



FRONTLINE SERVICES

Telecom Rates Schedule

Telecom Services

TEXTEL RATE SHEET FOR SMS CHARGES

Monthly Textel SMS Messages Packages	Monthly Price	Overage Cost Per Message
Textel 10,000 Messages (per BU)	\$500.00	\$0.06
Textel 25,000 Messages (per BU)	\$1,000.00	\$0.06
Textel 50,000 Messages (per BU)	\$1,800.00	\$0.05
Textel 100,000 Messages (per BU)	\$3,200.00	\$0.05
Textel 250,000 Messages (per BU)	\$7,000.00	\$0.04
Textel 500,000 Messages (per BU)	\$12,500.00	\$0.03
Textel 750,000 Messages (per BU)	\$15,000.00	\$0.03
Textel 1,000,000 Messages (per BU)	\$17,500.00	\$0.02
Textel 2,000,000 Messages (per BU)	\$25,000.00	\$0.02
Textel Customer more than 2,000,000 Messages (per BU)	Custom	Custom

Additional Charges	Monthly Price	
Textel Blast (per BU)	\$500.00	
Textel Long Code (per month)	\$10.00	
Textel Short Code (per month)	\$1,000.00	

Carrier Surcharges	
US & Canada Business Texting	
These fees are variable and subject to change based on notifications from carriers.	10DLC Activation Fee - \$50 per campaign 10DLC Registration Fee - \$10 per campaign per month US & Canada Random Short Code Line Surcharge - \$500 per line per month US & Canada Vanity Short Code Line Surcharge - \$1000 per line per month 10DLC Per Message Fee - .006/SMS, .015/MMA TFN Per Message Fee - .006/SMS, .015/MMS Short Code Per Message Fee - .0085/SMS, .025/MMS
International Business Texting	
International fees are variable and subject to changed based on notifications from carriers	Current pricing by Country available upon request.

Digital Messaging

The following products are available for immediate use. If used, they will be billed at the prices listed below (plus any applicable taxes). In the event the same products are listed at a lower price in the Service Contract above, the products below shall be available at the corresponding lower price listed in the Service Contract.

Digital Foundations enables the use of the CXone platform to send non-agent and non-CXone messages. Non-agent messages are those that are not sent to or from a live agent. Non CXone messages are those not sent to or from CXone applications including Agent Builder, Autopilot, Personal Connection, and Feedback Manager.

Digital Foundations is charged at a rate of \$0.25/100 messages. Non-agent messages generated by a 3rd party entity, application or custom studio logic are chargeable

WhatsApp	
Product	Price
WhatsApp Channel	Per customer's usage based on Meta's billing
WhatsApp Handling Fee (cost)	15% of WhatsApp Channel



Usage Rate Schedule

Flat Rate Pricing - Rates in USD		
Distance	Inbound Toll Free	Outbound Termination
USA (lower 48 states)	0.0130	0.0110
Extended Calling Areas		
Alaska	0.1918	0.1320
Hawaii	0.0292	0.0114
Canada	0.0225	0.0100
Guam	0.2718	0.0310
Puerto Rico	0.1525	0.0194
Saipan/Mariana Islands	0.4079	0.0389
US Virgin Islands	0.1014	0.0134
International	See International Rates	See International Rates
Local Inbound	0.0100	N/A
Outbound Toll Free	N/A	0.0100
Indeterminate (default)	0.0150	0.0150
- USA Lower 48 rates are billed in 6 second increments with a 6 second minimum. 4th decimal rate rounding - Extended and International rates are billed in 6 second increments with a 30 second minimum, with exception of Mexico which is billed in 60 second increments with a 60 second minimum. 4th decimal rate rounding		