0.4688
MAYOTTE ISLE	269	\$ 0.6368	\$ 0.6368
MEXICO	52	⑩ See Separate Rate Schedule	
MICRONESIA	691	\$ 0.6960	\$ 0.6960
MOLDAVIA	373	\$ 0.2224	\$ 0.2224
MONACO	377	\$ 0.2112	\$ 0.4464
MONGOLIA	976	\$ 0.3808	\$ 0.3808
MONTSERRAT	664	\$ 0.3488	\$ 0.3488
MOROCCO	212	\$ 0.4352	\$ 0.4352
MOZAMBIQUE	258	\$ 0.1800	\$ 0.3264
NAMIBIA	264	\$ 0.2112	\$ 0.2112
NAURU	674	\$ 3.1872	\$ 3.1872
NEPAL	977	\$ 0.3888	\$ 0.9840
NETH ANTILLES	599	\$ 0.2336	\$ 0.2752
NETHERLANDS	31	\$ 0.0800	\$ 0.3488
NEVIS	869	\$ 0.3296	\$ 0.3296
NEW CALEDONIA	687	\$ 0.6208	\$ 0.6208
NEW ZEALAND	64	\$ 0.0960	\$ 0.3488
NICARAGUA	505	\$ 0.3600	\$ 0.3760
NIGER	227	\$ 0.3760	\$ 0.3760
NIGERIA	234	\$ 0.1290	\$ 0.4240
NIUE ISLAND	683	\$ 5.0032	\$ 5.0032
NORWAY	47	\$ 0.0752	\$ 0.2672
OMAN	968	\$ 0.3664	\$ 0.3664
PAKISTAN	92	\$ 0.2590	\$ 0.2590
PALASTINE	970	\$ 0.1490	\$ 0.1490
PALAU	680	\$ 0.7360	\$ 0.7360
PANAMA	507	\$ 0.3200	\$ 0.3728
PAPUA N. GUINEA	675	\$ 0.2880	\$ 0.2880
PARAGUAY	595	\$ 0.3360	\$ 0.4224
PERU	51	\$ 0.2032	\$ 0.4608
PUERTO RICO	787	\$ 0.0942	\$ 0.0942
PHILIPPINES	63	\$ 0.2128	\$ 0.2448
POLAND	48	\$ 0.1296	\$ 0.3984
PORTUGAL	351	\$ 0.0960	\$ 0.3536
QATAR	974	\$ 0.4672	\$ 0.4672
REUNION ISLE	262	\$ 0.2704	\$ 0.2704
ROMANIA	40	\$ 0.2176	\$ 0.2176
RUSSIA	7	\$ 0.1440	\$ 0.1440
RWANDA	250	\$ 0.2960	\$ 0.2960
SAIPAN	670	\$ 1.8000	\$ 1.8000
SAN MARINO	378	\$ 0.0944	\$ 0.0944
SAO TOME	239	\$ 0.8832	\$ 0.8832
SAUDI ARABIA	966	\$ 0.2928	\$ 0.2928
SENEGAL	221	\$ 0.4272	\$ 0.4272
SEYCHELLES ISLE	248	\$ 0.4576	\$ 0.4576
SIERRA LEONE	232	\$ 0.5264	\$ 0.5264
SINGAPORE	65	\$ 0.0560	\$ 0.0560
SLOVAKIA	427	\$ 0.1664	\$ 0.2752
SLOVENIA	386	\$ 0.2144	\$ 0.3040
SOLOMON ISLE	677	\$ 5.1056	\$ 5.1056
SOMALIA	252	\$ 0.8864	\$ 0.8864
SOUTH AFRICA	27	\$ 0.1840	\$ 0.3040
SPAIN	34	\$ 0.0752	\$ 0.3200
SRI LANKA	94	\$ 0.4112	\$ 0.4112
ST HELENA	290	\$ 1.7152	\$ 1.7152
ST KITTS	869	\$ 0.2000	\$ 0.3296
ST LUCIA	758	\$ 0.2100	\$ 0.3200
ST PIERRE	508	\$ 0.2100	\$ 0.6304
ST VINCENT	784	\$ 0.2000	\$ 0.3776
SUDAN	249	\$ 0.3760	\$ 0.3760
SURINAME	597	\$ 0.7168	\$ 0.7168
SWAZILAND	268	\$ 0.2096	\$ 0.2096
SWEDEN	46	\$ 0.0688	\$ 0.3072
SWITZERLAND	41	\$ 0.0611	\$ 0.3536
SYRIA	963	\$ 0.4375	\$ 0.4375
TAIWAN	886	\$ 0.1600	\$ 0.1968
TAJIKISTAN	992	\$ 0.3840	\$ 0.3840
TANZANIA	255	\$ 0.3200	\$ 0.3200
THAILAND	66	\$ 0.2320	\$ 0.3040
TOGO	228	\$ 0.4464	\$ 0.4464
TONGA	676	\$ 0.8192	\$ 0.8192

TRINIDAD	868	\$ 0.1300	\$ 0.2720
TUNISIA	216	\$ 0.3376	\$ 0.3376
TURKEY	90	\$ 0.1800	\$ 0.2880
TURKMENISTAN	993	\$ 0.3536	\$ 0.3536
TURKS/CAICOS	649	\$ 0.3808	\$ 0.3808
TUVALU	688	\$ 2.7440	\$ 2.7440
UGANDA	256	\$ 0.2112	\$ 0.2112
UKRAINE	380	\$ 0.2352	\$ 0.2352
UNITED A. E.	971	\$ 0.2656	\$ 0.2656
UNITED KINGDOM	44	\$ 0.0275	\$ 0.3472
URUGUAY	598	\$ 0.3248	\$ 0.3248
UZBEKISTAN	998	\$ 0.2992	\$ 0.2992
VANUATU	678	\$ 3.2320	\$ 3.2320
VATICAN CITY	379	\$ 0.0960	\$ 0.0960
VENEZUELA	58	\$ 0.0790	\$ 0.5184
VIETNAM	84	\$ 0.9568	\$ 1.1504
WALLIS/FUT	681	\$ 3.1840	\$ 3.1840
WEST SOMOA	685	\$ 0.5488	\$ 0.5488
YEMEN	967	\$ 0.6368	\$ 0.6368
YUGOSLAVIA/SERBIA	381	\$ 0.2688	\$ 0.2688
ZAIRE	243	\$ 0.4800	\$ 0.5104
ZAMBIA	260	\$ 0.2112	\$ 0.2112
ZIMBABWE	263	\$ 0.2176	\$ 0.2176

Business Elite International Mexico Rates

Band	Location	Lumos Landline	Lumos Mobile
Band 1	Mexico - Mexico City	\$0.0261	\$0.2481
Band 2	Mexico - Guadalajara	\$0.0261	\$0.2481
Band 3	Mexico - Monterrey	\$0.0261	\$0.2481
Band 4	Mexico - Equal Access 1	\$0.0381	\$0.2636
Band 5	Mexico - Non Equal Access 1	\$0.0464	\$0.2670
Band 6	Mexico - Equal Access 2	\$0.0432	\$0.2670
Band 7	Mexico - Equal Access 3	\$0.0346	\$0.2545
Band 8	Mexico - Non Equal Access 2	\$0.0949	\$0.3201

~Note: Dial Code info by Band available upon request

Mexico calls are billed in full minute increments

updated 5-25-2018