

**REMOTE / DIAL-UP / INSTALLATION RATES**

SIN	PRODUCT NUMBER	DESCRIPTION	GSA CATALOG PRICE
		<b>Remote / Dial-Up Services</b>	
132-8	PBX-HD	PBX Helpdesk, Per Hour M-F 8-6 EST (1)	\$119.65
132-8	KTS-HD	Key System Helpdesk, Per Hour M-F 8-6 EST (1)	\$110.08
132-8	CTI-HD	Applications Helpdesk, Per Hour M-F 8-6 EST(1)	\$129.22
132-8	REMOTE-HD	Remote Admin Helpdesk M-F 8-6 EST(1)	\$119.65
132-8	WIN-HD	NT System Helpdesk, Per Hour M-F 8-6 EST(1)	\$191.44
132-8	EMER-HDT	Emergency Helpdesk (Telephony), Per OT/Holiday Hour	\$239.29
132-8	EMER-HAD	Emergency Helpdesk (Windows/Linux/Network), Per OT/Holiday Hour	\$287.15
		<i>(1) For Non-Maintenance/Non-Warranty Customers</i>	
		<b>KTS Installation Services</b>	
132-8	KTS-1M	CPU & 1st Module (includes misc. instl HW)	\$717.88
132-8	KTS-AM	Additional Modules (includes misc. instl HW)	\$287.15
132-8	KTS-T1	T1, Fractional T1, BRI (Key System Only)	\$478.59
		<b>PBX Installation Services</b>	
132-8	LM-INST	Large PBX Module (includes misc. instl HW)	\$2,871.54
132-8	MRM-INST	Mid Range PBX Module (includes misc. instl HW)	\$2,392.95
132-8	PBX-TEL	Telephone, Per Set (label, install, test)	\$33.50
132-8	PBX-TEL-E	Test & Label Existing Telephone or other analog device	\$14.36
132-8	PBX-T1	T1, ISDN-PRI, CCIS	\$957.18
132-8	CM-H	Centralized Management (Host)	\$1,435.77
132-8	CM-N	Centralized Management Integration Per Node	\$957.18
132-8	CAS-H	Call Accounting Interface (Host)	\$574.31
132-8	CAS-R	Call Accounting (Remote), per site	\$287.15
132-8	CAS-SPE	SPE Modules, per module	\$287.15
132-8	PC-MAT	Install SW & Configure User Provided PC for MAT operation	\$287.15
		<b>VoiceMail Installation Services</b>	
		<i>Voicemail Number of Ports</i>	
132-8	VMM-2-4C	2-4 Ports, Card based	\$478.59
132-8	VMM-2-4S	2-4 Ports, Server based	\$717.88
132-8	VMM-6-8C	6-8 Ports, Card based	\$717.88
132-8	VMM-6-8S	6-8 Ports, Server based	\$957.18
132-8	VMM-12-16	12-16 Ports, Server based	\$1,435.77
132-8	VMM-INT	Voicemail Integration (user provided VMS, PBX programming only)	\$574.31
		<i>Voicemail (Windows/Linux), Number of Ports</i>	
132-8	WLVM-2-8	2-8 Ports, Server based	\$1,435.77
132-8	WLVM-9-16	9-16 Ports, Server based	\$1,914.36
132-8	WLVM-18-24	18-24 Ports, Server based	\$2,392.95
132-8	WLVM-28-32	28-32 Ports, Server based	\$2,632.24
132-8	WLVM-36-40	36-40 Ports, Server based	\$3,421.91

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132-8	WLVM-44-48	44-48 Ports, Server based	\$4,738.04
132-8	WLVM-52-56	52-56 Ports, Server based	\$5,264.48
132-8	WLVM-56PLUS	Over 56 Ports, add per port	\$89.50
132-8	WLVM-ING	Voicemail Integration (user provided VMS, PBX programming only)	\$717.88
		<b>Telephony based Networking Installation Services</b>	
132-8	NNP-500	Network Numbering Plan Up to 500 Users	\$478.59
132-8	NNP-1500	Network Numbering Plan 501-1500 Users, add per additional user	\$0.48
132-8	NNP-3000	Network Numbering Plan 501-3000 Users, add per additional user	\$0.43
132-8	NNP-PLUS	Network Numbering Plan Over 3000 Users, add per additional user	\$0.38
132-8	CSVC-HOST	Centralized Services (Host) per service	\$574.31
132-8	CSVC-REM	Centralized Services (Remote) per service, per location	\$287.15
		<b>ACD System Installation Services</b>	
		<i>Number of Agent Positions (not to exceed)</i>	
132-8	ACD-20	20 Positions	\$574.31
132-8	ACD-40	40 Positions	\$641.31
132-8	ACD-50	50 Positions	\$674.81
132-8	ACD-80	80 Positions	\$775.31
132-8	ACD-100	100 Positions	\$842.32
132-8	ACD-200	200 Positions	\$1,177.33
132-8	ACD-300	300 Positions	\$1,512.34
132-8	ACD-400	400 Positions	\$1,847.36
132-8	ACD-PLUS	Above 400, per agent positions	\$3.35
132-8	ACD-MISL	Management Information System (MIS)	\$1,435.77
132-8	ACD-SUPV	Supervisor Terminal, additional	\$574.31
132-8	ACD-WALL	Wallboard	\$335.01
		<b>IVR Installation Services</b>	
132-8	IVR-8	Up to 8 Ports	\$2,010.08
132-8	IVR-16	8-16 Ports	\$2,297.23
		<b>LAN Interface Services</b>	
132-8	DSU-CONFIG	Configure DSU/CSU (D&I) LAN Interface	\$1,435.77
132-8	BRI-CONFIG	Configure BRI (LAN) Interface	\$1,435.77
		<b>CTI Applications (TSAPI/TAPI/OAI) Installation Services</b>	
132-8	OAI-INST	OAI/TSAPI/TAPI Platform	\$717.88
132-8	TAPI-INST	TAPI LINK (Windows/Linux Platform)	\$1,435.77
132-8	OAI-HOST	OAI Application (Host)	\$574.31
132-8	OAI-DB	OAI Application Database, per Assignable Port	\$3.59
132-8	CTI-DESK10	Install & Configure CTI Desktop Client SW (10 Clients), PC ready w/o conflicts	\$382.87
132-8	CTI-PC	Configure Desktop PC for CTI App.	\$143.58

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132-8	CTI-DESK-1ADD	Install & Configure CTI Desktop Client SW (1 Addl. Clients), PC ready w/o conflicts	\$29.91
132-8	CTI-DESK-10ADD	Install & Configure CTI Desktop Client SW (10 Addl. Clients), PC ready w/o conflicts	\$287.15
		<b>Training</b>	
		<i>User Training, Including Telephone, ATTCOM, Voicemail, CTI Apps.</i>	
132-8	UT-10	0-10 Users	\$14.36
132-8	UT-25	11-25 Users	\$11.49
132-8	UT-50	26-50 Users	\$9.57
132-8	UT-75	51-75 Users	\$8.61
132-8	UT-150	76-150 Users	\$7.66
132-8	UT-PLUS	151 and Above	\$6.70
		<i>There is a \$250.00 per day minimum charge</i>	
		<i>Administrator Training, per day, limit 3 students / class / day</i>	
132-8	AT-TEL	Telephone System (Per Class Price)	\$670.03
132-8	AT-VMS	Voicemail System (Per Class Price)	\$670.03
132-8	AT-CAS	Call Accounting System (Per Class Price)	\$670.03
132-8	AT-OAI	OAI or IVR Application (Per Class Price)	\$670.03
132-8	AT-ACD	ACD Supervisor (Per Class Price)	\$670.03

<b>MAINTENANCE RATE TABLE</b>		
<b>Item Description</b>	<b>Warranty</b>	<b>Per Port GSA Price</b>
Telephone – All (includes port and telephone set)	1 year	\$ 3.49
Customer-Provided Telephones – PBX Maintenance Only	1 year	\$ 1.75
Attendant Consoles	1 year	\$ 3.49
DSS/BLF Units	1 year	\$ 3.49
Off Premise Extensions	1 year	\$ 3.49
Central Office (CO) Lines	1 year	\$ 3.49
Tie Lines	1 year	\$ 3.49
Central Office (CO) Trunks	1 year	\$ 3.49
Maintenance Terminals	1 year	\$ 17.46
Printers	1 year	\$ 8.73
Modems	1 year	\$ 3.49

**INFORMATION TECHNOLOGY  
TELEPHONE SYSTEM MAINTENANCE RATES**

SIN	PRODUCT NUMBER	DESCRIPTION	GSA CATALOG PRICE
		<b>TELEPHONE SYSTEM MAINTENANCE (1)</b>	
		<b>MAINTENANCE (ON-CALL) Standard Coverage 8-5 M-F</b>	
		<i>Number of Ports (1)</i>	
132-12	MCALL-50	0-50 Equipped Ports (Monthly Rate/Port)	\$3.35
132-12	MCALL-100	51-100 Equipped Ports (Monthly Rate/Port)	\$2.87
132-12	MCALL-150	101-150 Equipped Ports (Monthly Rate/Port)	\$2.63
132-12	MCALL-250	151-250 Equipped Ports (Monthly Rate/Port)	\$2.39
132-12	MCALL-500	251-500 Equipped Ports (Monthly Rate/Port)	\$2.15
132-12	MCALL-PLUS	Over 500 Equipped Ports (Monthly Rate/Port)	\$1.91
132-12	MCALL-24-7	Full Coverage 24x7 (added per configured port) (Monthly Rate/Port)	\$0.48
132-12	MCALL-CPU	Redundant CPU - add (Monthly Rate/Port)	\$0.24
132-12	MCALL_MAT	Maintenance Position (Monthly Rate/Port)	\$28.72
132-12	MCALL-CE	Common Equipment only (No Telephones) - deduct (Monthly Rate/Port)	\$0.48
		<b>Telephone System Maintenance (1)</b>	
		<b>MAINTENANCE (WITH ON-SITE TECH) Standard Coverage 8-5 M-F</b>	
		<i>Number of Ports (1)</i>	
132-12	MTECH-50	0-50 Equipped Ports (Monthly Rate/Port)	\$2.68
132-12	MTECH-100	51-100 Equipped Ports (Monthly Rate/Port)	\$2.30
132-12	MTECH-150	101-150 Equipped Ports (Monthly Rate/Port)	\$2.11
132-12	MTECH-250	151-250 Equipped Ports (Monthly Rate/Port)	\$1.91
132-12	MTECH-500	251-500 Equipped Ports (Monthly Rate/Port)	\$1.72
132-12	MTECH-PLUS	Over 500 Equipped Ports (Monthly Rate/Port)	\$1.53
132-12	MTECH-24-7	Full Coverage 24x7 (added per configured port) (Monthly Rate/Port)	\$0.38
132-12	MTECH-CPU	Redundant CPU - add (Monthly Rate/Port)	\$0.19
132-12	MTECH-CE	Common Equipment only (No Telephones) - deduct (Monthly Rate/Port)	\$0.38
132-12	MTECH-MAT	Maintenance Position (Monthly Rate/Port)	\$22.97
		<i>(1) Ports = Trunk, Station, Register/Sender, Announcement Trunk, Conference, Attendant Console, etc.</i>	
		<b>Voice Mail Maintenance</b>	
		<i>Number of Ports (1)</i>	
132-12	VMM-2	2 Ports (Monthly Rate/Port)	\$44.99
132-12	VMM-4	4 Ports (Monthly Rate/Port)	\$53.60
132-12	VMM-6	6 Ports (Monthly Rate/Port)	\$74.66
132-12	VMM-8	8 Ports (Monthly Rate/Port)	\$91.89
132-12	VMM-12	12 Ports (Monthly Rate/Port)	\$156.26
132-12	VMM-16	16 Ports (Monthly Rate/Port)	\$207.52

SIN	PRODUCT NUMBER	DESCRIPTION	GSA CATALOG PRICE
132-12	VMM-24	24 Ports (Monthly Rate/Port)	\$310.03
132-12	VMM-36	36 Ports (Monthly Rate/Port)	\$463.80
132-12	VMM-PLUS	Over 36 Ports (per additional Port) (Monthly Rate/Port)	\$12.68
132-12	VMM-UMC	Unified Messaging Client (per client add) (Monthly Rate/Port)	\$0.72
132-12	UM-INTEG	Unified Messaging Integration (add) (Monthly Rate/Port)	\$49.77
132-12	VMM-24-7	7 Day, 24 Hour Coverage (Monthly Rate/Port)	
132-12	TE-01	Telephone – All (includes port and telephone set) (price per port)	\$ 3.49
132-12	TE-02	Attendant Consoles	\$ 3.49
132-12	TE-03	Maintenance Terminals	\$ 17.46
132-12	TE-04	Printers	\$ 8.73
132-12	TE-05	Modems	\$ 3.49
		<b>On-Site Maintenance Labor Category</b>	
132-12	CA-L1	Wire/Cable Technician I (Per Month)	\$5,972.80
132-12	CA-L2	Wire/Cable Technicain II (Per Month)	\$7,465.99
132-12	OSM-L1	Telephone Technician (Per Month)	\$9,705.79
132-12	OSM-L2	Certified Telephone Technician (Per Month)	\$14,185.39
132-12	OSM-L3	Telecom Field Svc Engineer I (Per Month)	\$14,931.99
132-12	OSM-L4	Telecom Field Svc Engineer II (Per Month)	\$18,664.99
132-12	OSM-VEH	ON-SITE Maintenance Vehicle (Per Month)	\$526.45
		<b>All LEVELS - Support includes:</b>	
		<i>Test Equipment and Tools</i>	
		<i>On-Site maintenance and repairs (less hardware)</i>	
		<i>On-Site Moves, Adds &amp; Changes (less hardware)</i>	
		<i>On-Site Help Desk Support</i>	
		<i>On-Site remedial &amp; new employee training</i>	
		<b>EQUIPMENT REPAIR</b>	
132-12		Monday - Friday 8-5 (Within BB TSM Office)	\$90.93
132-12		After Hours (Within BB TSM Office)	\$136.40
132-12		Weekend/Holiday (Within BB TSM Office)	\$181.86
		<b>EQUIPMENT REPAIR</b>	
132-12		Monday - Friday 8-5 (Within Service Area)	\$90.93
132-12		After Hours (Within Service Area)	\$136.40
132-12		Weekend/Holiday (Within Service Area)	\$181.86
		<b>EQUIPMENT REPAIR</b>	
132-12		Monday - Friday 8-5 (Outside Service Area)	\$95.72
132-12		After Hours (Outside Service Area)	\$143.58
132-12		Weekend/Holiday (Outside Service Area)	\$191.44
132-12		Minimum Charge (1 HOUR) Trip Charge w/in Service Area	\$33.50
132-12		Minimum Charge (1 HOUR) Trip Charge Outside Service Area	\$95.72

**INFORMATION TECHNOLOGY  
LABOR CATEGORY RATES**

SIN	PRODUCT NUMBER	DESCRIPTION	GSA CATALOG PRICE
		<b>Standard Labor Rate</b>	
132-51	FST-1	Fiber Optic Cable Splice Tech.	\$51.62
132-51	PRM-1	Program Manager	\$100.26
132-51	PRJ-1	Project Manager	\$74.66
132-51	WCT-1	Wiring/Cable Technician - Voice, Data and Video	\$42.33
132-51	CA-TECH-II	Wire/Cable Technician II	\$47.86
132-51	CA-FO	Fiber Optic Cable Engineer	\$57.43
132-51	CA-IDE	Infrastructure Design Engineer	\$81.36
132-51	TT-1	Telephone Technician	\$62.22
132-51	C-TT-2	Certified Telephone System Technician	\$90.93
132-51	TSDA	Telephone System Design Engineer	\$119.65
132-51	STE	Senior Telephony Engineer	\$119.65
132-51	CSDA	Senior System Design Engineer	\$191.44
132-51	TFSE-1	Telecommunications Field Service Engineer 1	\$95.72
132-51	TFSE-2	Telecommunications Field Service Engineer 2	\$119.65
132-51	NET-1	IT Network Technician	\$90.93
132-51	NET-2	IT Network Engineer	\$143.58
132-51	D-PJM	Data Project Manager	\$90.93
132-51	D-PM	Data Program Manager	\$119.65
132-51	CSR	Customer Service Representative	\$90.93
132-51	TT	Telephony Trainer	\$90.93
132-51	CTI-TT	CTI Applications Trainer	\$100.50