

Fiscal Year 2012 VITA Rates and Surcharges

Service Description	Unit	NEW FY2012 Rate
Data Center (Mainframe)		
IBM processor usage - prime	Per Unit	\$0.598
IBM processor usage - off prime	Per Unit	\$0.448
IBM Disk usage	Per Gigabyte	\$22.37
IBM Tape usage	Per Gigabyte	\$5.67
IBM Transactions	Per Transaction	\$0.0068
Unisys processor usage - prime	Per Unit	\$2.667
Unisys processor usage - off prime	Per Unit	\$2.000
Unisys Disk usage	Per Gigabyte	\$34.95
Unisys Tape usage	Per Gigabyte	\$6.16
Unisys transactions	Per Transaction	\$0.0024
Enterprise Print - CESC	Per Lines of Print	\$1.51
Unix - Physical		
Small (1 - 2 CPUs)	Qty of Servers	\$1,116.89
Medium (3 - 4 CPUs)	Qty of Servers	\$2,149.89
Large (5 - 6 CPUs)	Qty of Servers	\$6,552.11
Enterprise (over 6 CPUs)	Qty of Servers	\$9,063.07
Unix - Virtual		
Small (1 - 2 CPUs)	Qty of Servers	\$949.35
Medium (3 - 4 CPUs)	Qty of Servers	\$1,827.41
Large (5 - 6 CPUs)	Qty of Servers	\$5,569.30
Enterprise (over 6 CPUs)	Qty of Servers	\$7,703.62
Servers - Windows		
NT/Win&Other - Physical		
Small (1 - 2 CPUs)	Qty of Instances	\$725.63
Medium (3 - 4 CPUs)	Qty of Instances	\$1,397.28
Large (5 - 6 CPUs)	Qty of Instances	\$2,021.81
Enterprise (over 6 CPUs)	Qty of Instances	\$2,796.64
NT/Win&Other - Virtual		
Small (1 - 2 CPUs)	Qty of Instances	\$616.78
Medium (3 - 4 CPUs)	Qty of Instances	\$1,187.67
Large (5 - 6 CPUs)	Qty of Instances	\$1,718.54

Enterprise (over 6 CPUs)	Qty of Instances	\$2,377.14
Enhanced server security	Total Server Count	\$386.06
Legacy server support	Total Server Count	\$624.93

Server Storage

Storage Tier 1 at CESC	Per Gbyte	\$2.91
Storage Tier 2 at CESC	Per Gbyte	\$2.63
Storage Tier 2 outside of CESC	Per Gbyte	\$2.73
Storage DASD (Direct Access Storage Device)	Per Gbyte	\$2.34
Storage Tier 2 at CESC no Backup	Per Gbyte	\$1.32
Storage DASD no Backup	Per Gbyte	\$0.93

Server Disaster Recovery - Unix

Tier 1 Service

Unix - Physical

Small (1 - 2 CPUs)	Qty of Servers	\$1,084.84
Medium (3 - 4 CPUs)	Qty of Servers	\$2,088.19
Large (5 - 6 CPUs)	Qty of Servers	\$6,364.06
Enterprise (over 6 CPUs)	Qty of Servers	\$8,802.95

Unix - Virtual

Small (1 - 2 CPUs)	Qty of Servers	\$922.10
Medium (3 - 4 CPUs)	Qty of Servers	\$1,774.96
Large (5 - 6 CPUs)	Qty of Servers	\$5,409.46
Enterprise (over 6 CPUs)	Qty of Servers	\$7,482.51

Tier 2 Service

Unix - Physical

Small (1 - 2 CPUs)	Qty of Servers	\$867.87
Medium (3 - 4 CPUs)	Qty of Servers	\$1,670.55
Large (5 - 6 CPUs)	Qty of Servers	\$5,091.24
Enterprise (over 6 CPUs)	Qty of Servers	\$7,042.36

Unix - Virtual

Small (1 - 2 CPUs)	Qty of Servers	\$737.69
Medium (3 - 4 CPUs)	Qty of Servers	\$1,419.96
Large (5 - 6 CPUs)	Qty of Servers	\$4,327.56
Enterprise (over 6 CPUs)	Qty of Servers	\$5,986.02

Tier 3 Service

Unix - Physical

Small (1 - 2 CPUs)	Qty of Servers	\$759.39
Medium (3 - 4 CPUs)	Qty of Servers	\$1,461.73
Large (5 - 6 CPUs)	Qty of Servers	\$4,454.84
Enterprise (over 6 CPUs)	Qty of Servers	\$6,162.07

Unix - Virtual

Small (1 - 2 CPUs)	Qty of Servers	\$645.47
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Medium (3 - 4 CPUs)	Qty of Servers	\$1,242.47
Large (5 - 6 CPUs)	Qty of Servers	\$3,786.62
Enterprise (over 6 CPUs)	Qty of Servers	\$5,237.76
Tier 4 Service		
Unix - Physical		
Small (1 - 2 CPUs)	Qty of Servers	\$650.90
Medium (3 - 4 CPUs)	Qty of Servers	\$1,252.92
Large (5 - 6 CPUs)	Qty of Servers	\$3,818.43
Enterprise (over 6 CPUs)	Qty of Servers	\$5,281.78
Unix - Virtual		
Small (1 - 2 CPUs)	Qty of Servers	\$553.27
Medium (3 - 4 CPUs)	Qty of Servers	\$1,064.97
Large (5 - 6 CPUs)	Qty of Servers	\$3,245.67
Enterprise (over 6 CPUs)	Qty of Servers	\$4,489.50
Tier 5 Service		
Unix - Physical		
Small (1 - 2 CPUs)	Qty of Servers	\$650.90
Medium (3 - 4 CPUs)	Qty of Servers	\$1,252.92
Large (5 - 6 CPUs)	Qty of Servers	\$3,818.43
Enterprise (over 6 CPUs)	Qty of Servers	\$5,281.78
Unix - Virtual		
Small (1 - 2 CPUs)	Qty of Servers	\$553.27
Medium (3 - 4 CPUs)	Qty of Servers	\$1,064.97
Large (5 - 6 CPUs)	Qty of Servers	\$3,245.67
Enterprise (over 6 CPUs)	Qty of Servers	\$4,489.50
Tier 6 Service		
Unix - Physical		
Small (1 - 2 CPUs)	Qty of Servers	\$650.90
Medium (3 - 4 CPUs)	Qty of Servers	\$1,252.92
Large (5 - 6 CPUs)	Qty of Servers	\$3,818.43
Enterprise (over 6 CPUs)	Qty of Servers	\$5,281.78
Unix - Virtual		
Small (1 - 2 CPUs)	Qty of Servers	\$553.27
Medium (3 - 4 CPUs)	Qty of Servers	\$1,064.97
Large (5 - 6 CPUs)	Qty of Servers	\$3,245.67
Enterprise (over 6 CPUs)	Qty of Servers	\$4,489.50
Server Disaster Recovery - Windows		
Windows and Other - Physical		
Tier 1 Service		
Small (1 - 2 CPUs)	Qty of Servers	\$708.68
Medium (3 - 4 CPUs)	Qty of Servers	\$1,364.63
Large (5 - 6 CPUs)	Qty of Servers	\$1,974.57
Enterprise (over 6 CPUs)	Qty of Servers	\$2,731.28

Windows and Other - Virtual

Small (1 - 2 CPUs)	Qty of Servers	\$602.37
Medium (3 - 4 CPUs)	Qty of Servers	\$1,159.92
Large (5 - 6 CPUs)	Qty of Servers	\$1,678.39
Enterprise (over 6 CPUs)	Qty of Servers	\$2,321.59

Tier 2 Service**Windows and Other - Physical**

Small (1 - 2 CPUs)	Qty of Servers	\$459.56
Medium (3 - 4 CPUs)	Qty of Servers	\$884.93
Large (5 - 6 CPUs)	Qty of Servers	\$1,280.46
Enterprise (over 6 CPUs)	Qty of Servers	\$1,771.18

Windows and Other - Virtual

Small (1 - 2 CPUs)	Qty of Servers	\$390.62
Medium (3 - 4 CPUs)	Qty of Servers	\$752.19
Large (5 - 6 CPUs)	Qty of Servers	\$1,088.39
Enterprise (over 6 CPUs)	Qty of Servers	\$1,505.50

Tier 3 Service**Windows and Other - Physical**

Small (1 - 2 CPUs)	Qty of Servers	\$402.11
Medium (3 - 4 CPUs)	Qty of Servers	\$774.32
Large (5 - 6 CPUs)	Qty of Servers	\$1,120.41
Enterprise (over 6 CPUs)	Qty of Servers	\$1,549.78

Windows and Other - Virtual

Small (1 - 2 CPUs)	Qty of Servers	\$341.80
Medium (3 - 4 CPUs)	Qty of Servers	\$658.17
Large (5 - 6 CPUs)	Qty of Servers	\$952.35
Enterprise (over 6 CPUs)	Qty of Servers	\$1,317.31

Tier 4 Service**Windows and Other - Physical**

Small (1 - 2 CPUs)	Qty of Servers	\$344.67
Medium (3 - 4 CPUs)	Qty of Servers	\$663.70
Large (5 - 6 CPUs)	Qty of Servers	\$960.35
Enterprise (over 6 CPUs)	Qty of Servers	\$1,328.38

Windows and Other - Virtual

Small (1 - 2 CPUs)	Qty of Servers	\$292.98
Medium (3 - 4 CPUs)	Qty of Servers	\$564.14
Large (5 - 6 CPUs)	Qty of Servers	\$816.29
Enterprise (over 6 CPUs)	Qty of Servers	\$1,129.12

Tier 5 Service**Windows and Other - Physical**

Small (1 - 2 CPUs)	Qty of Servers	\$344.67
Medium (3 - 4 CPUs)	Qty of Servers	\$663.70
Large (5 - 6 CPUs)	Qty of Servers	\$960.35
Enterprise (over 6 CPUs)	Qty of Servers	\$1,328.38

Windows and Other - Virtual

Small (1 - 2 CPUs)	Qty of Servers	\$292.98
Medium (3 - 4 CPUs)	Qty of Servers	\$564.14
Large (5 - 6 CPUs)	Qty of Servers	\$816.29
Enterprise (over 6 CPUs)	Qty of Servers	\$1,129.12

Tier 6 Service**Windows and Other - Physical**

Small (1 - 2 CPUs)	Qty of Servers	\$344.67
Medium (3 - 4 CPUs)	Qty of Servers	\$663.70
Large (5 - 6 CPUs)	Qty of Servers	\$960.35
Enterprise (over 6 CPUs)	Qty of Servers	\$1,328.38

Windows and Other - Virtual

Small (1 - 2 CPUs)	Qty of Servers	\$292.98
Medium (3 - 4 CPUs)	Qty of Servers	\$564.14
Large (5 - 6 CPUs)	Qty of Servers	\$816.29
Enterprise (over 6 CPUs)	Qty of Servers	\$1,129.12

DR Storage

Tier 1 - DR - Allocated Storage	Per Gbyte	\$2.35
Tier 2 - DR - Allocated Storage	Per Gbyte	\$2.35
Tier 3 - DR - Allocated Storage	Per Gbyte	\$1.53
Tier 4 - DR - Allocated Storage	Per Gbyte	\$1.53
Tier 5 - DR - Allocated Storage	Per Gbyte	\$1.53
Tier 6 - DR - Allocated Storage	Per Gbyte	\$1.53

Desktop Computing

PC Support - Desktops - 5 year	Qty of PCs	\$30.05
PC Support - Laptops - 4 year	Qty of PCs	\$29.77
PC Support - Tablet - 4 year	Qty of PCs	\$34.93
PC Support - Handhelds	Qty of devices	\$10.78
Desktop Hardware - 5 year	Qty of PCs	\$41.97
Laptop Hardware - 4 year	Qty of PCs	\$61.77
Tablet Hardware - 4 year	Qty of PCs	\$88.42

Blackberry	Qty of devices	\$15.22
Legacy PC support(desktop, laptop or tablet)	Qty of devices	\$21.53

Messaging & Mailbox Services	Qty of email boxes	\$14.63
Legacy mailbox support	Qty of email boxes	\$4.24
Help Desk Services	Qty of PCs and PDAs	\$13.35
Legacy Help Desk (PC or server)	Qty of PCs and Servers	\$4.52
IMACs for PCs	Qty of IMACs	\$149.89
PC encryption	Qty installed	\$10.96

Hard Drive Encryption for Workstations (HDEW) - DSS Shared Services	Qty installed	\$9.30
Encryption Installation (HDEW)	Qty installed	\$131.33
Enterprise VPN 2-Factor Authentication Service	Per key fob issued	\$144.46

Printers/MFD's

Network Attached Printer - Category 1	Per Printer	\$43.39
Network Attached Printer - Category 2	Per Printer	\$108.86
Network Attached Printer - Category 3	Per Printer	\$195.30
Network Attached Printer - Category 4	Per Printer	\$321.32

Copier Category 1	Per Copier	\$242.39
Copier Category 2	Per Copier	\$277.99
Copier Category 3	Per Copier	\$367.88
Copier Category 4	Per Copier	\$277.75
Copier Category 5	Per Copier	\$303.94
Copier Category 6	Per Copier	\$492.22
Copier Click Category 1A	Per Click (Page)	\$0.01
Copier Click Category 2A	Per Click (Page)	\$0.01
Copier Click Category 3A	Per Click (Page)	\$0.01
Copier Click Category 4A	Per Click (Page)	\$0.01
Copier Click Category 4B	Per Click (Page)	\$0.07
Copier Click Category 5A	Per Click (Page)	\$0.01
Copier Click Category 5B	Per Click (Page)	\$0.07
Copier Click Category 6A	Per Click (Page)	\$0.01
Copier Click Category 6B	Per Click (Page)	\$0.07

Managed Router

Managed Router - Service Initiation and Move – 64Kbps	Per Router (Non- Recurring)	\$953.33
Managed Router - Service Initiation and Move – 128Kbps	Per Router (Non- Recurring)	\$1,408.76
Managed Router - Service Initiation and Move – 256Kbps	Per Router (Non- Recurring)	\$1,408.76
Managed Router - Service Initiation and Move – 512Kbps	Per Router (Non- Recurring)	\$1,408.76
Managed Router - Service Initiation and Move – 768Kbps	Per Router (Non- Recurring)	\$1,408.76
Managed Router - Service Initiation and Move – 1.536Mbps	Per Router (Non- Recurring)	\$1,408.76
Managed Router - Service Initiation and Move – 3.072Mbps	Per Router (Non- Recurring)	\$2,273.60
Managed Router - Service Initiation and Move – 6.144Mbps	Per Router (Non- Recurring)	\$3,464.07

Managed Router - Service Initiation and Move – 45Mbps	Per Router (Non-Recurring)	\$6,365.36
Managed Router – 64Kbps	Per Router (Recurring)	\$222.50
Managed Router – 128Kbps	Per Router (Recurring)	\$672.28
Managed Router – 256Kbps	Per Router (Recurring)	\$708.80
Managed Router – 512Kbps	Per Router (Recurring)	\$738.34
Managed Router – 768Kbps	Per Router (Recurring)	\$959.89
Managed Router – 1.536Mbps	Per Router (Recurring)	\$1,109.41
Managed Router – 3.072Mbps	Per Router (Recurring)	\$2,295.24
Managed Router – 6.144Mbps	Per Router (Recurring)	\$3,685.86
Managed Router – 45Mbps	Per Router (Recurring)	\$6,336.72
Managed Router Internet Access – 64Kbps	Per Managed Router	\$121.12
Managed Router Internet Access – 128Kbps	Per Managed Router	\$123.73
Managed Router Internet Access – 256Kbps	Per Managed Router	\$129.39
Managed Router Internet Access – 512Kbps	Per Managed Router	\$171.70
Managed Router Internet Access – 768Kbps	Per Managed Router	\$182.11
Managed Router Internet Access – 1.536Mbps	Per Managed Router	\$209.30
Managed Router Internet Access – 3.072Mbps	Per Managed Router	\$503.60
Managed Router Internet Access – 6.144Mbps	Per Managed Router	\$613.69
Managed Router Internet Access – 45Mbps	Per Managed Router	\$1,970.28
IMACs for Data Network	Qty per IMAC	\$18.82
WAN - 56kbps	Per Circuit	\$221.60
WAN – 128Kbps	Per Circuit	\$673.53
WAN – 256Kbps	Per Circuit	\$710.11
WAN – 512Kbps	Per Circuit	\$739.71
WAN – 768Kbps	Per Circuit	\$961.68
WAN – 1.024Mbps	Per Circuit	\$998.97
WAN – 1.536Mbps	Per Circuit	\$1,111.46
WAN – 3.072Mbps	Per Circuit	\$2,299.50
WAN – 4.608 Mbps	Per Circuit	\$3,027.88
WAN – 6.144Mbps	Per Circuit	\$3,692.70
WAN – 45Mbps	Per Circuit	\$6,348.48
WAN – 50Mbps	Per Circuit	\$9,995.41
WAN – 150 Mbps - 155Mbps	Per Circuit	\$17,162.59
Legacy WAN	Per Legacy Circuit	\$87.93
LAN - Network Access Charge	Per Device	\$14.31
Legacy LAN	Per Legacy Site	\$40.03
Managed FW - Service Initiation and Move	Per Firewall (Non-Recurring)	\$533.82
Managed FW – ≤10 Users / ≤45Mbps	Per Firewall (Recurring)	\$78.23

Managed FW – Unlimited Users / ≤45Mbps	Per Firewall (Recurring)	\$104.45
Secure Light Weight Access Point (LWAP) - One-time Upgrade to Secure Light Weight Access Point (LWAP) - One-time	Qty of Secure LWAPS	\$719.38
	Qty of Secure LWAPS	\$591.52
	Qty of Secure LWAPS deployed	\$139.99
VoIP Service Initiation	Qty of Service Initiations	\$60.25
VoIP Basic Phone Set	Qty of Basic Phone Sets	\$21.79
	Qty of Standard Phone Sets	\$27.15
VoIP Standard Phone Set	Qty of Enhanced Phone Sets	\$29.89
VoIP Enhanced Phone Set	Qty of Receptionist Phone Sets	\$69.81
VoIP Receptionist Phone Set	Qty of Conference Phone Sets	\$42.93
VoIP Conference Phone Set	Qty of VoIP IMACs	\$12.05
VoIP IMAC	Instance	\$2.11
Unified Messaging Feature	Instance	\$36.15
Attendant Console Feature	Qty of Basic Phone Sets	\$31.51
UCaaS Basic VOIP Service	Qty of Basic Phone Sets	\$26.26
UCaaS Basic Service Option	Qty of Standard Phone Sets	\$36.72
UCaaS Standard Service	Qty of Standard Phone Sets	\$29.12
UCaaS Standard Service Option	Qty of Enhanced Phone Sets	\$38.11
UCaaS Enhanced Service	Qty of Enhanced Phone Sets	\$29.12
UCaaS Enhanced VOIP Option	Qty of Receptionist Phone Sets	\$66.12
UCaaS Receptionist VOIP Service	Qty of Receptionist Phone Sets	\$29.12
UCaaS Receptionist VOIP Service Option	Qty of Conference Phone Sets	\$45.05
UCaaS Conference VOIP Service	Qty of Conference Phone Sets	\$26.26
UCaaS Conference VOIP Service Option	Qty of IMACs	\$58.21
UCaaS On-Site IMAC	Qty of IMACs	\$11.64
UCaaS Remote IMAC	Instance	\$64.04
UCaaS Auto Attendant		

Audio Conferencing

Reservationless Audio Conferencing - Tier I	Per Minute	\$0.0446
Reservationless Audio Conferencing - Tier II	Per Minute	\$0.0410
Reservationless Audio Conferencing - Tier III	Per Minute	\$0.0374
Operator Assisted Audio Conferencing	Per Minute	\$0.1796
Special Event Audio Conferencing	Per Minute	\$0.2662
Conference Record Option	Per Minute	\$0.0386
Audio Conferencing - No Show Fee	Per Participant	\$7.23
Audio Conferencing - Approved Participant List	Per Participant	\$3.63
	Per Request for a CD or a	
Audio Conferencing Media Storage - Digital	Digital Download	\$71.10
Audio Conferencing Media Storage - CD Indexing	Per CD	\$144.59
Audio Conferencing Media Storage - Tape	Per Request for Tape	\$28.91
Audio Conferencing Transcription Service - 48 Business Hr Delivery	Per 15 minute increment of Audio Conference	\$85.56
Audio Conferencing Transcription Service - 24 Business Hr Delivery	Per 15 minute increment of Audio Conference	\$100.02
Audio Conferencing Transcription Service - 12 Business Hr Delivery	Per 15 minute increment of Audio Conference	\$121.70
Audio Conferencing Transcription Service - 3 Business Hr Delivery	Per 15 minute increment of Audio Conference	\$150.63
Audio Conferencing Transcription Service - Q&A Session	Per Request	\$36.15
Audio Conferencing Transcription Service - Fax Delivery	Per Request	\$57.84
Meeting Center Data Conferencing	per minute	\$0.20
Meeting Center Data Conferencing - Tier I	Per user	\$179.54
Meeting Center Data Conferencing - Tier II	Per user	\$149.41
Meeting Center Data Conferencing - Tier III	Per user	\$134.96
Meeting Center Data Conferencing - Tier IV	Per user	\$119.29
Meeting Center Data Conferencing - Tier V	Per user	\$112.07
Meeting Center Data Conferencing - Tier VI	Per user	\$100.02
MeetingCenter Data Conferencing Overage	Per Quarter Hour per User	\$9.34
MeetingCenter Data Conferencing NH15 - Tier I	Per Named Host	\$95.20
MeetingCenter Data Conferencing NH15 - Tier II	Per Named Host	\$77.12
MeetingCenter Data Conferencing NH15 - Tier III	Per Named Host	\$63.86
MeetingCenter Data Conferencing NH15 - Tier IV	Per Named Host	\$44.59
MeetingCenter Data Conferencing NH15 - Tier V	Per Named Host	\$32.54
MeetingCenter Data Conferencing NH15 - Tier VI	Per Named Host	\$25.31
MeetingCenter Data Conferencing NH15 Overage	Per Attendee per Meeting	\$22.42
TrainingCenter NH30 - Tier I	Per Named Host	\$380.77
TrainingCenter NH30 - Tier II	Per Named Host	\$318.11

TrainingCenter NH30 - Tier III	Per Named Host	\$254.25
TrainingCenter NH30 - Tier IV	Per Named Host	\$215.70
TrainingCenter NH30 - Tier V	Per Named Host	\$165.09
TrainingCenter NH30 - Tier VI	Per Named Host	\$127.73
TrainingCenter NH50 - Tier I	Per Named Host	\$635.03
TrainingCenter NH50 - Tier II	Per Named Host	\$571.15
TrainingCenter NH50 - Tier III	Per Named Host	\$508.49
TrainingCenter NH50 - Tier IV	Per Named Host	\$413.31
TrainingCenter NH50 - Tier V	Per Named Host	\$318.11
TrainingCenter NH50 - Tier VI	Per Named Host	\$228.94
TrainingCenter NH100 - Tier I	Per Named Host	\$951.92
TrainingCenter NH100 - Tier II	Per Named Host	\$856.74
TrainingCenter NH100 - Tier III	Per Named Host	\$761.54
TrainingCenter NH100 - Tier IV	Per Named Host	\$666.35
TrainingCenter NH100 - Tier V	Per Named Host	\$571.15
TrainingCenter NH100 - Tier VI	Per Named Host	\$444.64
TrainingCenter Overage	Per Attendee per Meeting	\$37.36

Other Rates and Surcharges	NEW FY2012 Surcharge
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Legacy Data Network Services (Non-NG Provided)

Private Circuits	Vendor Charge	21.40%
Covanet	Vendor Charge	21.40%

Legacy Voice Network Services (Non-NG Provided)

Wireless Services	Vendor Charge	15.40%
Local Phone Services	Vendor Charge	15.40%
Long Distance Phone Services	Vendor Charge	15.40%
Shared Voice Access	Per Minute (Added to Long Distance Rate)	\$0.009
Verizon Service Order	Per Service Order	\$22.96
Universal Service fees	Tax (No Surcharge Added)	\$0.00

Pass-Through Purchases

Other Charges and Credits	Vendor Charge	5.43%
RFS pass thru	Vendor Charge	5.43%
P2P pass thru - NG	Vendor Charge	5.43%
VITA purchased pass thru	Vendor Charge	5.43%

**Mapping of salary, hourly or contractor ranges
to billable hourly rates as of July 2011
Used for projects, PMD and other T&M billing**

Full Time Employee Annual Salary Range (1)		Wage Employee Hourly Rate (2)		Contract Employee Hourly Rate (3)		Billable Hourly Rate
From	To	From	To	From	To	
\$ 20,000	\$ 29,999	\$ 13.50	\$ 20.14	\$ 14.50	\$ 21.65	\$ 20
\$ 30,000	\$ 39,999	\$ 20.15	\$ 26.79	\$ 21.66	\$ 28.81	\$ 28
\$ 40,000	\$ 49,999	\$ 26.80	\$ 33.44	\$ 28.82	\$ 35.97	\$ 36
\$ 50,000	\$ 59,999	\$ 33.45	\$ 40.09	\$ 35.98	\$ 43.13	\$ 44
\$ 60,000	\$ 69,999	\$ 40.10	\$ 46.74	\$ 43.14	\$ 50.29	\$ 52
\$ 70,000	\$ 79,999	\$ 46.75	\$ 53.39	\$ 50.30	\$ 57.45	\$ 60
\$ 80,000	\$ 89,999	\$ 53.40	\$ 60.04	\$ 57.46	\$ 64.61	\$ 68
\$ 90,000	\$ 99,999	\$ 60.05	\$ 66.69	\$ 64.62	\$ 71.77	\$ 76
\$ 100,000	\$ 109,999	\$ 66.70	\$ 73.34	\$ 71.78	\$ 78.93	\$ 84
\$ 110,000	\$ 119,999	\$ 73.35	\$ 79.99	\$ 78.94	\$ 86.09	\$ 92
\$ 120,000	\$ 129,999	\$ 80.00	\$ 86.64	\$ 86.10	\$ 93.25	\$ 100
\$ 130,000	\$ 139,999	\$ 86.65	\$ 93.29	\$ 93.26	\$ 100.41	\$ 108
\$ 140,000	\$ 149,999	\$ 93.30	\$ 99.94	\$ 100.42	\$ 107.57	\$ 116
\$ -	\$ -	\$ -	\$ -	\$ 107.58	\$ 114.73	\$ 124
\$ -	\$ -	\$ -	\$ -	\$ 114.74	\$ 121.89	\$ 132
\$ -	\$ -	\$ -	\$ -	\$ 121.90	\$ 129.05	\$ 140
\$ -	\$ -	\$ -	\$ -	\$ 129.06	\$ 136.21	\$ 148
\$ -	\$ -	\$ -	\$ -	\$ 136.22	\$ 143.37	\$ 156
\$ -	\$ -	\$ -	\$ -	\$ 143.38	\$ 150.53	\$ 164
\$ -	\$ -	\$ -	\$ -	\$ 150.54	\$ 157.69	\$ 172
\$ -	\$ -	\$ -	\$ -	\$ 157.70	\$ 164.85	\$ 180
\$ -	\$ -	\$ -	\$ -	\$ 164.86	\$ 172.01	\$ 188
\$ -	\$ -	\$ -	\$ -	\$ 172.02	\$ 179.17	\$ 196
\$ -	\$ -	\$ -	\$ -	\$ 179.18	\$ 186.33	\$ 204
\$ -	\$ -	\$ -	\$ -	\$ 186.34	\$ 193.49	\$ 212
\$ -	\$ -	\$ -	\$ -	\$ 193.50	\$ 200.65	\$ 220
\$ -	\$ -	\$ -	\$ -	\$ 200.66	\$ 207.81	\$ 228
\$ -	\$ -	\$ -	\$ -	\$ 207.82	\$ 214.97	\$ 236
\$ -	\$ -	\$ -	\$ -	\$ 214.98	\$ 222.13	\$ 244
\$ -	\$ -	\$ -	\$ -	\$ 222.14	\$ 229.29	\$ 252
\$ -	\$ -	\$ -	\$ -	\$ 229.30	\$ 236.45	\$ 260
\$ -	\$ -	\$ -	\$ -	\$ 236.46	\$ 243.61	\$ 268
\$ -	\$ -	\$ -	\$ -	\$ 243.62	\$ 250.77	\$ 276
\$ -	\$ -	\$ -	\$ -	\$ 250.78	\$ 257.93	\$ 284
\$ -	\$ -	\$ -	\$ -	\$ 257.94	\$ 265.09	\$ 292
\$ -	\$ -	\$ -	\$ -	\$ 265.10	\$ 272.25	\$ 300

\$ -	\$ -	\$ -	\$ -	\$ 272.26	\$ 279.41	\$ 308
\$ -	\$ -	\$ -	\$ -	\$ 279.42	\$ 286.57	\$ 316
\$ -	\$ -	\$ -	\$ -	\$ 286.58	\$ 293.73	\$ 324
\$ -	\$ -	\$ -	\$ -	\$ 293.74	\$ 300.89	\$ 332
\$ -	\$ -	\$ -	\$ -	\$ 300.90	\$ 308.05	\$ 340
\$ -	\$ -	\$ -	\$ -	\$ 308.06	\$ 315.21	\$ 348
\$ -	\$ -	\$ -	\$ -	\$ 315.22	\$ 322.37	\$ 356
\$ -	\$ -	\$ -	\$ -	\$ 322.38	\$ 329.53	\$ 364
\$ -	\$ -	\$ -	\$ -	\$ 329.54	\$ 336.69	\$ 372
\$ -	\$ -	\$ -	\$ -	\$ 336.70	\$ 343.85	\$ 380
\$ -	\$ -	\$ -	\$ -	\$ 343.86	\$ 351.01	\$ 388
\$ -	\$ -	\$ -	\$ -	\$ 351.02	\$ 358.17	\$ 396
\$ -	\$ -	\$ -	\$ -	\$ 358.18	\$ 365.33	\$ 404
\$ -	\$ -	\$ -	\$ -	\$ 365.34	\$ 372.49	\$ 412
\$ -	\$ -	\$ -	\$ -	\$ 372.50	\$ 379.65	\$ 420
\$ -	\$ -	\$ -	\$ -	\$ 379.66	\$ 386.81	\$ 428
\$ -	\$ -	\$ -	\$ -	\$ 386.82	\$ 393.97	\$ 436
\$ -	\$ -	\$ -	\$ -	\$ 393.98	\$ 401.13	\$ 444
\$ -	\$ -	\$ -	\$ -	\$ 401.14	\$ 408.29	\$ 452
\$ -	\$ -	\$ -	\$ -	\$ 408.30	\$ 415.45	\$ 460
\$ -	\$ -	\$ -	\$ -	\$ 415.46	\$ 422.61	\$ 468
\$ -	\$ -	\$ -	\$ -	\$ 422.62	\$ 429.77	\$ 476
\$ -	\$ -	\$ -	\$ -	\$ 429.78	\$ 436.93	\$ 484
\$ -	\$ -	\$ -	\$ -	\$ 436.94	\$ 444.09	\$ 492
\$ -	\$ -	\$ -	\$ -	\$ 444.10	\$ 451.25	\$ 500
\$ -	\$ -	\$ -	\$ -	\$ 451.26	\$ 458.41	\$ 508
\$ -	\$ -	\$ -	\$ -	\$ 458.42	\$ 465.57	\$ 516
\$ -	\$ -	\$ -	\$ -	\$ 465.58	\$ 472.73	\$ 524
\$ -	\$ -	\$ -	\$ -	\$ 472.74	\$ 479.89	\$ 532
\$ -	\$ -	\$ -	\$ -	\$ 479.90	\$ 487.05	\$ 540
\$ -	\$ -	\$ -	\$ -	\$ 487.06	\$ 494.21	\$ 548
\$ -	\$ -	\$ -	\$ -	\$ 494.22	\$ 501.37	\$ 556

- (1) Based on classified employee annual salary (without benefits)
- (2) Based on Wage employee hourly rate (without benefits)
- (3) Based on NG or other contract employee hourly rate

Attachment 10.1.3-A -- Definition of Resource Units

	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	Gbyte	Gigabyte increments of z/OS disk storage capacity.
Mainframe Tape Storage - z/OS	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	Gbyte	Gigabyte increments of Unisys disk storage capacity.
Mainframe Tape Storage - UNISYS	Gbyte	Gigabyte increments of Unisys tape storage capacity.
Mainframe Print CESC	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.
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 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.
Storage		
Storage Tier 1 at CESC	per Gigabyte	CESC NAS/SAN high availability storage allocated (presented) to user
Storage Tier 2 at CESC	per Gigabyte	CESC NAS/SAN standard availability storage allocated (presented) to user
Storage Tier 2 outside of CESC	per Gigabyte	NAS/SAN standard availability storage allocated (presented) to user, where the server resides outside of CESC
Storage DASD (Direct Access Storage Device)	per Gigabyte	DASD (physical) - raw storage installed to a server
Storage Tier 2 at CESC no Backup	per Gigabyte	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 Gigabyte	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.
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.
Other		
Legacy Servers	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.
Desktop Computing		
PC Support - Desktops		
5-year Refresh Rate	Desktop	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 Each desktop supported under a 5-year refresh rate.
PC Support - Laptops		
4-year Refresh Rate	Laptop	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 Each laptop supported under a 4-year refresh rate.
PC Support - Tablet		
4-year Refresh Rate	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 Each tablet supported under a 4-year refresh rate.
PC Support - Handhelds		
No Defined Refresh Rate	Handheld	Support of existing handheld computers including Palm, Windows CE, Pocket PC, RIM, and associated docks, cables and software drivers. Each handheld supported under an undefined refresh rate.
PC Hardware Charge - Desktops		
5-year Refresh Rate	Desktop	Refresh of existing desktops with standard desktop systems as defined in the pricing assumptions along with refresh of monitors on alternating desktop refresh cycles. Each desktop refreshed under a 5-year refresh rate.
PC Hardware Charge - Laptops		
4-year Refresh Rate	Laptop	Refresh of existing laptops with standard laptop systems as defined in the pricing assumptions. Each laptop refreshed under a 4-year refresh rate.
PC Hardware - Tablet		
No Defined Refresh Rate	Tablet	Refresh an existing tablets with standard tablet systems as defined in the pricing assumptions. Each tablet refreshed under an undefined 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 Software		
Hard Drive Encryption for Workstations (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		
Blackberrys	Blackberry	Support of Blackberrys
Network Attached Printer - Category 1	per Network Attached 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 Network Attached 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 Network Attached 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 Network Attached 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
IMACs for PCs	PC IMAC	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.
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 Click Category 1A	Per Click (Page)	Each metered click (single page) for Monochrome Usage on a Copier Category 1
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 Click Category 2A	Per Click (Page)	Each metered click (single page) for Monochrome Usage on a Copier Category 2
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 Click Category 3A	Per Click (Page)	Each metered click (single page) for Monochrome Usage on a Copier Category 3
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 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 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 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 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 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
Messaging		
Messaging & Mailbox Services	Email Box	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
Data Network		
User/Device Ports	# of Ports	Each active Ethernet port during the monthly count period
IMAC	IMAC	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
WAN – 4.608 Mbps	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 – 150 Mbps - 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 - Network Access Charge	Per Qty of Server, PC Support, 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)
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 and 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 and 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 and 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 and 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 and 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.
Managed Router - Service Initiation and 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 and 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 and 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 and 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
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, 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 Secure Light Weight Access Point (LWAP) - One-time	Qty of Secure LWAPS	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 deployed	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.
Voice Network		
CHVS - VoIP Service Initiation	VoIP Service Initiations	Installation and Service Initiation of each telephone instrument.
CHVS - VoIP Basic Phone Set	VoIP 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	VoIP 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	VoIP 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	VoIP 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	VoIP 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	VoIP Moves/Changes/Addds	VoIP service changes requiring a site visit
CHVS - Unified Messaging Feature	Instance	Service that enables the user to receive an e-mail with a '.WAV' file attachment containing the voicemail message
CHVS - Auto Attendant Feature	Instance	Service that provides the functionality for an automated receptionistable extensions
UCaaS Basic 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).

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 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 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 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 Service	Qty of Conference Phone Sets	Service includes a conference "spider" phone.
UCaaS Conference 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 IMAC - Over Network Change	Qty of VoIP Moves/Changes/Addds	IMAC change provisioned over the network
UCaaS IMAC - On-Site Change	Qty of VoIP Moves/Changes/Addds	IMAC change requiring provision on-site by a technician
UCaaS Auto Attendant	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.
Audio Conferencing Media Storage - Digital Download	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.
MeetingCenter Data Conferencing	Per Minute	Data Conferencing usage on a per minute basis.
MeetingCenter Data Conferencing CU - Tier I	Per Concurrent User	Data Conferencing on a per concurrent user basis. Tier I covers concurrent licenses between 25 and 20.

MeetingCenter 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.
MeetingCenter 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.
MeetingCenter 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.
MeetingCenter 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.
MeetingCenter Data Conferencing CU - Tier VI	Per Concurrent User	Data Conferencing on a per concurrent user basis. Tier VI covers concurrent licenses 201 and greater.
MeetingCenter 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.
MeetingCenter 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.
MeetingCenter 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.
MeetingCenter 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.
MeetingCenter 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.
MeetingCenter 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.
MeetingCenter 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.
MeetingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.

TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter 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.
TrainingCenter Overage	Per Attendee per Meeting	Overage charge for a TrainingCenter event exceeding the number of allowed attendees on a per attendee basis.
Security		
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 (One-time)	Per key fob issued	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.
Help Desk		
Per PC	Desktop, Laptop, Tablet, or Handheld	Each desktop, laptop, tablet, or handheld.
Per legacy PC and Server	Legacy Desktop, Laptop, Tablet, or Server	Desktop, Laptop, Tablet, or Server that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework
Internal Applications / Chargeback		
Support	FTE	Each full-time equivalent (FTE).