

1. What is the cost of Teams?

This depends on the user's license type. The 365 Government Community Cloud G5 license includes conferencing. Please check with your M365 support team to verify your license type and status to determine cost.

2. What is the cost of Webex?

NCDIT Enterprise IP Telephony (EIPT) license includes Webex. If your location is an existing EIPT site, and you are a current user, your EIPT license includes Webex. Stand-alone Webex 2024-2025 rates per user: \$30.35 one-time installation charge and \$12.73 per month.

3. What is the cost for an 8xx number?

Toll-free numbers are not an option by default; however, they may be supported on a case-by-case basis. Please check with your M365 and/or Webex support teams to verify availability.

4. What is the cost for an existing Webex user to have a separate Webex conference license?

This option is still under review with NCID and Security teams for acceptable use.

5. What are non-VOIP and/or off-net options?

Currently, the other carriers, in addition to AT&T on the State contract for legacy services, are sunsetting their audio-only conferencing services making the services no longer available. Customer requirements will need to be gathered and reviewed to determine possible solution options.

6. How will the MIP conference service be replaced?

This option is still under review.

7. Can existing AT&T conferencing numbers be ported to one of the alternative services?

No.

8. Webex vs Teams

| MS Teams vs. Webex: Audio Conferencing Features | | |
|---|-----------------------------|-----------------------------|
| Feature | MS Teams | Webex |
| Basic Audio Conferencing | ✓ | ✓ |
| Dial-in Numbers | ✓ Local and International | ✓ Local and International |
| Toll-free Numbers | Not supported by default. | Not supported by default. |
| Call Controls (Mute, Hold, etc.) | ✓ | ✓ |
| Caller ID | ✓ | ✓ |
| Call Recording | ✓ (Cloud Recording) | ✓ (Cloud Recording) |
| Transcription | ✓ (Live captions available) | ✓ (Live captions available) |
| Noise Suppression | ✓ | ✓ |
| Music on Hold | ✓ | ✓ |
| Meeting Lobby | ✓ | ✓ |
| Integration with other tools | ✓ | ✓ |
| Mobile App Support | ✓ | ✓ |
| Desktop App Support | ✓ | ✓ |
| Key Differences | | |
| Integrations: MS Teams seamlessly integrates with the Microsoft 365 suite, while Webex integrates well with other Cisco collaboration tools and other 3 rd party tools, including Outlook. | | |
| Overall | | |
| Both MS Teams and Webex provide robust audio conferencing features suitable for most businesses. | | |
| Note: Solution features subject to change at any time. | | |