COLA Adjustment Summary

30-Sep-13

Bureau of Labor Statistics

Employment Cost Index
Original Data Value

Series Id: CIU2025400000000I
Not Seasonally Adjusted
compensation: Wages and salaries
sector: Private industry
periodicity: Index number
Industryocc: Professional, scientific, and technical services
Years: 2001 to 2012

ECIA	0.91%
ECIB	1.15%
ECI GrowthB	2.06%
	0.7%

100.7% for 10.1.5, .7, .8
100.7% formatted

102.1% for 10.1.9
102.1% formatted

Year	Qtr1	Qtr2	Qtr3	Qtr4	Annual
2001	90.3	91	92	92.4	
2002	92.5	92.9	93	92.7	
2003	93.2	93.9	95.3	95.9	
2004	96.8	97.8	98.7	99.3	
2005	100	99.7	99.6	100	
2006	101.3	102.7	103.7	104.3	
2007	105.9	107.1	107.9	108.7	
2008	110.8	111.7	112.7	113.9	
2009	114.4	114	114.2	114.4	
2010	115.2	115.6	116.4	117.2	
2011	118.1	119.2	119.4	119.6	
2012	120.4	120.8	121.1	121.8	
2013	122.4	123			

Series Id: CIU2020000000225I
Not Seasonally Adjusted
compensation: Wages and salaries
sector: Private industry
periodicity: Index number
Industryocc: South Atlantic
Years: 2006 to 2012

Year	Qtr1	Qtr2	Qtr3	Qtr4	Annual
2006	101.3	101.9	103.2	103.9	
2007	105.0	106.1	106.9	107.5	
2008	108.6	109.5	110.2	110.3	
2009	110.8	111.3	111.9	112.2	
2010	112.5	112.9	113.3	113.7	
2011	114.0	114.6	115.4	115.6	
2012	116.4	117.3	118.0	118.5	
2013	119.2	120.0			

Source: Bureau of Labor Statistics

10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years		
Name	**Unit**	**Definition**
Data Center (Mainframe/Server)		
Mainframe		
Mainframe Processing - z/OS	Per Installed MIPS	z/OS mainframe hardware and software to provide published MIPS increments of computing capacity.
Mainframe Storage - z/OS	Per Gbyte	Gigabyte increments of z/OS disk storage capacity.
Mainframe Tape Storage - z/OS	Per Gbyte	Gigabyte increments of z/OS tape storage capacity.
Mainframe Processing - UNISYS	Per Installed HW/SW MIPS	Unisys mainframe hardware and software to provide MIPS increments of computing capacity.
Mainframe Storage - UNISYS	Per Gbyte	Gigabyte increments of Unisys disk storage capacity.
Mainframe Tape Storage - UNISYS	Per Gbyte	Gigabyte increments of Unisys tape storage capacity.
Mainframe Print CESC	Per 1000 lines	1000 line increments of print capacity.
Unix Servers		
Unix Physical Small (1-2 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 1 to 2 CPUs.
Unix Physical Medium (3-4 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 3 to 4 CPUs.
Unix Physical Large (5-6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 5 to 6 CPUs.
Unix Physical Enterprise (over 6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of greater than 6 CPUs.
Unix Virtual Small (1-2 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 1 to 2 CPUs.
Unix Virtual Medium (3-4 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 3 to 4 CPUs.
Unix Virtual Large (5-6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 5 to 6 CPUs.
Unix Virtual Enterprise (over 6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of greater than 6 CPUs.
Unix Servers - Disaster Recovery		
Tier 1 DR - Unix Physical Small (1-2 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - Unix Physical Medium (3-4 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - Unix Physical Large (5-6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - Unix Physical Enterprise (over 6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of greater than 6 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - Unix Virtual Small (1-2 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - Unix Virtual Medium (3-4 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - Unix Virtual Large (5-6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - Unix Virtual Enterprise (over 6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 1 Disaster Recovery service.
Tier 2 DR - Unix Physical Small (1-2 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - Unix Physical Medium (3-4 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 2 Disaster Recovery service.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Tier 2 DR - Unix Physical Large (5-6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - Unix Physical Enterprise (over 6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of greater than 6 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - Unix Virtual Small (1-2 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - Unix Virtual Medium (3-4 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - Unix Virtual Large (5-6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - Unix Virtual Enterprise (over 6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 2 Disaster Recovery service.
Tier 3 DR - Unix Physical Small (1-2 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - Unix Physical Medium (3-4 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - Unix Physical Large (5-6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - Unix Physical Enterprise (over 6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of greater than 6 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - Unix Virtual Small (1-2 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - Unix Virtual Medium (3-4 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - Unix Virtual Large (5-6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - Unix Virtual Enterprise (over 6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 3 Disaster Recovery service.
Tier 4 DR - Unix Physical Small (1-2 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - Unix Physical Medium (3-4 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - Unix Physical Large (5-6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - Unix Physical Enterprise (over 6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of greater than 6 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - Unix Virtual Small (1-2 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - Unix Virtual Medium (3-4 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - Unix Virtual Large (5-6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 4 Disaster Recovery service.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Tier 4 DR - Unix Virtual Enterprise (over 6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 4 Disaster Recovery service.
Tier 5 DR - Unix Physical Small (1-2 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - Unix Physical Medium (3-4 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - Unix Physical Large (5-6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - Unix Physical Enterprise (over 6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of greater than 6 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - Unix Virtual Small (1-2 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - Unix Virtual Medium (3-4 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - Unix Virtual Large (5-6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - Unix Virtual Enterprise (over 6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 5 Disaster Recovery service.
Tier 6 DR - Unix Physical Small (1-2 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - Unix Physical Medium (3-4 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - Unix Physical Large (5-6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - Unix Physical Enterprise (over 6 CPUs)	Qty of Physical Unix Servers	Each physical Unix server comprised of greater than 6 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - Unix Virtual Small (1-2 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - Unix Virtual Medium (3-4 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - Unix Virtual Large (5-6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - Unix Virtual Enterprise (over 6 CPUs)	Qty of Virtual Unix Servers	Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 6 Disaster Recovery service.
NT Win & Other Servers		
NT Win & Other Physical Small (1-2 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 1 to 2 CPUs.
NT Win & Other Physical Medium (3-4 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 3 to 4 CPUs.
NT Win & Other Physical Large (5-6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 5 to 6 CPUs.
NT Win & Other Physical Enterprise (over 6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of greater than 6 CPUs.
NT Win & Other Virtual Small (1-2 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 1 to 2 CPUs.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
NT Win & Other Virtual Medium (3-4 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 3 to 4 CPUs.
NT Win & Other Virtual Large (5-6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 5 to 6 CPUs.
NT Win & Other Virtual Enterprise (over 6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of greater than 6 CPUs.
NT Win & Other Servers Disaster Recovery		
Tier 1 DR - NT Win & Other Physical Small (1-2 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - NT Win & Other Physical Medium (3-4 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - NT Win & Other Physical Large (5-6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - NT Win & Other Physical Enterprise (over 6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - NT Win & Other Virtual Small (1-2 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - NT Win & Other Virtual Medium (3-4 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - NT Win & Other Virtual Large (5-6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 1 Disaster Recovery service.
Tier 1 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 1 Disaster Recovery service.
Tier 2 DR - NT Win & Other Physical Small (1-2 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - NT Win & Other Physical Medium (3-4 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - NT Win & Other Physical Large (5-6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - NT Win & Other Physical Enterprise (over 6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - NT Win & Other Virtual Small (1-2 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - NT Win & Other Virtual Medium (3-4 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - NT Win & Other Virtual Large (5-6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 2 Disaster Recovery service.
Tier 2 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 2 Disaster Recovery service.
Tier 3 DR - NT Win & Other Physical Small (1-2 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - NT Win & Other Physical Medium (3-4 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - NT Win & Other Physical Large (5-6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 3 Disaster Recovery service.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Tier 3 DR - NT Win & Other Physical Enterprise (over 6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - NT Win & Other Virtual Small (1-2 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - NT Win & Other Virtual Medium (3-4 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - NT Win & Other Virtual Large (5-6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 3 Disaster Recovery service.
Tier 3 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 3 Disaster Recovery service.
Tier 4 DR - NT Win & Other Physical Small (1-2 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - NT Win & Other Physical Medium (3-4 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - NT Win & Other Physical Large (5-6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - NT Win & Other Physical Enterprise (over 6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - NT Win & Other Virtual Small (1-2 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - NT Win & Other Virtual Medium (3-4 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - NT Win & Other Virtual Large (5-6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 4 Disaster Recovery service.
Tier 4 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 4 Disaster Recovery service.
Tier 5 DR - NT Win & Other Physical Small (1-2 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - NT Win & Other Physical Medium (3-4 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - NT Win & Other Physical Large (5-6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - NT Win & Other Physical Enterprise (over 6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - NT Win & Other Virtual Small (1-2 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - NT Win & Other Virtual Medium (3-4 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - NT Win & Other Virtual Large (5-6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 5 Disaster Recovery service.
Tier 5 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 5 Disaster Recovery service.
Tier 6 DR - NT Win & Other Physical Small (1-2 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 6 Disaster Recovery service.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Tier 6 DR - NT Win & Other Physical Medium (3-4 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - NT Win & Other Physical Large (5-6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - NT Win & Other Physical Enterprise (over 6 CPUs)	Qty of Physical NT Win & Other Servers	Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - NT Win & Other Virtual Small (1-2 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - NT Win & Other Virtual Medium (3-4 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - NT Win & Other Virtual Large (5-6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 6 Disaster Recovery service.
Tier 6 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)	Qty of Virtual NT Win & Other Servers	Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 6 Disaster Recovery service.
Other		
Legacy Server	Qty of Legacy Servers	Server that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework.
New Server Install	Project to be individually priced in a work request	Physically installing a new server, excluding server consolidation activities, creating new Instances, relocating or replacing an existing server, changing its footprint location within or between facilities, logically moving an existing server to, from or between existing and/or new Windows domains, or moving applications, data and workload between existing servers, and changing its configuration of CPU, memory, disk, software upgrades.
Storage		
Storage Tier 1 at CESC	Per Gbyte	CESC NAS/SAN high availability storage allocated (presented) to user.
Storage Tier 2 at CESC	Per Gbyte	CESC NAS/SAN standard availability storage allocated (presented) to user.
Storage Tier 2 outside of CESC	Per Gbyte	NAS/SAN standard availability storage allocated (presented) to user, where the server resides outside of CESC.
Storage DASD (Direct Access Storage Device)	Per Gbyte	DASD (physical) - raw storage installed to a server.
Storage Tier 2 at CESC no Backup	Per Gbyte	CESC NAS/SAN standard availability storage allocated (presented) to user, without backup. A server with Tier 2 at CESC no backup storage must be all Tier 2 at CESC no backup.
Storage DASD no Backup	Per Gbyte	DASD (physical) - raw storage installed to a server, without backup. A server with DASD no Backup storage must be all DASD no Backup.
DR Storage RUs		
Tier 1 - DR - Allocated Storage	Per Gbyte	Total allocated (presented) storage receiving Tier 1 Disaster Recovery.
Tier 2 - DR - Allocated Storage	Per Gbyte	Total allocated (presented) storage receiving Tier 2 Disaster Recovery.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years		
Name	**Unit**	**Definition**
Tier 3 - DR - Allocated Storage	Per Gbyte	Total allocated (presented) storage receiving Tier 3 Disaster Recovery.
Tier 4 - DR - Allocated Storage	Per Gbyte	Total allocated (presented) storage receiving Tier 4 Disaster Recovery.
Tier 5 - DR - Allocated Storage	Per Gbyte	Total allocated (presented) storage receiving Tier 5 Disaster Recovery.
Tier 6 - DR - Allocated Storage	Per Gbyte	Total allocated (presented) storage receiving Tier 6 Disaster Recovery.
Desktop Computing		
PC Support - Desktops		Support of existing desktop systems, including: PC Security services, IMACs that do not fall into the project category as noted in the PC IMAC definition, and VIP services for up to 200 Commonwealth users in aggregate.
5-year Refresh Rate	Qty of PCs	Each desktop supported under a 5-year refresh rate.
PC Support - Laptops		Support of existing laptop systems, including: PC Security services, IMACs that do not fall into the project category as noted in the PC IMAC definition, and VIP services for up to 200 Commonwealth users in aggregate.
4-year Refresh Rate	Qty of PCs	Each laptop supported under a 4-year refresh rate.
PC Support - Tablet		Support of existing tablet systems, including: PC Security services, IMACs that do not fall into the project category as noted in the PC IMAC definition, and VIP services for up to 200 Commonwealth users in aggregate.
4-year Refresh Rate	Qty of PCs	Each tablet supported under a 4-year refresh rate.
Legacy PCs	Qty of Legacy PCs	PC that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework.
PC Support - Handhelds		Support of existing handheld computers including Palm, Windows CE, Pocket PC, RIM, and associated docks, cables and software drivers.
No Defined Refresh Rate	Qty of PCs	Each handheld supported under an undefined refresh rate.
PC Hardware Charge - Desktops		Each desktop refreshed under a 5-year refresh rate.
5-year Refresh Rate	Qty of PCs	Refresh of existing desktops with standard desktop systems as defined in the pricing assumptions along with refresh of monitors on alternating desktop refresh cycles.
PC Hardware Charge - Laptops		Each laptop refreshed under a 4-year refresh rate.
4-year Refresh Rate	Qty of PCs	Refresh of existing laptops with standard laptop systems as defined in the pricing assumptions.
PC Hardware - Tablet		Each tablet refreshed under an undefined refresh rate.
4-year Refresh Rate	Qty of PCs	Refresh an existing tablets with standard tablet systems as defined in the pricing assumptions.
PC Software		

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years		
Name	**Unit**	**Definition**
HDEW DSS Shared Services	Qty of Desktops, Laptops, Tablets	Additional charge for maintenance and support of HDEW software and service for desktops, Laptops and tablets at DSS Shared Service locations, including on-site assistance as necessary.
Hard Drive Encryption for Workstations (HDEW)	Qty of Desktops, Laptops, Tablets	Software licensing, support and maintenance for HDEW Service.
Installation for HDEW	Qty of HDEW Installations	Each local installation of HDEW software on Desktop, Laptop, Tablet in accordance with SOW.
Other		
Network Attached Printer - Category 1	Per Printer	Standards Categories A (Standard Monochrome), D (Color), E (Standard Multifunction), and non-standard devices with similar functionality as listed in Addendum 5 to Appendix 5.
Network Attached Printer - Category 2	Per Printer	Standards Category B (Medium Monochrome) and non-standard devices with similar functionality as listed in Addendum 5 to Appendix 5.
Network Attached Printer - Category 3	Per Printer	Standards Categories C (Large Monochrome Printer) and non-standard devices with similar functionality as listed in Addendum 5 to Appendix 5.
Network Attached Printer - Category 4	Per Printer	Standards Category F (Large Multifunction) and non-standard devices with similar functionality and specialty function printers as listed in Addendum 5 to Appendix 5.
Copier Category 1	Per Copier	Network Attached Monochrome Copier with a Duty Cycle of approximately 150,000 Pages/Month and a Print Speed of 32 Pages/Minute.
Copier Category 2	Per Copier	Network Attached Monochrome Copier with a Duty Cycle of approximately 200,000 Pages/Month and a Print Speed of 45 Pages/Minute.
Copier Category 3	Per Copier	Network Attached Monochrome Copier with a Duty Cycle of approximately 400,000 Pages/Month and a Print Speed of 75 Pages/Minute.
Copier Category 4	Per Copier	Network Attached Color Copier with a Duty Cycle of approximately 80,000 Pages/Month and a Print Speed of 28 Monochrome Pages/Minute and 28 Color Pages/Minute.
Copier Category 5	Per Copier	Network Attached Color Copier with a Duty Cycle of approximately 150,000 Pages/Month and a Print Speed of 45 Monochrome Pages/Minute and 40 Color Pages/Minute.
Copier Category 6	Per Copier	Network Attached Color Copier with a Duty Cycle of approximately 300,000 Pages/Month and a Print Speed of 75 Monochrome Pages/Minute and 50 Color Pages/Minute.
Copier Click Category 1A	Per Click (Page)	Each metered click (single page) for Monochrome Usage on a Copier Category 1.
Copier Click Category 2A	Per Click (Page)	Each metered click (single page) for Monochrome Usage on a Copier Category 2.
Copier Click Category 3A	Per Click (Page)	Each metered click (single page) for Monochrome Usage on a Copier Category 3.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Copier Click Category 4A	Per Click (Page)	Each metered click (single page) for Monochrome Usage on a Copier Category 4.
Copier Click Category 4B	Per Click (Page)	Each metered click (single page) for Color Usage on a Copier Category 4.
Copier Click Category 5A	Per Click (Page)	Each metered click (single page) for Monochrome Usage on a Copier Category 5.
Copier Click Category 5B	Per Click (Page)	Each metered click (single page) for Color Usage on a Copier Category 5.
Copier Click Category 6A	Per Click (Page)	Each metered click (single page) for Monochrome Usage on a Copier Category 6.
Copier Click Category 6B	Per Click (Page)	Each metered click (single page) for Color Usage on a Copier Category 6.
IMACs for PCs	Qty of IMACs	Desktop, laptop, tablet, or handheld-related Installations, Moves, Adds or Changes (IMACs) for a single machine except IMACs for up to and including 15 machines requested by end users contacting the Help Desk. Resource Unit charge applies to unscheduled, project IMACs not associated with transformation or refresh and unscheduled software or patch distributions to large groups of machines. IMACs of greater than 15 systems at the same time will be treated as a priced project that will not exceed the cost calculated using the Resource Unit Rate times the number of IMACs involved. IMACs may not be separated into smaller groups in an attempt to avoid project designation.
Messaging Services		
Messaging & Mailbox Services	Qty of Email Boxes	Each messaging individual or group mailbox (excluding distribution and contact lists).
Legacy Email Services	Qty of Legacy Email Boxes	Email Box that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework.
Enterprise Handheld Services - Blackberry	Qty of Blackberry Devices	Support of Blackberry wireless handheld device and access to Messaging & Mailbox Services for handheld devices not encompassed by the PC Support - Handheld RU under Desktop Computing or the Enterprise Handheld Services - non-Blackberry RU. Refresh of Blackberry wireless handheld device is not included. Vendor shall provide the necessary server hardware, backend infrastructure, Third-Party Software, and licenses (excluding Microsoft) to support the Enterprise Handheld Services - Blackberry.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years		
Name	**Unit**	**Definition**
Enterprise Handheld Services - non -Blackberry	Qty of non-Blackberry Devices	Non-Blackberry wireless handheld device access to Messaging & Mailbox Services for handheld devices not encompassed by the PC Support - Handheld RU under Desktop Computing or Enterprise Handheld Services - Blackberry RU. Vendor shall not provide support for hardware, software or data service issues on non-Blackberry wireless handheld device. Refresh of non-Blackberry handheld device is not included. Vendor shall provide the necessary server hardware, backend infrastructure, Third-Party Software, and licenses (excluding Microsoft and End-User Client Access Licenses) to support the Enterprise Handheld Services - non-Blackberry.
Hosted Mail Archiving Service	Per Elected Email Box	Monthly recurring per Email Box charge for Email Boxes receiving Hosted Mail Archiving Service.
Hosted Mail Archiving Service - Data Migration	Per Gbyte	Per allocated (presented) gigabyte of data requested for migration to the Hosted Mail Archiving Service.
Enterprise SharePoint Service	Per SharePoint End-User	Per SharePoint End-User as described in Schedule 10.1, per month.
Enterprise SharePoint Service – Migration	Per individual project, as requested	Time and materials to migrate SharePoint web applications, site collections, and site content.
Data Network		
User/Device Ports	Qty of Ports	Each active Ethernet port during the monthly count period.
IMACs for Data Network	Qty per IMACs	A request for more than 25 changes to the service provider port offering at the customer site or the customer VPN configuration. The cost for such request shall not exceed the number of such changes times by the Data Network IMAC rate. A request of 25 or less changes to the service provider port offering at the customer site or the customer VPN configuration shall be at no additional charge. DHCP handles moving of customer connectivity to the physical Ethernet ports per IP addressing and are not considered an IMAC.
WAN – 56Kbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 56Kbps bandwidth.
WAN – 128Kbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 128Kbps bandwidth.
WAN – 256Kbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 256Kbps bandwidth.
WAN – 512Kbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 512Kbps bandwidth.
WAN – 768Kbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 768Kbps bandwidth.
WAN – 1.024Mbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 1.024Mbps bandwidth.
WAN – 1.536Mbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 1.536Mbps bandwidth.
WAN – 3.072Mbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 3.072Mbps bandwidth.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
WAN – 4.608Mbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 4.608 Mbps bandwidth.
WAN – 6.144Mbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 6.144Mbps bandwidth.
WAN – 45Mbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 45Mbps bandwidth.
WAN – 50Mbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 50Mbps on the SONET ring.
WAN – 150Mbps - 155Mbps	Per Circuit	Each circuit and managed router providing MPLS connectivity with 155Mbps bandwidth, or 150Mbps on the SONET ring.
Legacy WAN	Per Legacy Circuit	Circuit that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework.
LAN Port Charge	Per Server, PC Support, or MFD	The sum of resource unit quantities for Physical Unix and NT Win & Other servers times 3, Virtual Unix and NT Win & Other servers, PC Support – Desktops, PC Support – Laptops, PC Support – Tablets, Network Attached Printers (all categories) and Copiers (all categories).
LAN - <=24 Ports	Per Site	A site with up to 24 active ports, measured annually.
LAN - 25-50 Ports	Per Site	A site with between 24 and 51 active ports, measured annually.
LAN - 51-200 Ports	Per Site	A site with between 50 and 201 active ports, measured annually.
LAN - 201-500 Ports	Per Site	A site with between 200 and 501 active ports, measured annually.
LAN - 501-2000 Ports	Per Site	A site with between 500 and 2001 active ports, measured annually.
Legacy LAN	Per Legacy Site	Site that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework.
Managed Router Service Initiation/Move 64Kbps	Per Router (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site.
Managed Router Service Initiation/Move 128Kbps	Per Router (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site.
Managed Router Service Initiation/Move 256Kbps	Per Router (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site.
Managed Router Service Initiation/Move 512Kbps	Per Router (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site.
Managed Router Service Initiation/Move 768Kbps	Per Router (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Managed Router Service Initiation/Move 1.536Mbps	Per Router (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site.
Managed Router Service Initiation/Move 3.072Mbps	Per Router (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site.
Managed Router Service Initiation/Move 6.144Mbps	Per Router (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site.
Managed Router Service Initiation/Move 45Mbps	Per Router (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site.
Managed Router 64Kbps	Per Router (Recurring)	Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 64Kbps and a maximum average utilization of 67% of the 64Kbps.
Managed Router 128Kbps	Per Router (Recurring)	Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 128Kbps and a maximum average utilization of 67% of the 128Kbps.
Managed Router 256Kbps	Per Router (Recurring)	Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 256Kbps and a maximum average utilization of 67% of the 256Kbps.
Managed Router 512Kbps	Per Router (Recurring)	Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 512Kbps and a maximum average utilization of 67% of the 512Kbps.
Managed Router 768Kbps	Per Router (Recurring)	Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 768Kbps and a maximum average utilization of 67% of the 768Kbps.
Managed Router 1.536Mbps	Per Router (Recurring)	Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 1.536Mbps and a maximum average utilization of 67% of the 1.536Mbps.
Managed Router 3.072Mbps	Per Router (Recurring)	Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 3.072Mbps and a maximum average utilization of 67% of the 3.072Mbps.
Managed Router 6.144Mbps	Per Router (Recurring)	Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 6.144Mbps and a maximum average utilization of 67% of the 6.144Mbps.
Managed Router 45Mbps	Per Router (Recurring)	Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 45Mbps and a maximum average utilization of 67% of the 45Mbps.
Managed Router Internet Access 64Kbps	Per Managed Router	Internet access provided for a site receiving 64Kbps of managed router service; must be provided in conjunction with managed router services.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Managed Router Internet Access 128Kbps	Per Managed Router	Internet access provided for a site receiving 128Kbps of managed router service; must be provided in conjunction with managed router services.
Managed Router Internet Access 256Kbps	Per Managed Router	Internet access provided for a site receiving 256Kbps of managed router service; must be provided in conjunction with managed router services.
Managed Router Internet Access 512Kbps	Per Managed Router	Internet access provided for a site receiving 512Kbps of managed router service; must be provided in conjunction with managed router services.
Managed Router Internet Access 768Kbps	Per Managed Router	Internet access provided for a site receiving 768Kbps of managed router service; must be provided in conjunction with managed router services.
Managed Router Internet Access 1.536Mbps	Per Managed Router	Internet access provided for a site receiving 1.536Mbps of managed router service; must be provided in conjunction with managed router services.
Managed Router Internet Access 3.072Mbps	Per Managed Router	Internet access provided for a site receiving 3.072Mbps of managed router service; must be provided in conjunction with managed router services.
Managed Router Internet Access 6.144Mbps	Per Managed Router	Internet access provided for a site receiving 6.144Mbps of managed router service; must be provided in conjunction with managed router services.
Managed Router Internet Access 45Mbps	Per Managed Router	Internet access provided for a site receiving 45Mbps of managed router service; must be provided in conjunction with managed router services.
Secure Light Weight Access Point (LWAP) (One-time)	Qty of Secure LWAPS (One-time)	One-time, non-recurring fee for installation, move, or service initiation of the Wireless Network Service for up to five (5) LWAPs in a single request. LWAP requests of five (5) and above at the same time and same location will be treated as a priced project that will not exceed the cost calculated using the Resource Unit Rate times the number of LWAPs.
Upgrade to LWAP	Qty of Secure LWAPS (One-time)	One-time, non-recurring fee for replacement of a legacy Wireless Access Point with a Secure Wireless Access Point as part of the Wireless Network Service.
Secure Light Weight Access Point (LWAP) (Recurring)	Qty of Secure LWAPS (Recurring)	Monthly recurring charge for each LWAP deployed as part of the Wireless Network Service. The RU includes one LWAP and monitoring, management and maintenance of the LWAP.
ERCS Installation	Per Router (One-time)	One-time fee for each installation or service initiation request for the Enterprise Remote Connection Service (ERCS).
ERCS De-Installation	Per Router (One-time)	One-time fee for each de-installation/service disconnect request for the Enterprise Remote Connection Service (ERCS). This rate shall only apply in the event ERCS is deployed for less than twelve (12) months and is not accompanied by a move request.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
ERCS Move	Per Project	Charge for each move request for the Enterprise Remote Connection Service (ERCS). Pricing will be in accordance with Attachment 10.1.14 to Schedule 10.1.
Enterprise Remote Connection Service (ERCS)	Per Router (Recurring)	Monthly recurring charge for each router deployed as part of the Enterprise Remote Connection Service (ERCS). The RU includes one router and monitoring, management and maintenance of the router.
ERCS with Wi-Fi enabled	Per Router with enabled Wi-Fi (Recurring)	Monthly recurring charge for each router deployed as part of the Enterprise Remote Connection Service (ERCS) with enabled Wi-Fi service. The RU includes one router and monitoring, management and maintenance of the router.
Voice Network		
CHVS - VoIP Service Initiation	Qty of VoIP Service Initiations	Installation and Service Initiation of each telephone instrument.
CHVS - VoIP Basic Phone Set	Qty of Basic Phone Sets	Each basic telephone instrument and associated VoIP service. Basic Phone RU includes "dialtone" service, a phone, phone maintenance, a direct dial number, and unlimited long-distance.
CHVS - VoIP Standard Phone Set	Qty of Standard Phone Sets	Each standard telephone instrument and associated VoIP service. Standard Phone RU includes "dialtone" service, a 2-line phone with speakerphone, phone maintenance, a direct dial number, unlimited long-distance and voicemail.
CHVS - VoIP Enhanced Phone Set	Qty of Enhanced Phone Sets	Each enhanced telephone instrument and associated VoIP service. Enhanced Phone RU includes "dialtone" service, a 6-line phone with speakerphone, phone maintenance, a direct dial number, unlimited long-distance and voicemail.
CHVS - VoIP Receptionist Phone Set	Qty of Receptionist Phone Sets	Each receptionist telephone instrument and associated VoIP service. Receptionist RU includes "dialtone" service, ability to monitor up to 40 lines, a direct dial number, unlimited long-distance and voice mail.
CHVS - VoIP Conference Phone Set	Qty of Conference Phone Sets	Each basic telephone instrument and associated VoIP service. Conference Phone RU includes "dialtone" service, "spider" phone with 2 attached remote microphones, phone maintenance, a direct dial number and unlimited long-distance.
CHVS - VoIP IMAC	Qty of VoIP Moves/Changes/Adds	VoIP service changes requiring a site visit.
CHVS - Unified Messaging Feature	Per Instance	Service that enables the user to receive an e-mail with a '.WAV' file attachment containing the voicemail message.
CHVS - Auto Attendant Feature	Per Instance	Service that provides the functionality for an automated receptionist extensions.
UCaaS Basic VOIP Service	Qty of Basic Phone Sets	Service includes a phone and a direct dial number. The phone included with this service is a single line phone (no speakerphone).

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
UCaaS Basic Service Option	Qty of Basic Phone Sets	Basic Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS.
UCaaS Standard Service	Qty of Standard Phone Sets	Service includes a phone, a direct dial number and voice-mail. The phone included with this service is a two-line speakerphone.
UCaaS Standard Service Option	Qty of Standard Phone Sets	Standard Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS.
UCaaS Enhanced Service	Qty of Enhanced Phone Sets	Service includes a phone, a direct dial number and voice-mail. The phone included with this service is a six-line speakerphone.
UCaaS Enhanced VOIP Option	Qty of Enhanced Phone Sets	Enhanced Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS.
UCaaS Receptionist VOIP Service	Qty of Receptionist Phone Sets	Service includes a receptionist phone with two sidecars and voice-mail. The service and phone included allow a receptionist to monitor up to 30 lines.
UCaaS Receptionist VOIP Service Option	Qty of Receptionist Phone Sets	Receptionist Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS.
UCaaS Conference VOIP Service	Qty of Conference Phone Sets	Service includes a conference "spider" phone.
UCaaS Conference VOIP Service Option	Qty of Conference Phone Sets	Conference Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS.
UCaaS On-Site IMAC	Qty of VoIP Moves/Changes/Adds	IMAC change requiring provision on-site by a technician.
UCaaS Remote IMAC	Qty of VoIP Moves/Changes/Adds	IMAC change provisioned over the network.
UCaaS Auto Attendant	Per Instance	Utility allowing callers to search and connect to an extension (locate a person) through customized prompts without talking to a receptionist.
Reservationless Audio Conferencing - Tier I	Per Minute	Reservationless Audio Conferencing usage on a per minute basis. Tier I covers usage between 0 and 500,000 minutes per month.
Reservationless Audio Conferencing - Tier II	Per Minute	Reservationless Audio Conferencing usage on a per minute basis. Tier II covers usage between 500,001 and 1,250,000 minutes per month.
Reservationless Audio Conferencing - Tier III	Per Minute	Reservationless Audio Conferencing usage on a per minute basis. Tier III covers usage greater than 1,250,001 minutes per month.
Operator Assisted Audio Conferencing	Per Minute	Operator-Assisted Audio Conferencing usage on a per minute basis.
Special Event Audio Conferencing	Per Minute	Special Event Audio Conferencing usage on a per minute basis.
Conference Record Option	Per Minute	Option to record audio conferencing - Fee is for the playback of recorded audio conferences on a per minute per listener.
Audio Conferencing - No Show Fee	Per Participant	No Show Fee applies for Operator-Assisted and Special Event Audio Conferences that exceed 500 participants. The No Show fee is based on each participant who does not show for a scheduled audio conference above the 10% buffer.
Audio Conferencing - Approved Participant List	Per Participant	Approved Participant List option allows a Conference Leader to provide a pre-approved list of participants for a scheduled audio conference. The fee is per participant on the list.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Audio Conferencing Media Storage - Digital	Per Request for a CD or a Digital Download	Receive a digital copy of a previously recorded Audio Conference via CD or audio file. Includes the creation and shipping of the CD or the creation and transmission of the audio file.
Audio Conferencing Media Storage - CD Indexing	Per CD	For easier navigation through a recorded conference, the CD(s) can be indexed.
Audio Conferencing Media Storage - Tape	Per Request for Tape	Capture an Audio Conference event on a cassette, microcassette or DAT.
Audio Conferencing Transcription Service 48 Business Hr Delivery	Per 15 minute increment of Audio Conference	A written record, delivered either electronically or in hard copy, of what was said during an Audio Conference. Cost is per 15 minute increment. Transcription will be delivered within 48 business hours of the end of the Audio Conference.
Audio Conferencing Transcription Service 24 Business Hr Delivery	Per 15 minute increment of Audio Conference	A written record, delivered either electronically or in hard copy, of what was said during an Audio Conference. Cost is per 15 minute increment. Transcription will be delivered within 24 business hours of the end of the Audio Conference.
Audio Conferencing Transcription Service 12 Business Hr Delivery	Per 15 minute increment of Audio Conference	A written record, delivered either electronically or in hard copy, of what was said during an Audio Conference. Cost is per 15 minute increment. Transcription will be delivered within 12 business hours of the end of the Audio Conference.
Audio Conferencing Transcription Service 3 Business Hr Delivery	Per 15 minute increment of Audio Conference	A written record, delivered either electronically or in hard copy, of what was said during an Audio Conference. Cost is per 15 minute increment. Transcription will be delivered within 3 business hours of the end of the Audio Conference. This service requires 48-hour notice .
Audio Conferencing Transcription Service Q&A Session	Per Request	A written record, delivered either electronically or in hard copy, of a Q&A Audio Conferencing Session. Cost is per request in addition to an Audio Conferencing Transcription request.
Audio Conferencing Transcription Service Fax Delivery	Per Request	A written record of an Audio Conferencing session with fax delivery. Cost is per request in addition to the cost of the selected Audio Conferencing Transcription Service option.
Meeting Center Data Conferencing	Per Minute	Data Conferencing usage on a per minute basis.
Meeting Center Data Conferencing CU - Tier I	Per Concurrent User	Data Conferencing on a per concurrent user basis. Tier I covers concurrent licenses between 2 and 20.
Meeting Center Data Conferencing CU - Tier II	Per Concurrent User	Data Conferencing on a per concurrent user basis. Tier II covers concurrent licenses between 21 and 30.
Meeting Center Data Conferencing CU - Tier III	Per Concurrent User	Data Conferencing on a per concurrent user basis. Tier III covers concurrent licenses between 31 and 50.
Meeting Center Data Conferencing CU - Tier IV	Per Concurrent User	Data Conferencing on a per concurrent user basis. Tier IV covers concurrent licenses between 51 and 100.
Meeting Center Data Conferencing CU - Tier V	Per Concurrent User	Data Conferencing on a per concurrent user basis. Tier V covers concurrent licenses between 101 and 200.
Meeting Center Data Conferencing CU - Tier VI	Per Concurrent User	Data Conferencing on a per concurrent user basis. Tier VI covers concurrent licenses 201 and greater.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Meeting Center Data Conferencing Overage	Per Quarter Hour Per User	Data Conferencing charge for users in excess of the number of concurrent licenses (overage). Charge is per quarter hour per user.
Meeting Center Data Conferencing NH15 - Tier I	Per Named Host	Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier I covers named host licenses between 5 and 24.
Meeting Center Data Conferencing NH15 - Tier II	Per Named Host	Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier II covers named host licenses between 25 and 49.
Meeting Center Data Conferencing NH15 - Tier III	Per Named Host	Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier III covers named host licenses between 50 and 199.
Meeting Center Data Conferencing NH15 - Tier IV	Per Named Host	Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier IV covers named host licenses between 200 and 499.
Meeting Center Data Conferencing NH15 - Tier V	Per Named Host	Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier V covers named host licenses between 500 and 999.
Meeting Center Data Conferencing NH15 - Tier VI	Per Named Host	Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier VI covers named host licenses greater than 999.
Meeting Center Data Conferencing NH15 Overage	Per Attendee Per Meeting	Overage charge for a Data Conferencing event exceeding the number of allowed attendees on a per attendee basis.
Training Center NH30 - Tier I	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier I covers named host licenses between 5 and 9.
Training Center NH30 - Tier II	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier II covers named host licenses between 10 and 24.
Training Center NH30 - Tier III	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier III covers named host licenses between 25 and 49.
Training Center NH30 - Tier IV	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier IV covers named host licenses between 50 and 99.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Training Center NH30 - Tier V	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier V covers named host licenses between 100 and 249.
Training Center NH30 - Tier VI	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier VI covers named host licenses greater than 249.
Training Center NH50 - Tier I	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier I covers named host licenses between 5 and 9.
Training Center NH50 - Tier II	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier II covers named host licenses between 10 and 24.
Training Center NH50 - Tier III	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier III covers named host licenses between 25 and 49.
Training Center NH50 - Tier IV	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier IV covers named host licenses between 50 and 99.
Training Center NH50 - Tier V	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier V covers named host licenses between 100 and 249.
Training Center NH50 - Tier VI	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier VI covers named host licenses greater than 249.
Training Center NH100 - Tier I	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier I covers named host licenses between 5 and 9.
Training Center NH100 - Tier II	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier II covers named host licenses between 10 and 24.

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10.1.3-A -- Definition of Resource Units for Contract Year Four Stub and All Subsequent Contract Years

Name	Unit	Definition
Training Center NH100 - Tier III	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier III covers named host licenses between 25 and 49.
Training Center NH100 - Tier IV	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier IV covers named host licenses between 50 and 99.
Training Center NH100 - Tier V	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier V covers named host licenses between 100 and 249.
Training Center NH100 - Tier VI	Per Named Host	Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier VI covers named host licenses greater than 249.
Training Center Overage	Per Attendee Per Meeting	Overage charge for a Training Center event exceeding the number of allowed attendees on a per attendee basis.
Security Services		
Number of Servers (All Classes)	Per Each Physical and Virtual Servers	Each physical server or virtual server designated for security monitoring.
Enterprise VPN 2-Factor Authentication Service	Per Key Fob Issued (One-time)	Assessed for each issuance of a Key Fob. Fee assessed for initial issuance, refresh, or replacement of a lost, stolen, or damaged Key Fob. This RU includes Hardware, software and support required for Two-Factor authentication.
Managed FW Service Initiation and Move	Per Firewall (Non-Recurring)	One-time, non-recurring fee associated with initiation of the Managed Firewall Service or the relocation of an existing Managed Firewall Service from one Eligible Customer site to another site.
Managed FW ≤10 Users / ≤45Mbps	Per Firewall (Recurring)	Each Managed Firewall that protects 10 or less users up to a bandwidth throughput of 45Mbps. This RU must be purchased in conjunction with a Managed Router service.
Managed FW Unlimited Users / ≤45Mbps	Per Firewall (Recurring)	Each Managed Firewall that protects an unlimited number of users up to a bandwidth throughput of 45Mbps. This RU must be purchased in conjunction with a Managed Router service.

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Attachment 10.1.4-B -- Additional Resource Unit Baselines

	Unit	Year 4 Stub	Year 5	Year 6	Year 7	Year 8
Data Center (Mainframe/Server)						
Storage						
Storage Tier 2 outside of CESC	per Gigabyte	49,188	49,188	49,188	49,188	49,188
Storage DASD (Direct Access Storage Device)	per Gigabyte	94,268	94,268	94,268	94,268	94,268
Desktop Services						
PC Software						
Hard Drive Encryption for Workstations (HDEW)	Qty of Desktops, Laptops, Tablets	2,926	2,926	2,926	2,926	2,926
Other Services						
EDLP	Per Email Box (Recurring)	N/A	N/A	N/A	N/A	N/A
Secure Envelope	Per Email Box (Recurring)	N/A	N/A	N/A	N/A	N/A
ESOSS	Per Each Physical or Virtual Server (	N/A	N/A	N/A	N/A	N/A
ESOSS	Per Each Physical or Virtual Server (	N/A	N/A	N/A	N/A	N/A
Enhanced Database Security (EDS)	Per each database instance (One-tin	N/A	N/A	N/A	N/A	N/A
Enhanced Database Security (EDS)	Per each database instance (Recurri	N/A	N/A	N/A	N/A	N/A
AIX LPAR Service	Per AIX application LPAR	N/A	N/A	N/A	N/A	105
One-to-Many Paging Location Initiation Fee	Per Eligible Customer per Location	N/A	N/A	N/A	N/A	0
One-to-Many Paging Phone Initiation Fee	Per Phone Set (One-time)	N/A	N/A	N/A	N/A	0
One-to-Many Paging	Per Phone Set (Recurring)	N/A	N/A	N/A	N/A	860

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Attachment 10.1.4-B -- Additional Resource Unit Baselines						
	Unit	Year 9	Year 10	Year 11	Year 12	Year 13
Data Center (Mainframe/Server)						
Storage						
Storage Tier 2 outside of CESC	per Gigabyte	49,188	49,188	49,188	49,188	49,188
Storage DASD (Direct Access Storage Device)	per Gigabyte	94,268	94,268	94,268	94,268	94,268
Desktop Services						
PC Software						
Hard Drive Encryption for Workstations (HDEW)	Qty of Desktops, Laptops, Tablets	2,926	2,926	2,926	2,926	2,926
Other Services						
EDLP	Per Email Box (Recurring)	N/A	N/A	N/A	N/A	N/A
Secure Envelope	Per Email Box (Recurring)	N/A	N/A	N/A	N/A	N/A
ESOSS	Per Each Physical or Virtual Server (	N/A	N/A	N/A	N/A	N/A
ESOSS	Per Each Physical or Virtual Server (	N/A	N/A	N/A	N/A	N/A
Enhanced Database Security (EDS)	Per each database instance (One-tir	N/A	N/A	N/A	N/A	N/A
Enhanced Database Security (EDS)	Per each database instance (Recurri	N/A	N/A	N/A	N/A	N/A
AIX LPAR Service	Per AIX application LPAR	105	105	105	105	105
One-to-Many Paging Location Initiation Fee	Per Eligible Customer per Location	0	0	0	0	0
One-to-Many Paging Phone Initiation Fee	Per Phone Set (One-time)	0	0	0	0	0
One-to-Many Paging	Per Phone Set (Recurring)	860	860	860	860	860

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