FY20 IT Service Rates

4/13/2020

Notes:
All chargeback rates are monthly unless noted as one-time in the Unit of Measure field
Chargeback Rates are rounded to two decimal places (except click charges and audio conferencing minutes)
Chargeback Rates with zero volumes were created by utilizing the same mark-up to direct cost as similar RUs
Fixed monthly fees will be a fixed amount by customer and methodology for customer allocation is described in the "Fixed Fee Allocation" tab
This list contains rates for services currently available and those that will potentially become available in this fiscal year. It is provided for budget and planning purposes. Reference the VITA service catalog in KSE for details regarding services and current availability. Contact your agency's BRM if you have questions or cannot find the desired service.

Tower	RU Group	Chargeback RU Name	FY20 Chargeback Rate (Monthly*)	Unit of Measure
AIS	AIS	ESB	$ 310.28	0.1 core
AIS	AIS	AM	$ 497.67	0.1 core
AIS	AIS	ESB TX	$ 137.91	0.1 core
AIS	AIS	ESB TX Healthcare	$ 38.26	0.1 core
AIS	AIS	AIS DB	$ 0.46	Dbtime/ seconds
AIS	AIS	BRM	$ 618.05	0.1 core
AIS	AIS	Address	$ 0.15	transactions/ lookups per 100
AIS	AIS	APP Server	$ 66.97	0.1 core
ECOS	ECOS	Assessment (One-Time)	$ 1,172.62	per SaaS Assessment, one-time fee
ECOS	ECOS	Cloud Sourcing Specialist	$ 116.93	Hourly
ECOS	ECOS	Cloud Service Oversight (Monthly)	$ 392.46	1 SaaS Oversight (Monthly)
EUC	EUC Services	Workstation - Desktop - Gold - Standard	$ 126.92	Per Device
EUC	EUC Services	Workstation - Desktop - Silver - Standard	$ 104.25	Per Device
EUC	EUC Services	Workstation - Desktop - Bronze - Standard	$ 86.11	Per Device
EUC	EUC Services	Workstation - Desktop - Offline - Standard	$ 47.91	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Standard	$ 132.97	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Standard	$ 110.29	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Standard	$ 92.15	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Standard	$ 53.95	Per Device
EUC	EUC Services	Workstation - Tablet - Gold - Standard	$ 151.31	Per Device
EUC	EUC Services	Workstation - Tablet - Silver - Standard	$ 128.63	Per Device
EUC	EUC Services	Workstation - Tablet - Bronze - Standard	$ 110.49	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Standard	$ 72.29	Per Device
EUC	EUC Hardware Services	Workstation - Desktop - Hardware Only	$ 26.29	Per Device
EUC	EUC Hardware Services	Workstation - Laptop - Hardware Only	$ 32.34	Per Device
EUC	EUC Hardware Services	Workstation - Tablet - Hardware Only	$ 50.68	Per Device
EUC	EUC Services	Workstation - Support Only - Gold	$ 106.57	Per Device
EUC	EUC Services	Workstation - Support Only - Silver	$ 85.45	Per Device
EUC	EUC Services	Workstation - Support Only - Bronze	$ 67.32	Per Device
EUC	EUC Services	Workstation - Support Only - Offline	$ 29.12	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Standard	$ 72.29	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Ruggedized (Field Worker)	$ 200.35	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Ruggedized (Field Worker)	$ 177.67	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Ruggedized (Field Worker)	$ 159.54	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Ruggedized (Field Worker)	$ 121.34	Per Device
EUC	EUC Services	Workstation - Tablet - Gold - Ruggedized (Field Worker)	$ 200.35	Per Device
EUC	EUC Services	Workstation - Tablet - Silver - Ruggedized (Field Worker)	$ 177.67	Per Device
EUC	EUC Services	Workstation - Tablet - Bronze - Ruggedized (Field Worker)	$ 159.54	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Ruggedized (Field Worker)	$ 121.34	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Ruggedized (Field Worker) (2 year refresh)	$ 272.06	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Ruggedized (Field Worker) (2 year refresh)	$ 249.38	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Ruggedized (Field Worker) (2 year refresh)	$ 231.24	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Ruggedized (Field Worker) (2 year refresh)	$ 193.04	Per Device
EUC	EUC Services	Workstation - Tablet - Gold - Ruggedized (Field Worker) (2 year refresh)	$ 272.06	Per Device
EUC	EUC Services	Workstation - Tablet - Silver - Ruggedized (Field Worker) (2 year refresh)	$ 249.38	Per Device
EUC	EUC Services	Workstation - Tablet - Bronze - Ruggedized (Field Worker) (2 year refresh)	$ 231.24	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Ruggedized (Field Worker) (2 year refresh)	$ 193.04	Per Device
EUC	EUC Services	Workstation - Tablet - Gold - Convertible & detachable (Traveling Professional) (2 year refresh)	$ 204.13	Per Device
EUC	EUC Services	Workstation - Tablet - Silver - Convertible & detachable (Traveling Professional) (2 year refresh)	$ 181.45	Per Device
EUC	EUC Services	Workstation - Tablet - Bronze - Convertible & detachable (Traveling Professional) (2 year refresh)	$ 163.31	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Convertible & detachable (Traveling Professional) (2 year refresh)	$ 125.12	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Performance (Traveling Professional)	$ 177.77	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Performance (Traveling Professional)	$ 155.09	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Performance (Traveling Professional)	$ 136.96	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Performance (Traveling Professional)	$ 98.76	Per Device
EUC	EUC Services	Workstation - Desktop - Gold - Premium (Engineer)	$ 160.90	Per Device
EUC	EUC Services	Workstation - Desktop - Silver - Premium (Engineer)	$ 138.22	Per Device
EUC	EUC Services	Workstation - Desktop - Bronze - Premium (Engineer)	$ 120.08	Per Device
EUC	EUC Services	Workstation - Desktop - Offline - Premium (Engineer)	$ 81.88	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Premium (Engineer)	$ 203.94	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Premium (Engineer)	$ 181.26	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Premium (Engineer)	$ 163.12	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Premium (Engineer)	$ 124.92	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Standard (Traveling Professional)	$ 144.16	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Standard (Traveling Professional)	$ 121.48	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Standard (Traveling Professional)	$ 103.34	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Standard (Traveling Professional)	$ 65.14	Per Device
EUC	EUC Services	Workstation - Desktop - Gold - Performance	$ 143.91	Per Device
EUC	EUC Services	Workstation - Desktop - Silver - Performance	$ 121.23	Per Device
EUC	EUC Services	Workstation - Desktop - Bronze - Performance	$ 103.10	Per Device
EUC	EUC Services	Workstation - Desktop - Offline - Performance	$ 64.90	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Premium (Traveling Professional)	$ 226.34	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Premium (Traveling Professional)	$ 203.66	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Premium (Traveling Professional)	$ 185.52	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Premium (Traveling Professional)	$ 147.32	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Ruggedized (Field Worker)	$ 99.72	Per Device
EUC	EUC Services	Workstation - Tablet - Hardware only - Ruggedized (Field Worker)	$ 99.72	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Ruggedized (Field Worker) (2 year refresh)	$ 171.43	Per Device
EUC	EUC Services	Workstation - Tablet - Hardware only - Ruggedized (Field Worker) (2 year refresh)	$ 171.43	Per Device
EUC	EUC Services	Workstation - Tablet - Hardware only - Convertible & detachable (Traveling Professional) (2 year refresh)	$ 103.50	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Performance (Traveling Professional)	$ 77.14	Per Device
EUC	EUC Services	Workstation - Desktop - Hardware only - Premium (Engineer)	$ 60.26	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Premium (Engineer)	$ 103.30	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Standard (Traveling Professional)	$ 43.52	Per Device
EUC	EUC Services	Workstation - Desktop - Hardware only - Performance	$ 43.28	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Premium (Traveling Professional)	$ 125.71	Per Device
EUC	EUC Enhanced Services	End User / Mobile Device Backup (On Premise Solution)	$ 8.67	Per Device
EUC	EUC Enhanced Services	End User / Mobile Device Backup (Cloud) Service	$ 12.93	Per Device
EUC	EUC Enhanced Services	VDI Hyper-converged Solution	$ 82.34	Per Instance
EUC	EUC Enhanced Services	Bring Your Own Device (BYOD) Assessment & Initial Image Load Service	$ 7,739.25	Per Model, one-time fee
EUC	EUC Enhanced Services	Keep Your Hard Drive	$ 162.14	Per Device, one-time fee
EUC	EUC Misc.	EUC Implementation	$ 113,317.09	Fixed Monthly Fee
Legacy Voice and Data	Verizon Service Order	Verizon Service Order	$ 24.05	Order
Legacy Voice and Data	Shared Voice Access	Shared Voice Access	$ 0.0277	Per Minute
Legacy Voice and Data	Legacy Voice and Data (Other)	Legacy Voice and Data (Other)	11.60%	Surcharge
LOC	SSDC Resolution Fees	Directory Services Resolution Fees	$ 117,322.31	Fixed Monthly Fee
LOC	Messaging Resolution Fees	Messaging Resolution Fees	$ 152,654.24	Fixed Monthly Fee
LOC	Server/Storage Resolution Fees	Server Resolution Fees	$ 763,460.16	Fixed Monthly Fee
LOC	Server/Storage Resolution Fees	Storage Resolution Fees	$ 836,826.49	Fixed Monthly Fee
LOC	Voice and Data Network Resolution Fees	Data Network Resolution Fees	$ 1,499,478.02	Fixed Monthly Fee
LOC	Voice and Data Network Resolution Fees	Voice Network Resolution Fees	$ 326,928.61	Fixed Monthly Fee
LOC	EUS Resolution Fees	EUC Resolution Fees	$ 1,593,149.14	Fixed Monthly Fee
LOC	EUS Resolution Fees	MP Resolution Fees	$ 281,143.97	Fixed Monthly Fee
Mainframe	IBM Mainframe Cloud Services	IBM Mainframe Cloud CPU Hour	$ 1,289.05	CPU Hour
Mainframe	IBM Mainframe Cloud Services	IBM Cloud Software Services (CPU Hours)	$ 757.06	CPU Hour
Mainframe	IBM Mainframe Cloud Services	IBM Mainframe Cloud Storage - Tier 1 (Frequent Access)	$ 2.89	GB
Mainframe	IBM Mainframe Cloud Services	IBM Mainframe Cloud Storage - Tier 2 (Infrequent Access)	$ 0.53	GB
Mainframe	IBM Mainframe Retained Software	Software AG	$ 222,543.15	Fixed Monthly Fee
Messaging	License Type	30GB E-mail (G Suite Basic)	$ 2.49	License
Messaging	License Type	Google Vault	$ 2.27	License
Messaging	License Type	Unlimited E-mail (G Suite for Business)	$ 8.76	License
Messaging	License Type	Enterprise E-mail (G Suite for Enterprise)	$ 24.78	License
Messaging	License Type	Google for Work Lite	$ 2.42	License
Messaging	License Type	Combined Email & Drive Encryption	$ 4.61	License
Messaging	License Type	Email Encryption	$ 4.61	License
Messaging	License Type	Drive Encryption	$ 4.61	License
Messaging	License Type	Fax to Email Service	$ 20.88	License
Messaging	License Type	Voicemail to Email Service	$ 20.88	License
Messaging	HMA	Hosted Mail Archive Service	$ 15.81	License
Messaging	Airwatch (Ent. Handheld Service)	Enterprise Handheld Service	$ 33.65	License
MP	EUC Misc.	MP Implementation	$ 20,296.54	Fixed Monthly Fee
MP	MP Hardware Services	Category 1: Monochrome MFD - Low	$ 199.20	Per Unit
MP	MP Hardware Services	Category 2: Monochrome MFD - Med	$ 267.12	Per Unit
MP	MP Hardware Services	Category 3: Monochrome MFD - High	$ 298.63	Per Unit
MP	MP Hardware Services	Category 4: Color MFD - Low	$ 294.29	Per Unit
MP	MP Hardware Services	Category 5: Color MFD - Med	$ 312.40	Per Unit
MP	MP Hardware Services	Category 6: Color MFD - High	$ 355.41	Per Unit
MP	MP Legacy Services	Legacy MFD	$ 24.74	Per Unit
MP	MP Hardware Services	Category 1: Network Attached Printer - Low	$ 104.37	Per Unit

MP	MP Hardware Services	Category 2: Network Attached Printer - Med	$ 145.22	Per Unit
MP	MP Hardware Services	Category 3: Network Attached Printer – Med/High	$ 163.17	Per Unit
MP	MP Hardware Services	Category 4: Network Attached Printer - High	$ 237.90	Per Unit
MP	MP Legacy Services	Legacy Network Attached Printer	$ 67.37	Per Unit
MP	MP Impression Services	Mono Price Per Impression (MFD)	$ 0.0081	Per Click (Page)
MP	MP Impression Services	Color Price Per Impression (MFD)	$ 0.0802	Per Click (Page)
MP	MP Impression Services	Mono Price Per Impression (Networked Printer)	$ 0.0248	Per Click (Page)
MP	MP Impression Services	Color Price Per Impression (Networked Printer)	$ 0.1014	Per Click (Page)
MP	MP Support	Print Device Silver Support - MFD	$ 45.07	Per Unit
MP	MP Support	Print Device Gold Support (VIP - Other) - MFD	$ 135.21	Per Unit
MP	MP Support	Print Device VIP Support Richmond Response Time (RRT) - MFD	$ 225.36	Per Unit
MP	MP Support	Print Device Silver Support - Networked Printer	$ 33.80	Per Unit
MP	MP Support	Print Device Gold Support (VIP - Other) - Networked Printer	$ 67.61	Per Unit
MP	MP Support	Print Device VIP Support Richmond Response Time (RRT) – Networked Printer	$ 202.82	Per Unit
MP	MP Misc.	Hard Disk Drive Removal and Turnover	$ 563.39	Per Incident, one-time fee
MP	MP Misc.	IMAC Equipment Moves (requiring moving truck less than 25 miles)	$ 811.28	Per Incident, one-time fee
MP	MP Misc.	IMAC Equipment Moves (requiring moving truck greater than 25 miles)	$ 1,262.00	Per Incident, one-time fee
MSI	MSI	Full Service Authorized Users	$ 51.10	Users
MSI	MSI	Business Relationship Management FTPs	$ 20,391.72	FTPs
MSS	Monitoring, Reporting, and Response	Response Preparedness	$ 83,261.84	per Response Readiness Test (event)
MSS	Network and Platform Protection	Workstation Encryption	$ 1.57	per Encrypted Workstation
MSS	Network and Platform Protection	Workstation Managed Host Intrusion Protection, Firewall, & Antivirus	$ 5.03	per Workstation
MSS	Network and Platform Protection	Server Encryption	$ 10.93	per Server Encryption Device
MSS	Network and Platform Protection	Server Managed Firewall and Antivirus	$ 14.76	per Server
MSS	Network and Platform Protection	Server Managed Host Intrusion Protection	$ 28.94	per Server
MSS	Network and Platform Protection	Managed Network Intrusion Protection - 100MB	$ 15,684.38	per Unit of Effective Throughput
MSS	Network and Platform Protection	Managed Network Intrusion Protection - 1GB	$ 35,126.28	per Unit of Effective Throughput
MSS	Network and Platform Protection	Managed Network Intrusion Protection - 10GB	$ 64,104.92	per Unit of Effective Throughput
MSS	Network and Platform Protection	Data Loss Prevention	$ 22.65	per User
MSS	Network and Platform Protection	Web Content Monitoring - 100MB	$ 2,354.10	per Unit of Effective Throughput
MSS	Network and Platform Protection	Web Content Monitoring - 1GB	$ 7,066.28	per Unit of Effective Throughput
MSS	Network and Platform Protection	Web Content Monitoring - 10GB	$ 18,764.64	per Unit of Effective Throughput
MSS	Network and Platform Protection	Managed Firewall Services - 100MB	$ 95.59	per Unit of Effective Throughput
MSS	Network and Platform Protection	Managed Firewall Services - 1GB	$ 9,974.77	per Unit of Effective Throughput
MSS	Network and Platform Protection	Managed Firewall Services - 10GB	$ 70,109.61	per Unit of Effective Throughput
MSS	Network and Platform Protection	Compliance Testing - Endpoint	$ 0.90	per Endpoint Device
MSS	Network and Platform Protection	Application Process Whitelisting	$ 23.27	per Device
MSS	Network and Platform Protection	WAF - Low Capacity	$ 6,386.12	per Unit of Effective Throughput
MSS	Network and Platform Protection	WAF - Medium Capacity	$ 11,537.48	per Unit of Effective Throughput
MSS	Network and Platform Protection	WAF - High Capacity	$ 23,072.97	per Unit of Effective Throughput
MSS	Network and Platform Protection	Cloud WAF Services	$ 8,049.93	per License Subscription
MSS	Network and Platform Protection	Tokenization License	$ 1,605.25	per License Subscription
MSS	Network and Platform Protection	Encryption License - Protect File	$ 2,567.20	per License Subscription
MSS	Network and Platform Protection	Encryption License - Protect App	$ 3,457.46	per License Subscription
MSS	Network and Platform Protection	Encryption License - Database Native	$ 2,439.74	per License Subscription
MSS	Network and Platform Protection	Encryption License - KMIP Connector	$ 2,439.74	per License Subscription
MSS	Network and Platform Protection	Encryption License - VM Encryption	$ 1,420.03	per License Subscription
MSS	Network and Platform Protection	Encryption License - Database Encryption	$ 6,006.74	per License Subscription
MSS	Network and Platform Protection	Source Code Scanning - NT-APP 1YR	$ 884.28	per License Subscription
MSS	Network and Platform Protection	Source Code Scanning - INT-APP-STATIC 1YR	$ 828.52	per License Subscription
MSS	Network and Platform Protection	Source Code Scanning - GL-DEV 1YR	$ 46.56	per License Subscription
MSS	Network and Platform Protection	Source Code Scanning - SCA 1YR	$ 248.95	per License Subscription
MSS	Network and Platform Protection	Source Code Scanning - E-LEARN 1YR	$ 27.72	per License Subscription
MSS	Network and Platform Protection	Source Code Scanning - INT-APP-WAS 1YR	$ 147.78	per License Subscription
MSS	Network and Platform Protection	Source Code Scanning - TS-BRONZE-PLUS-M 1YR	$ 2,702.63	per License Subscription
MSS	Network and Platform Protection	Cloud Access Security Broker (CASB)	$ 6.41	per License Subscription
MSS	Network and Platform Protection	Virtual Firewall VF-50	$ 910.17	per License Subscription
MSS	Network and Platform Protection	Virtual Firewall VF-100	$ 4,385.56	per License Subscription
MSS	Network and Platform Protection	Virtual Firewall VF-300	$ 5,922.65	per License Subscription
MSS	Network and Platform Protection	Virtual Firewall VF-500	$ 12,156.17	per License Subscription
MSS	Network and Platform Protection	Virtual Firewall VF-700	$ 30,856.23	per License Subscription
MSS	Network and Platform Protection	10GB Sandbox	$ 8,464.40	per License Subscription
MSS	Network and Platform Protection	1GB Sandbox	$ 3,590.90	per License Subscription
MSS	Network and Platform Protection	Firewall Analyzer SINGLE FW LIC	$ 236.82	per License Subscription
MSS	Network and Platform Protection	Firewall Analyzer Cluster FW LIC	$ 321.21	per License Subscription
MSS	Network and Platform Protection	Firewall Workflow SINGLE FW LIC	$ 409.20	per License Subscription
MSS	Network and Platform Protection	Firewall Workflow Cluster FW LIC	$ 551.50	per License Subscription
MSS	Network and Platform Protection	Topology/Firewall Workflow SINGLE Router LIC	$ 73.53	per License Subscription
MSS	Network and Platform Protection	Business Connectivity Visualizer 50 LIC	$ 9,758.60	per License Subscription
Pass-Through Purchases	Pass-Through Purchases	Pass-Through Purchases	2.42%	Surcharge
SSDC	Directory Services	Single Sign On Identity Management	$ 6.71	Per User
SSDC	Server Hardware Services	Private Cloud Hardware Allocation (Central DC) - Virtual Cores	$ 4.69	Core
SSDC	Server Hardware Services	Private Cloud Hardware Allocation (Central DC) - Virtual Memory	$ 2.06	GB
SSDC	Server Software Services	Software Services Charge (SSC) - Linux	$ 206.08	Instance
SSDC	Server Software Services	Software Services Charge (SSC) - AIX	$ 194.52	Processor
SSDC	Server Software Services	Software Services Charge (SSC) - HP-UX	$ 541.84	Processor
SSDC	Server Software Services	Software Services Charge (SSC) - Solaris	$ 743.32	Processor
SSDC	Server Support	Server Services - Physical (Primary DC) - Windows – Tier 1	$ 2,243.79	Instance Pair
SSDC	Server Support	Server Services - Physical (Primary DC) - Windows – Tier 1 Cluster	$ 3,556.68	Cluster Instance Pair
SSDC	Server Support	Server Services - Physical (Primary DC) - Windows – Tier 2	$ 1,806.14	Cluster Instance
SSDC	Server Support	Server Services - Physical (Primary DC) - Windows – Tier 3	$ 1,477.94	Server
SSDC	Server Support	Server Services - Physical (Primary DC) - Linux – Tier 1	$ 1,893.16	Instance Pair
SSDC	Server Support	Server Services - Physical (Primary DC) - Linux – Tier 1 Cluster	$ 2,995.69	Cluster Instance Pair
SSDC	Server Support	Server Services - Physical (Primary DC) - Linux – Tier 2	$ 1,525.64	Cluster Instance
SSDC	Server Support	Server Services - Physical (Primary DC) - Linux – Tier 3	$ 1,297.01	Server
SSDC	Server Support	Server Services - Physical (Primary DC) - UNIX	$ 2,411.62	Server
SSDC	Server Support	Server Services - Physical (Primary DC) - Appliance – Tier 1	$ 387.45	Appliance Pair Instance
SSDC	Server Support	Server Services - Physical (Primary DC) - Appliance – Tier 3	$ 276.81	Appliance Instance
SSDC	Server Support	Server Services - Virtual (Primary DC) - Windows – Tier 1	$ 1,286.91	Instance Pair
SSDC	Server Support	Server Services - Virtual (Primary DC) - Windows – Tier 2	$ 1,056.90	Instance
SSDC	Server Support	Server Services - Virtual (Primary DC) - Linux – Tier 1	$ 1,100.08	Instance Pair
SSDC	Server Support	Server Services - Virtual (Primary DC) - Linux – Tier 2	$ 884.13	Instance
SSDC	Server Support	Server Services - Virtual (Primary DC) - Appliance – Tier 1	$ 383.87	Appliance Pair Instance
SSDC	Server Support	Server Services - Virtual (Primary DC) - Appliance – Tier 2	$ 274.42	Appliance Instance
SSDC	Server Support	Server Services - Physical (Agency) - Windows – Tier 2	$ 1,978.87	Cluster Instance
SSDC	Server Support	Server Services - Physical (Agency) - Windows – Tier 3	$ 1,621.88	Server
SSDC	Server Support	Server Services - Physical (Agency) - Linux – Tier 2	$ 1,670.96	Cluster Instance
SSDC	Server Support	Server Services - Physical (Agency) - Linux – Tier 3	$ 1,419.38	Server
SSDC	Server Support	Server Services - Physical (Agency) - UNIX	$ 2,646.89	Server
SSDC	Server Support	Server Services - Physical (Agency) - Appliance – Tier 3	$ 298.94	Appliance Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Windows – Tier 2	$ 1,764.46	Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Windows – Tier 3	$ 1,199.06	Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Linux – Tier 2	$ 1,031.42	Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Linux – Tier 3	$ 997.57	Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Appliance – Tier 2	$ 416.66	Appliance Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Appliance – Tier 3	$ 296.29	Appliance Instance
SSDC	Server Support	Server Support (Misc) - Application / Web Server - Monitoring	$ 168.38	Instance
SSDC	Virtual Application and Utility Applications	EAPS Instance	$ 7,119.19	Instance
SSDC	Virtual Application and Utility Applications	EAPS End-User	$ 276.34	Concurrent User
SSDC	Storage Services	Storage SAN - Tier 1 - Central Data Centers	$ 1.08	Per GB
SSDC	Storage Services	Storage SAN/NAS - Tier 2 - Central Data Centers	$ 0.94	Per GB
SSDC	Storage Services	Storage SAN/NAS - Tier 3 - Central Data Centers	$ 0.79	Per GB
SSDC	Storage Services	Backup of Local Attached Storage - Per GB Protected	$ 0.70	Per GB
SSDC	Storage Services	Storage SAN/NAS - Tier 2 - Agency Data Centers	$ 1.19	Per GB
SSDC	Database Services	EDS Service (MS SQL)	$ 749.42	Per Instance
SSDC	Database Services	EDS Service (Oracle)	$ 721.54	Per Instance
SSDC	Disaster Recovery Services	Tier 1 - RTO< 4 hours	$ 839.85	Per Instance
SSDC	Disaster Recovery Services	Tier 2 - RTO 4-24 hours	$ 553.48	Per Instance
SSDC	Disaster Recovery Services	Tier 3 - RTO 25-48 hours	$ 442.79	Per Instance
SSDC	Disaster Recovery Services	Tier 4 - RTO 49-72 hours	$ 332.09	Per Instance
SSDC	Milestones	SSDC Implementation	$ 184,154.32	Fixed Monthly Fee
VDN	Milestones	Voice and Data Network Implementation	$ 263,278.62	Fixed Monthly Fee
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 1xT1	$ 205.55	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 2xT1	$ 199.09	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 4xT1	$ 270.18	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 3 WAN, 1xDS3	$ 496.12	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 1xT1, IPSEC, LTE	$ 299.59	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 2xT1, IPSEC, LTE	$ 293.13	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 4xT1, IPSEC, LTE	$ 364.21	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 3 WAN, 1xDS3, IPSEC, LTE	$ 614.74	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, Ethernet Only	$ 142.62	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, Ethernet Only, IPSEC, LTE	$ 240.50	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - Core Data Center	$ 8,602.55	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 8 Port	$ 64.72	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 24 Port	$ 201.43	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 48 Port	$ 332.27	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 24 Port (POE)	$ 242.47	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 48 Port (POE)	$ 398.88	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch Aggregation - 48 Port	$ 2,739.81	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch Core - 192 Port	$ 5,719.65	Per Device
VDN	Managed Wireless LAN CPE	Managed Wireless LAN CPE - Wifi Access Point Dual 3x3:3 Radio Integrated Omni Antenna Outdoor	$ 157.48	Per Device
VDN	Managed Wireless LAN CPE	Managed Wireless LAN CPE - Wifi Access Point Dual 2x2:2/4x4:4 MU-MIMO Radio Integrated Antenna	$ 93.98	Per Device
VDN	Managed Wireless LAN CPE	Managed Wireless LAN CPE - Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna 2.5+1 GbE	$ 138.47	Per Device
VDN	Managed Wireless LAN CPE	Managed Wireless LAN CPE - Wifi Access Point Dual 2x2:2/3x3:3 MU-MIMO Radio Integrated Antenna	$ 74.94	Per Device

VDN	Managed Wireless LAN CPE	Managed Wireless LAN CPE - Wifi Access Point Dual 2x2:2 Radio Integrated Omni Antenna Outdoor	$ 112.63	Per Device
VDN	Managed Wireless LAN CPE	Managed Wireless LAN CPE - Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna	$ 126.60	Per Device
VDN	Managed Wireless LAN CPE	Managed Wireless LAN CPE - Wifi Access Point Dual 2x2:2 Radio Integrated Antenna	$ 60.86	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS single line	$ 8.27	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS 2 line	$ 9.95	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS 4 line	$ 13.03	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS 16 line	$ 13.90	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS Conference Phone	$ 57.76	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone Accessory - UCCaaS Conference Phone POE Injector	$ 5.69	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone Accessory - UCCaaS Conference Phone external microphone	$ 21.39	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - UCCaaS 5 line, GigE	$ 20.00	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS 5 line, GigE, Wifi	$ 27.08	Per Device
VDN	VCE CPE	VCE CPE - Conference Phone (12 ft Microphone Range)	$ 92.72	Per Device
VDN	VCE CPE	VCE CPE - Conference Phone Extension Microphones	$ 19.59	Per Device
VDN	VCE CPE	VCE CPE - Phone – VCE 2 line	$ 7.71	Per Device
VDN	VCE CPE	VCE CPE - Phone – VCE 6 line	$ 14.41	Per Device
VDN	VCE CPE	VCE CPE - Phone – VCE 6 line w/GigE Interface	$ 16.98	Per Device
VDN	VCE CPE	VCE CPE - Phone – VCE 12 line	$ 19.09	Per Device
VDN	VCE CPE	VCE CPE - Phone – VCE 12 line w/GigE Interface	$ 21.46	Per Device
VDN	VCE CPE	VCE CPE - Phone – VCE 12 line w/Video Port	$ 26.12	Per Device
VDN	VCE CPE	VCE CPE - Phone – VCE 16 line w/Video Port	$ 31.32	Per Device
VDN	VCE CPE	VCE CPE - Conference Phone (with support for G.722 wideband codec)	$ 62.72	Per Device
VDN	VCE CPE	VCE CPE - Attendant Expansion Module	$ 36.33	Per Device
VDN	VCE CPE	VCE CPE - 2 port Analog Terminal Adapter (ATA)	$ 13.20	Per Device
VDN	VCE CPE	VCE CPE - 4 Port Analog Terminal Adapter (ATA)	$ 24.19	Per Device
VDN	VCE CPE	VCE CPE - 8 Port Analog Terminal Adapter (ATA)	$ 37.44	Per Device
VDN	VCE CPE	VCE CPE - 24 Port Analog Terminal Adapter (ATA)	$ 129.88	Per Device
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 64 Kbps	$ 83.69	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 128 Kbps	$ 178.37	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 256 Kbps	$ 178.38	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 512 Kbps	$ 281.67	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 1.024 Mbps	$ 296.04	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 1.536 Mbps	$ 296.04	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - 2xDS1 - 3.072 Mbps	$ 592.09	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - 3xDS1 - 4.608 Mbps	$ 888.13	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - 4xDS1 - 6.144 Mbps	$ 982.75	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 8 Mbps	$ 1,107.08	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 10 Mbps	$ 1,195.56	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 15 Mbps	$ 1,518.84	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 20 Mbps	$ 1,869.35	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 30 Mbps	$ 2,008.53	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 40 Mbps	$ 2,230.41	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 44.736 Mbps	$ 2,249.10	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-3 - 50 Mbps	$ 2,406.88	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-3 - 80 Mbps	$ 3,466.15	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-3 - 100 Mbps	$ 4,012.24	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-3 - 155/155.52Mbps	$ 6,097.38	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 200 Mbps	$ 7,334.90	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 300 Mbps	$ 11,071.21	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 500 Mbps	$ 16,045.62	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 600 Mbps	$ 19,205.67	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 622.08 Mbps	$ 19,678.03	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 1 Mbps	$ 193.58	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 2 Mbps	$ 261.90	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 3 Mbps	$ 318.82	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 4 Mbps	$ 352.99	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 5 Mbps	$ 409.91	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 6 Mbps	$ 455.45	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 7 Mbps	$ 501.00	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 8 Mbps	$ 546.55	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 10 Mbps	$ 626.24	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 15 Mbps	$ 683.18	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 20 Mbps	$ 874.46	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 30 Mbps	$ 970.11	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 40 Mbps	$ 1,150.01	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 50 Mbps	$ 1,332.20	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 80 Mbps	$ 1,764.85	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 100 Mbps	$ 2,584.70	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 150 Mbps	$ 3,609.41	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 200 Mbps	$ 3,609.41	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 300 Mbps	$ 4,861.96	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 400 Mbps	$ 5,727.23	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 500 Mbps	$ 6,490.10	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 600 Mbps	$ 7,070.79	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 800 Mbps	$ 8,004.45	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 1000 Mbps	$ 8,767.33	Per Port
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 28 Kbps - 1.728 Mbps	$ 14.82	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 1.729 Mbps - 3.072 Mbps	$ 125.77	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 3.600 Mbps - 4.144 Mbps	$ 209.88	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 5.000 Mbps - 9.000 Mbps	$ 335.71	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 10.000 Mbps	$ 524.92	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 13.488 Mbps - 22.496 Mbps	$ 944.97	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 24.384 Mbps - 30.720 Mbps	$ 1,364.86	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 36.000 Mbps - 44.992 Mbps	$ 1,574.80	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 50.000 Mbps	$ 2,518.43	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 62.500 Mbps - 90.000 Mbps	$ 2,759.23	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 100.000 Mbps - 180.000 Mbps	$ 4,617.12	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 200.500 Mbps - 270.000 Mbps	$ 7,135.53	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 300.000 Mbps - 360.000 Mbps	$ 10,073.71	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 400.000 Mbps - 450.000 Mbps	$ 12,591.29	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 500.000 Mbps - 559.888 Mbps	$ 15,950.02	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 720.000 Mbps - 765.000 Mbps	$ 20,567.12	Per Circuit
VDN	Gold Committed Access Rate (CAR)	Gold CAR - 900.000 Mbps	$ 24,974.34	Per Circuit
VDN	TDM Delivered Internet Ports (Full Port)	TDM Delivered Internet Ports (Full Port) - DS1 - 1.536 Mbps	$ 273.18	Per Port
VDN	TDM Delivered Internet Ports (Full Port)	TDM Delivered Internet Ports (Full Port) - 2xDS1 - 3.072 Mbps	$ 546.37	Per Port
VDN	TDM Delivered Internet Ports (Full Port)	TDM Delivered Internet Ports (Full Port) - 3xDS1 - 4.608 Mbps	$ 648.80	Per Port
VDN	TDM Delivered Internet Ports (Full Port)	TDM Delivered Internet Ports (Full Port) - 4xDS1 - 6.144 Mbps	$ 746.70	Per Port
VDN	TDM Delivered Internet Ports (Full Port)	TDM Delivered Internet Ports (Full Port) - DS3 - 44.736 Mbps	$ 2,381.21	Per Port
VDN	TDM Delivered Internet Ports (Full Port)	TDM Delivered Internet Ports (Full Port) - OC-3 - 155.52 MB	$ 5,213.15	Per Port
VDN	TDM Delivered Internet Ports (Full Port)	TDM Delivered Internet Ports (Full Port) - OC-12 - 622.08 MB	$ 12,948.61	Per Port
VDN	TDM Delivered Internet Ports (Full Port)	TDM Delivered Internet Port (Full Port) - OC-48 - 2488.32 MB	$ 40,512.19	Per Port
VDN	TDM Delivered Internet Port (Fractional DS3)	TDM Delivered Internet Port (Fractional DS3) - DS3 - 3 MB	$ 553.20	Per Port
VDN	TDM Delivered Internet Port (Fractional DS3)	TDM Delivered Internet Port (Fractional DS3) - DS3 - 6 MB	$ 651.08	Per Port
VDN	TDM Delivered Internet Port (Fractional DS3)	TDM Delivered Internet Port (Fractional DS3) - DS3 - 7 MB	$ 728.49	Per Port
VDN	TDM Delivered Internet Port (Fractional DS3)	TDM Delivered Internet Port (Fractional DS3) - DS3 - 12 MB	$ 890.12	Per Port
VDN	TDM Delivered Internet Port (Fractional DS3)	TDM Delivered Internet Port (Fractional DS3) - DS3 - 15 MB	$ 1,040.36	Per Port
VDN	TDM Delivered Internet Port (Fractional DS3)	TDM Delivered Internet Port (Fractional DS3) - DS3 - 21 MB	$ 1,359.08	Per Port
VDN	TDM Delivered Internet Port (Fractional DS3)	TDM Delivered Internet Port (Fractional DS3) - DS3 - 30 MB	$ 1,802.99	Per Port
VDN	TDM Delivered Internet Port (Fractional DS3)	TDM Delivered Internet Port (Fractional DS3) - DS3 - 45 MB	$ 2,381.21	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 10 Mbps	$ 569.13	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 20 Mbps	$ 785.39	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 30 Mbps	$ 921.98	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 40 Mbps	$ 1,035.81	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 50 Mbps	$ 1,206.53	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 100 Mbps	$ 2,344.77	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 200 Mbps	$ 3,471.64	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 300 Mbps	$ 4,416.39	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 400 Mbps	$ 5,213.15	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 500 Mbps	$ 5,896.08	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 600 Mbps	$ 6,419.68	Per Port
VDN	Ethernet Delivered Internet Port	Ethernet Delivered Internet Port - Ethernet - 700 Mbps	$ 6,886.36	Per Port
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 1,000 GB	$ 1,069.97	Per 1,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 3,000 GB	$ 2,353.89	Per 3,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 10,000 GB	$ 4,279.80	Per 10,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 30,000 GB	$ 10,344.32	Per 30,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 45,000 GB	$ 12,126.80	Per 45,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 100,000 GB	$ 21,667.53	Per 100,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 150,000 GB	$ 30,896.35	Per 150,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 300,000 GB	$ 58,580.60	Per 300,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 500,000 GB	$ 92,283.85	Per 500,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 700,000 GB	$ 121,707.30	Per 700,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Commited Data Plan - 1,000,000 GB	$ 163,166.51	Per 1,000,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 1,000 GB	$ 1,283.95	Per 1,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 3,000 GB	$ 2,624.37	Per 3,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 10,000 GB	$ 4,770.81	Per 10,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 30,000 GB	$ 12,411.36	Per 30,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 45,000 GB	$ 14,551.26	Per 45,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 100,000 GB	$ 30,334.06	Per 100,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 150,000 GB	$ 43,253.06	Per 150,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 300,000 GB	$ 82,012.38	Per 300,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 500,000 GB	$ 129,196.92	Per 500,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 700,000 GB	$ 170,389.77	Per 700,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Commited Data Plan - 1,000,000 GB	$ 228,433.09	Per 1,000,000 GB
VDN	Access - Time Division Multiplexed (TDM) Option	Access - Time Division Multiplexed (TDM) Option - DS1	$ 341.59	Per Circuit
VDN	Access - Time Division Multiplexed (TDM) Option	Access - Time Division Multiplexed (TDM) Option - DS3	$ 3,643.63	Per Circuit

VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 2Mbps	$ 797.04	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 3Mbps	$ 801.60	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 4Mbps	$ 806.14	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 5Mbps	$ 812.98	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 6Mbps	$ 819.82	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 7Mbps	$ 826.63	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 8Mbps	$ 831.19	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 9Mbps	$ 835.75	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 10Mbps	$ 842.59	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 20Mbps	$ 958.73	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 30Mbps	$ 1,131.79	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 40Mbps	$ 1,307.14	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 50Mbps	$ 1,491.61	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 60Mbps	$ 1,874.15	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 70Mbps	$ 2,032.43	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 80Mbps	$ 2,177.61	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 90Mbps	$ 2,322.76	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 100Mbps	$ 2,419.59	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 200Mbps	$ 3,193.87	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 300Mbps	$ 3,871.35	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 400Mbps	$ 4,451.97	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 500Mbps	$ 5,032.66	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 600Mbps	$ 5,613.35	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 700Mbps	$ 6,194.04	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 800Mbps	$ 6,726.33	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 900Mbps	$ 7,258.65	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 1000Mbps	$ 7,742.70	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 4 (all sizes)	10.71%	Surcharge
VDN	SONET Ports	SONET Ports - DS1 Port	$ 515.18	Per Port
VDN	SONET Ports	SONET Ports - DS3 Port	$ 2,115.37	Per Port
VDN	SONET Ports	SONET Ports - DS3 Transmux	$ 7,357.47	Per Port
VDN	SONET Ports	SONET Ports - OC3c Port	$ 4,598.42	Per Port
VDN	SONET Ports	SONET Ports - OC3 Port	$ 4,598.63	Per Port
VDN	SONET Ports	SONET Ports - OC12c Port	$ 9,196.65	Per Port
VDN	SONET Ports	SONET Ports - OC12 Port	$ 9,196.65	Per Port
VDN	SONET Ports	SONET Ports - OC48c Port	$ 22,072.03	Per Port
VDN	SONET Ports	SONET Ports - OC48 Port	$ 22,072.03	Per Port
VDN	SONET Ports	SONET Ports - GigE-1 Port	$ 4,230.74	Per Port
VDN	SONET Ports	SONET Ports - GigE-3 Port	$ 6,346.11	Per Port
VDN	SONET Ports	SONET Ports - GigE-6 Port	$ 8,369.51	Per Port
VDN	SONET Ports	SONET Ports - GigE-9 Port	$ 9,840.52	Per Port
VDN	SONET Ports	SONET Ports - GigE-12 Port	$ 11,863.83	Per Port
VDN	SONET Ports	SONET Ports - GigE-24 Port	$ 16,186.25	Per Port
VDN	SONET Ports	SONET Ports - 1Gbps Fibre Channel	$ 18,393.30	Per Circuit
VDN	SONET Ports	SONET Ports - 1 Gbps FICON	$ 18,393.30	Per Circuit
VDN	Managed WAN	Managed WAN - Managed WAN Activation	$ 1,364.82	Per Device; one-time fee
VDN	Managed WAN	Managed WAN - X-Small Router	$ 129.53	Per Device
VDN	Managed WAN	Managed WAN - Small Router	$ 129.53	Per Device
VDN	Managed WAN	Managed WAN - Medium Router	$ 129.53	Per Device
VDN	Managed WAN	Managed WAN - Large Router	$ 353.27	Per Device
VDN	Managed WAN	Managed WAN - X-Large Router	$ 494.54	Per Device
VDN	Managed LAN	Managed LAN - Managed LAN Activation	$ 445.91	Per Device; one-time fee
VDN	Managed LAN	Managed LAN - Small Switch	$ 95.72	Per Device
VDN	Managed LAN	Managed LAN - Medium Switch	$ 123.07	Per Device
VDN	Managed LAN	Managed LAN - Large Switch	$ 225.65	Per Device
VDN	Managed LAN	Managed LAN - X-Large Switch	$ 531.69	Per Device
VDN	Managed LAN	Managed LAN - Medium Load Balancer	$ 652.43	Per Device
VDN	Managed WLAN	Managed WLAN - Activation	$ 177.69	Per Device
VDN	Managed WLAN	Managed WLAN - Managed WAP	$ 42.96	Per Device
VDN	Secure Gateway Universal Port	Secure Gateway - Universal Port - 50 Mbps	$ 2,071.75	Per port
VDN	Secure Gateway Universal Port	Secure Gateway - Universal Port - 100 Mbps	$ 3,149.87	Per port
VDN	Secure Gateway Universal Port	Secure Gateway - Universal Port - 250 Mbps	$ 5,539.49	Per port
VDN	Secure Gateway Universal Port	Secure Gateway - Universal Port - 500 Mbps	$ 10,152.04	Per port
VDN	Secure Gateway Universal Port	Secure Gateway - Universal Port - 1000 Mbps	$ 18,299.00	Per port
VDN	Secure Gateway Remote Office	Secure Gateway Remote Office	$ 188.96	Per Device
VDN	UCCaaS Seat	UCCaaS Seat - UCC/HCS Package G0	$ 34.11	Per Seat
VDN	UCCaaS Seat	UCCaaS Seat - UCC/HCS Package G1	$ 39.13	Per Seat
VDN	UCCaaS Seat	UCCaaS Seat - UCC/HCS Package G2	$ 48.08	Per Seat
VDN	UCCaaS Seat	UCCaaS Seat - UCC/HCS Package G3	$ 70.43	Per Seat
VDN	VCE Stations and Trunks	VCE Stations and Trunks - VCE Premier Station	$ 78.25	Per Station
VDN	VCE Features	VCE Features - Premier Fax only Station	$ 22.35	Per Fax Station
VDN	VCE Features	VCE Features - Key System Package 2 line	$ 160.96	Per Site
VDN	VCE Features	VCE Features - Key System Package 4 line	$ 312.96	Per Site
VDN	VCE Features	VCE Features - Key System Package 8 line	$ 592.38	Per Site
VDN	VCE Features	VCE Features - Key System Package 12 line	$ 838.27	Per Site
VDN	VCE Features	VCE Features - Auto Attendant	$ 55.90	Per Service
VDN	VCE Features	VCE Features - Hunt Group	$ 22.35	Per Group
VDN	VCE Features	VCE Features - Call Queue Agent	$ 67.06	Per Agent
VDN	VCE Features	VCE Features - Stand-alone Voice Mail	$ 13.43	Per Mailbox
VDN	VCE Features	VCE Features - Mobile Client User	$ 2.80	Per User
VDN	VCE Features	VCE Features - Soft-phone Client User	$ 2.80	Per User
VDN	VCE Features	VCE Features - Instant Meeting Bridge	$ 22.35	Per Bridge
VDN	VCE Features	VCE Features - Instant Meeting Moderator	$ 33.54	Per User
VDN	VCE Features	VCE Features - Call Center Agent	$ 145.31	Per User
VDN	VCE Features	VCE Features - Call Center Supervisor	$ 190.02	Per User
VDN	VCE Features	VCE Features - Call Recording	$ 22.35	Per User
VDN	VCE Features	VCE Features - UCC package	$ 17.90	Per User
VDN	VCE Features	VCE Features - Enterprise Receptionist	$ 80.49	Per User
VDN	VCE Features	VCE Features - CRM Client	$ 12.30	Per User
VDN	Conferencing	Conferencing - Per Minute - Instant Mtg. Toll Meet Me	$ 0.0195	Per Minute
VDN	Audio Conferencing Subscription Services	Conferencing - Per Subscription - Instant Mtg. Fee 51-60 ports	$ 66.54	Per Subscription
VDN	Audio Conferencing Subscription Services	Conferencing - Per Subscription - Instant Mtg. Fee 61-70 ports	$ 74.86	Per Subscription
VDN	Audio Conferencing Subscription Services	Conferencing - Per Subscription - Instant Mtg. Fee 71-80 ports	$ 83.18	Per Subscription
VDN	Audio Conferencing Subscription Services	Conferencing - Per Subscription - Instant Mtg. Fee 81-90 ports	$ 91.49	Per Subscription
VDN	Audio Conferencing Subscription Services	Conferencing - Per Subscription - Instant Mtg. Fee 91-100 ports	$ 99.81	Per Subscription
VDN	Named User Enterprise Edition Conference Services 200 Host Packages	Conferencing - Named User Enterprise Edition - 200 Host Packages - 25-99 hosts enrolled	$ 148.24	Per Host
VDN	Named User Enterprise Edition Conference Services 200 Host Packages	Conferencing - Named User Enterprise Edition - 200 Host Packages - 100-249 hosts enrolled	$ 144.79	Per Host
VDN	Named User Enterprise Edition Conference Services 200 Host Packages	Conferencing - Named User Enterprise Edition - 200 Host Packages - 250-499 hosts enrolled	$ 120.66	Per Host
VDN	Named User Enterprise Edition Conference Services 200 Host Packages	Conferencing - Named User Enterprise Edition - 200 Host Packages - 500-999 hosts enrolled	$ 91.36	Per Host
VDN	Named User Enterprise Edition Conference Services 200 Host Packages	Conferencing - Named User Enterprise Edition - 200 Host Packages - 1000-2499 hosts enrolled	$ 86.19	Per Host
VDN	Named User Enterprise Edition Conference Services 200 Host Packages	Conferencing - Named User Enterprise Edition - 200 Host Packages - 2500-9999 hosts enrolled	$ 65.50	Per Host
VDN	Named User Enterprise Edition Conference Services 200 Host Packages	Conferencing - Named User Enterprise Edition - 200 Host Packages - 10K+ hosts enrolled	$ 58.61	Per Host
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 25-99 hosts enrolled	$ 148.24	Per Host
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 100-249 hosts enrolled	$ 144.79	Per Host
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 250-499 hosts enrolled	$ 120.66	Per Host
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 500-999 hosts enrolled	$ 91.36	Per Host
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 1000-2499 hosts enrolled	$ 86.19	Per Host
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 2500-9999 hosts enrolled	$ 56.48	Per Host
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 10K+ hosts enrolled	$ 58.61	Per Host
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - Toll Named Users	$ 13.80	Per User
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - Toll Plus User	$ 21.11	Per User
VDN	Named User Enterprise Edition Conference Services 1000 Host Packages	Conferencing - Named User Enterprise Edition - 1000 Host Packages - Toll Plus International Named User	$ 82.76	Per User
VDN	Named User Meeting Center Conf Services with Meeting Center 25 or 200	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 1-24 Hosts enrolled	$ 153.42	Per Host
VDN	Named User Meeting Center Conf Services with Meeting Center 25 or 200	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 25-99 hosts enrolled	$ 113.77	Per Host
VDN	Named User Meeting Center Conf Services with Meeting Center 25 or 200	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 100-249 hosts enrolled	$ 110.32	Per Host
VDN	Named User Meeting Center Conf Services with Meeting Center 25 or 200	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 250-499 hosts enrolled	$ 94.81	Per Host
VDN	Named User Meeting Center Conf Services with Meeting Center 25 or 200	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 500-999 hosts enrolled	$ 68.96	Per Host
VDN	Named User Meeting Center Conf Services with Meeting Center 25 or 200	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 1000-2499 hosts enrolled	$ 58.61	Per Host
VDN	Named User Meeting Center Conf Services with Meeting Center 25 or 200	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 2500-9999 hosts enrolled	$ 36.20	Per Host
VDN	Named User Meeting Center Conf Services with Meeting Center 25 or 200	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 10K+ hosts enrolled	$ 32.76	Per Host
VDN	Named User Training Center Services	Named User Training Center Services - NU Training Center 30	$ 513.66	Per Host
VDN	Named User Training Center Services	Named User Training Center Services - NU Training Center 200	$ 1,203.12	Per Host
VDN	Named user Support Center Conf Services	Named user Support Center Conf Services - Support Center Capacity of 5	$ 341.30	Per Host
VDN	Named User Event Center Conf Services	Named User Event Center Conf Services - Event Center Capacity of 100	$ 341.30	Per Host
VDN	Named User Event Center Conf Services	Named User Event Center Conf Services - Event Center Capacity of 500	$ 1,375.47	Per Host
VDN	Named User Event Center Conf Services	Named User Event Center Conf Services - Event Center Capacity of 1000	$ 1,720.20	Per Host
VDN	Net Conferencing Integrated Audio CCA	CCA Net Conferencing Integrated Audio	$ 77.90	Per Port
VDN	VoIP Set-up	VoIP Set-up - Service Establishment Fee	$ 1,177.78	Per Site, one-time fee
VDN	VoIP Set-up	VoIP Set-up - Analog Line	$ 272.21	Per Circuit, one-time fee
VDN	VoIP Set-up	VoIP Set-up - ISDN PRI	$ 1,229.39	Per Circuit, one-time fee
VDN	VoIP Features	VoIP Features - Best + Tier 1 +50	$ 894.17	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Best + Tier 2 +100	$ 1,564.77	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Best + Tier 3 +200	$ 2,682.46	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Best + Tier 4 +300	$ 3,576.61	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Best + Tier 5 +400	$ 4,470.76	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Call Forwarding	$ 2.24	Per Phone Number
VDN	VoIP Features	VoIP Features - DID Number	$ 2.23	Per Phone Number
VDN	VoIP Features	VoIP Features - Voice Mails	$ 7.84	Per Phone Number
VDN	VoIP Features	VoIP Features - Caller ID with Name - Inbound	$ 0.54	Per Location ID
VDN	VoIP Features	VoIP Features - Auto Attendant Instances	$ 44.71	Per Phone Number
VDN	VoIP Features	VoIP Features - Non-Published	$ 3.84	Per Phone Number
VDN	VoIP Features	VoIP Features - Additional Listing	$ 3.18	Per Phone Number
VDN	VoIP Features	VoIP Features - Non-Listed	$ 2.38	Per Phone Number
VDN	PSTN Services	PSTN Services - Analog Line	$ 105.08	Per Circuit
VDN	PSTN Services	PSTN Services - ISDN PRI	$ 1,061.82	Per Circuit

VDN	VCC Set-up	VCC Set-up - Base Implementation	$	29,160.07	Per Business Unit, one-time fee
VDN	VCC Set-up	VCC Set-up - Per User Implementation Add-On	$	32.40	Per User, one-time fee
VDN	VCC Users	VCC Users - VCC Unique User	$	215.24	Per User
VDN	VCC Features	VCC Features - Additional Ports	$	127.61	Per Port
VDN	VCC Features	VCC Features - Additional Storage	$	2.01	Per GB
VDN	VCC Features	VCC Features - Archive Storage	$	0.54	Per GB
VDN	VCC Features	VCC Features - Retrieval Storage	$	8.47	Per GB
VDN	VCC Features	VCC Features - Voice Recording	$	19.99	Per User
VDN	VCC Features	VCC Features - Outbound Dialing	$	286.98	Per Business Unit
VDN	VCC Features	VCC Features - PCI Level 1	$	38.45	Per User
VDN	IP Contact Center	IP Contact Center - Toll Free T1/DAL (8001 Dedicated Termination)	$	102.49	Per Service Number or Per Trunk
VDN	IP Contact Center	IP Contact Center - Toll Free Business Line/CBL (8003 Service Termination)	$	10.25	Per Service Number or Per Local DID
VDN	IP Contact Center	IP Contact Center - IP Toll Free Services	$	0.0287	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Switched Termination, Without IP IVR	$	0.0306	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Switched Termination, With IP IVR	$	0.0204	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Dedicate/Local Termination, Without IP IVR	$	0.0204	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Dedicate/Local Termination, With IP IVR	$	0.0102	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, IP Termination, Without IP IVR	$	0.0240	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, IP Termination, With IP IVR	$	0.0102	Per Minute
VDN	SCI - Non-Commiter Plan	SCI Non-Commited Plan Usage	$	3.1551	Per GB
VDN	VCE	VCE - International LD, Tier A	$	0.0664	Per Minute
VDN	VCE	VCE - International LD, Tier B	$	0.1107	Per Minute
VDN	VCE	VCE - International LD, Tier C	$	0.2768	Per Minute
VDN	VCE	VCE - International LD, Tier D	$	0.5535	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Toll Meet Me	$	0.0195	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Meet Me - IP Access	$	0.0095	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Toll Meet Me - Wireless Access Option	$	0.0101	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Unattended Toll Meet Me	$	0.0094	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Standard Toll Meet Me	$	0.0764	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Premier Toll Meet Me	$	0.0996	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Meeting IP Dial Out Access - requires VZ VOIP	$	0.0095	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Toll Free Meet Me	$	0.0162	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Dial Out	$	0.0162	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. 8XX Meet Me - Wireless Access Option	$	0.0170	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Unattended Toll Free Meet Me	$	0.0162	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Standard Toll Free Meet Me	$	0.0863	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Standard Dial Out	$	0.1644	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Premier Toll Free Meet Me	$	0.1063	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Premier Dial Out	$	0.2192	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Instant Mtg. Toll Free Meet Me	$	0.0524	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Instant Mtg. Dial Out	$	0.0524	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Unattended Toll Free Meet Me	$	0.0524	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Standard Toll Free Meet Me	$	0.1694	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Standard Dial Out	$	0.1843	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Premier Toll Free Meet Me	$	0.2192	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Premier Dial Out	$	0.2391	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone A	$	0.0166	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone C	$	0.0664	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone D	$	0.0775	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone E	$	0.2491	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone F	$	0.1661	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone G	$	0.2768	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone A	$	0.0775	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone C	$	0.1328	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone D	$	0.1550	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone E	$	0.3100	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone F	$	0.3543	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone G	$	0.3543	Per Minute
VDN	Conferencing	Conferencing - Options Usage - Instant Replay Plus / Instant Meeting Replay	$	0.1771	Per Minute
VDN	Conferencing	Conferencing - Options Usage - Overbooking (after first 50 bridge ports)	$	2.21	Per Port
VDN	Conferencing	Conferencing - Options Usage - Recorded Audio File Download	$	27.68	Per download
VDN	Conferencing	Conferencing - Named User Usage - Named User Enterprise Edition Attendee Overage	$	34.45	Per User
VDN	Conferencing	Conferencing - Named User Usage - Message Storage Overage	$	3.38	Per Gigabyte
VDN	Conferencing	Conferencing - Named User Usage - Enable Storage Overage	$	3.38	Per Gigabyte
VDN	Conferencing	Conferencing - Named User Usage - Meeting Center Conference Attendee Overage	$	34.45	Per Attendee
VDN	Conferencing	Conferencing - Named User Usage - Training Center Attendee Overage	$	34.45	Per Host
VDN	Conferencing	Conferencing - Named User Usage - Support Center Capacity Overage	$	34.45	Per Host
VDN	Conferencing	Conferencing - Named User Usage - Event Center Attendee Overage	$	34.45	Per Host
VDN	Conferencing	Conferencing - Webex Enterprise Edition- Reserved Net Conference for WebEx Event Center	$	0.1218	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone A	$	0.0135	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone C	$	0.0654	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone D	$	0.0763	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone E	$	0.2453	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone F	$	0.1635	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone G	$	0.2726	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone A	$	0.0763	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone C	$	0.1309	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone D	$	0.1527	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone E	$	0.3052	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone F	$	0.3488	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone G	$	0.3488	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone A	$	0.0690	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone C	$	0.0935	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone D	$	0.0935	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone E	$	0.2118	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone F	$	0.2562	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone G	$	0.4335	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone H	$	0.4926	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone I	$	0.6502	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone J	$	0.8866	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone K	$	1.1034	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone L	$	2.7387	Per Minute
VDN	Conferencing	Conferencing - CCADial Out	$	0.0141	Per Minute
VDN	Conferencing	Conferencing - CCA Inbound Toll	$	0.0106	Per Minute
VDN	Conferencing	Conferencing - CCA Inbound Toll Free	$	0.0141	Per Minute
VDN	Conferencing	Conferencing - CCA Overage	$	50.48	Per Port
VDN	VOIP	VOIP - VoIP Usage - Best+ CCL Overage	$	46.50	Per CCL
VDN	Discretionary Services (Misc.)	Discretionary Services (Misc.) - Extended Demarc	$	554.08	Per Circuit, one-time fee
VDN	Discretionary Services (Misc.)	Discretionary Services (Misc.) - Inside Wiring	$	554.08	Per Cable, one-time fee
VDN	Discretionary Services (Misc.)	Discretionary Services (Misc.) - Expedite	$	1,162.39	Per Order, one-time fee
VDN	Discretionary Services (Misc.)	Discretionary Services (Misc.) - Physical Site Survey	$	474.92	Per Site, one-time fee
VDN	Discretionary Services (Phone Accessories)	Discretionary Services (Phone Accessories) - Phone wall mt 1-187QNHO	$	7.91	Per Device, one-time fee
VDN	Discretionary Services (Phone Accessories)	Discretionary Services (Phone Accessories) - Plantronics headset 740SS	$	286.72	Per Device, one-time fee
VDN	Discretionary Services (Phone Accessories)	Discretionary Services (Phone Accessories) - Plantronics headsetPTfocus	$	183.80	Per Device, one-time fee
VDN	Discretionary Services (Phone Accessories)	Discretionary Services (Phone Accessories) - Polycom USB video Camera	$	97.41	Per Device, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Professional Services Hours	$	376.40	Per Hour
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Basic Self-Service IVR	$	4,317.45	Per Instance
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Premium Self-Service IVR	$	11,623.90	Per Instance
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Automated Speech Recognition (Per 10 Actions)	$	7,057.37	Per Instance
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - CRM-Driven Screen Pop / Call Routing	$	7,195.75	Per Instance
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Named Agent Routing	$	7,195.75	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Auto Attendant Implementation	$	5,978.01	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Quality Management Essentials Implementation	$	21,587.25	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Quality Optimization Advanced Implementation	$	28,229.48	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Workforce Management Essentials Implementation	$	47,491.94	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Workforce Management Advanced Implementation	$	60,776.40	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Workload Manager Implementation	$	6,642.23	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE WFM Advanced Plus Implementation	$	6,642.23	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Interaction Management Implementation	$	9,963.35	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Screen Recording Implementation	$	9,963.35	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - ECHO Implementation	$	19,926.69	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - ECHO Survey Creation	$	1,992.67	Per Survey, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - ECHO ACD Integration	$	7,265.50	Per ACD, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - inView Standard Implementation	$	10,586.06	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - inView Salesforce.com Integration	$	6,351.64	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - inView ECHO Implementation	$	3,985.34	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - inContact Advanced Analytics	$	4,317.45	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Inbound SMS Application Fee (Per BU) - SETUP	$	498.17	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Inbound SMS Implementation	$	1,992.67	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - inContact Social Media Implementation	$	6,642.23	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - SMS Long Code - SETUP	$	498.17	Per Code, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - SMS Short Code - SETUP	$	4,649.56	Per Code, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - SMS Custom Short Code - SETUP	$	4,649.56	Per Code, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - SMS Toll Free Long Code - SETUP	$	1,195.61	Per Code, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Personal Connection Dialer Installation (up to 50 users)	$	4,234.43	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Personal Connection Dialer Additional User Enablement	$	132.85	Per User, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Personal Connection 3rd party Software Integration	$	10,752.11	Per Instance, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Outbound Email Campaign Implementation	$	1,328.45	Per Campaign, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Outbound SMS Application Fee (Per BU) - SETUP	$	498.17	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Outbound SMS Campaign Implementation	$	1,660.56	Per Campaign, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Direct Data Access Activation	$	3,321.12	Per Business Unit, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - IPSec Implementation	$	664.23	Per Site, one-time fee
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Carrier DataCenter Connection	$	1,660.56	Per Rack Unit
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Professional Services On-Demand	$	79.99	Per Quarter Hour
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Technical Account Manager	$	3,999.18	Per Business Unit

VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Automated Speech Recognition	$	0.0941	Per Minute
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Auto Attendant	$	9.41	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Auto Attendant Lite	$	6.59	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - inContact Agent for Sales Force	$	14.12	Per User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - inContact Agent for Oracle Service Cloud	$	23.53	Per User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Quality Management Essentials	$	63.05	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Quality Management Optimization	$	68.70	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Interaction Management	$	45.17	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Screen Recording	$	26.35	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Workforce Management Essentials	$	36.70	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Workforce Management Advanced	$	51.76	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Workload Manager	$	6.12	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - WFM Advanced Plus	$	14.12	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - ECHO (per Agent)	$	37.64	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - ECHO (per Completed Survey)	$	1.42	Per Survey, one-time fee
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - ECHO Transcription Services	$	1.89	Per Comment, one-time fee
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - ECHO Non-inContact ACD Integration	$	752.79	Per ACD
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - InView Performance Management	$	28.23	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - InView Gamification	$	15.06	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - InView Messaging	$	7.53	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - InView Coaching and Learning Management	$	21.65	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - inContact Advanced Analytics	$	34.82	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Inbound SMS Application	$	164.68	Per Month
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Incoming SMS - messages	$	0.03	Per Message
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - SMS Long Code	$	235.25	Per Code
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - SMS Short Code	$	2,352.46	Per Code
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - SMS Custom Short Code	$	3,622.79	Per Code
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - SMS Toll Free Long Code	$	235.25	Per Code
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - SMS Toll Free Long Code - messages	$	0.04	Per Message
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - inContact Social Media	$	131.74	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Personal Connection Dialer	$	28.23	Per Configured User
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Outbound SMS Application MRC - (Per Business Unit)	$	752.79	Per Month
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Outgoing SMS - messages	$	0.03	Per Message
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Outbound Email 100K - (Recurring)	$	188.20	Per Month
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Outbound Email 1.5M- (Recurring)	$	1,176.23	Per Month
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - Direct Data Access - (Per Business Unit)	$	940.99	Per Business Unit
VDN	Discretionary Services (VCC Advanced Features)	Discretionary Services (VCC Advanced Features) - IP Sec	$	70.58	Per site
VDN	Discretionary (VoIP)	Discretionary (VoIP) - Cancellation (cancellation of VoIP Service post-Order, prior to completion of Installation)	$	885.64	Per Location
Workplace Collaboration	Google	WCS - AoDocs Document Management	$	8.65	License
Workplace Collaboration	Windows	WCS - SharePoint Base Service	$	10.24	User
Workplace Collaboration	Windows	WCS - SharePoint Full Service	$	8.04	User
Mainframe	Rate Card	Mainframe Rate Card		10.71%	Surcharge
Messaging	Rate Card	Messaging Rate Card		10.71%	Surcharge
MSI	Rate Card	MSI Rate Card		10.71%	Surcharge
MSS	Rate Card	MSS Rate Card		10.71%	Surcharge
SSDC	Rate Card	SSDC Rate Card		10.71%	Surcharge
EUC	Rate Card	EUC Rate Card		10.71%	Surcharge
MP	Rate Card	MP Rate Card		10.71%	Surcharge
VDN	Rate Card	VDN Rate Card		10.71%	Surcharge