

# FY20 IT Service Rates

**Notes:**

Chargeback Rates are rounded up to two decimal places (except click charges and audio conferencing minutes)  
 Chargeback Rates with zero volumes were created by utilizing the same mark-up to direct cost as similar RUs  
 Fixed monthly fees will be a fixed amount by customer and methodology for customer allocation is described in the "Fixed Fee Allocation" tab

8/12/2019

Tower	RU Group	Chargeback RU Name	FY20 Chargeback Rate	Unit of Measure
AIS	AIS	ESB	\$ 310.28	0.1 core
AIS	AIS	AM	\$ 497.67	0.1 core
AIS	AIS	ESB TX	\$ 137.91	0.1 core
AIS	AIS	ESB TX Healthcare	\$ 38.26	0.1 core
AIS	AIS	AIS DB	\$ 0.46	Dbtime/ seconds
AIS	AIS	BRM	\$ 618.05	0.1 core
AIS	AIS	Address	\$ 0.15	transactions/ lookups per 100
AIS	AIS	APP Server	\$ 66.97	0.1 core
ECOS	ECOS	Assessment (One-Time)	\$ 1,172.62	per SaaS Assessment
ECOS	ECOS	Cloud Sourcing Specialist	\$ 116.93	Hourly
ECOS	ECOS	Cloud Service Oversight (Monthly)	\$ 392.46	1 SaaS Oversight (Monthly)
EUC	EUC Services	Workstation - Desktop - Gold - Standard	\$ 126.92	Per Device
EUC	EUC Services	Workstation - Desktop - Silver - Standard	\$ 104.25	Per Device
EUC	EUC Services	Workstation - Desktop - Bronze - Standard	\$ 86.11	Per Device
EUC	EUC Services	Workstation - Desktop - Offline - Standard	\$ 47.91	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Standard	\$ 132.97	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Standard	\$ 110.29	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Standard	\$ 92.15	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Standard	\$ 53.95	Per Device
EUC	EUC Services	Workstation - Tablet - Gold - Standard	\$ 151.31	Per Device
EUC	EUC Services	Workstation - Tablet - Silver - Standard	\$ 128.63	Per Device
EUC	EUC Services	Workstation - Tablet - Bronze - Standard	\$ 110.49	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Standard	\$ 72.29	Per Device
EUC	EUC Hardware Services	Workstation - Desktop - Hardware Only	\$ 26.29	Per Device
EUC	EUC Hardware Services	Workstation - Laptop - Hardware Only	\$ 32.34	Per Device
EUC	EUC Hardware Services	Workstation - Tablet - Hardware Only	\$ 50.68	Per Device
EUC	EUC Services	Workstation - Support Only - Gold	\$ 106.57	Per Device
EUC	EUC Services	Workstation - Support Only - Silver	\$ 85.45	Per Device
EUC	EUC Services	Workstation - Support Only - Bronze	\$ 67.32	Per Device
EUC	EUC Services	Workstation - Support Only - Offline	\$ 29.12	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Standard	\$ 72.29	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Ruggedized (Field Worker)	\$ 200.35	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Ruggedized (Field Worker)	\$ 177.67	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Ruggedized (Field Worker)	\$ 159.54	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Ruggedized (Field Worker)	\$ 121.34	Per Device
EUC	EUC Services	Workstation - Tablet - Gold - Ruggedized (Field Worker)	\$ 200.35	Per Device
EUC	EUC Services	Workstation - Tablet - Silver - Ruggedized (Field Worker)	\$ 177.67	Per Device
EUC	EUC Services	Workstation - Tablet - Bronze - Ruggedized (Field Worker)	\$ 159.54	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Ruggedized (Field Worker)	\$ 121.34	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Ruggedized (Field Worker) (2 year refresh)	\$ 272.06	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Ruggedized (Field Worker) (2 year refresh)	\$ 249.38	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Ruggedized (Field Worker) (2 year refresh)	\$ 231.24	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Ruggedized (Field Worker) (2 year refresh)	\$ 193.04	Per Device
EUC	EUC Services	Workstation - Tablet - Gold - Ruggedized (Field Worker) (2 year refresh)	\$ 272.06	Per Device
EUC	EUC Services	Workstation - Tablet - Silver - Ruggedized (Field Worker) (2 year refresh)	\$ 249.38	Per Device
EUC	EUC Services	Workstation - Tablet - Bronze - Ruggedized (Field Worker) (2 year refresh)	\$ 231.24	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Ruggedized (Field Worker) (2 year refresh)	\$ 193.04	Per Device
EUC	EUC Services	Workstation - Tablet - Gold - Convertible & detachable (Traveling Professional) (2 year refresh)	\$ 204.13	Per Device
EUC	EUC Services	Workstation - Tablet - Silver - Convertible & detachable (Traveling Professional) (2 year refresh)	\$ 181.45	Per Device
EUC	EUC Services	Workstation - Tablet - Bronze - Convertible & detachable (Traveling Professional) (2 year refresh)	\$ 163.31	Per Device
EUC	EUC Services	Workstation - Tablet - Offline - Convertible & detachable (Traveling Professional) (2 year refresh)	\$ 125.12	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Performance (Traveling Professional)	\$ 177.77	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Performance (Traveling Professional)	\$ 155.09	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Performance (Traveling Professional)	\$ 136.96	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Performance (Traveling Professional)	\$ 98.76	Per Device
EUC	EUC Services	Workstation - Desktop - Gold - Premium (Engineer)	\$ 160.90	Per Device
EUC	EUC Services	Workstation - Desktop - Silver - Premium (Engineer)	\$ 138.22	Per Device
EUC	EUC Services	Workstation - Desktop - Bronze - Premium (Engineer)	\$ 120.08	Per Device
EUC	EUC Services	Workstation - Desktop - Offline - Premium (Engineer)	\$ 81.88	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Premium (Engineer)	\$ 203.94	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Premium (Engineer)	\$ 181.26	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Premium (Engineer)	\$ 163.12	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Premium (Engineer)	\$ 124.92	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Standard (Traveling Professional)	\$ 144.16	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Standard (Traveling Professional)	\$ 121.48	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Standard (Traveling Professional)	\$ 103.34	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Standard (Traveling Professional)	\$ 65.14	Per Device
EUC	EUC Services	Workstation - Desktop - Gold - Performance	\$ 143.91	Per Device
EUC	EUC Services	Workstation - Desktop - Silver - Performance	\$ 121.23	Per Device
EUC	EUC Services	Workstation - Desktop - Bronze - Performance	\$ 103.10	Per Device
EUC	EUC Services	Workstation - Desktop - Offline - Performance	\$ 64.90	Per Device
EUC	EUC Services	Workstation - Laptop - Gold - Premium (Traveling Professional)	\$ 226.34	Per Device
EUC	EUC Services	Workstation - Laptop - Silver - Premium (Traveling Professional)	\$ 203.66	Per Device
EUC	EUC Services	Workstation - Laptop - Bronze - Premium (Traveling Professional)	\$ 185.52	Per Device
EUC	EUC Services	Workstation - Laptop - Offline - Premium (Traveling Professional)	\$ 147.32	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Ruggedized (Field Worker)	\$ 99.72	Per Device
EUC	EUC Services	Workstation - Tablet - Hardware only - Ruggedized (Field Worker)	\$ 99.72	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Ruggedized (Field Worker) (2 year refresh)	\$ 171.43	Per Device
EUC	EUC Services	Workstation - Tablet - Hardware only - Ruggedized (Field Worker) (2 year refresh)	\$ 171.43	Per Device
EUC	EUC Services	Workstation - Tablet - Hardware only - Convertible & detachable (Traveling Professional) (2 year refresh)	\$ 103.50	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Performance (Traveling Professional)	\$ 77.14	Per Device
EUC	EUC Services	Workstation - Desktop - Hardware only - Premium (Engineer)	\$ 60.26	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Premium (Engineer)	\$ 103.30	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Standard (Traveling Professional)	\$ 43.52	Per Device
EUC	EUC Services	Workstation - Desktop - Hardware only - Performance	\$ 43.28	Per Device
EUC	EUC Services	Workstation - Laptop - Hardware only - Premium (Traveling Professional)	\$ 125.71	Per Device
EUC	EUC Enhanced Services	End User / Mobile Device Backup (On Premise Solution)	\$ 8.67	Per Device
EUC	EUC Enhanced Services	End User / Mobile Device Backup (Cloud) Service	\$ 12.93	Per Device
EUC	EUC Enhanced Services	VDI Hyper-converged Solution	\$ 82.34	Per Instance
EUC	EUC Enhanced Services	Bring Your Own Device (BYOD) Assessment & Initial Image Load Service	\$ 7,739.25	Per Model
EUC	EUC Enhanced Services	Keep Your Hard Drive	\$ 162.14	Per Device
EUC	EUC Misc.	EUC Implementation	\$ 113,317.09	Fixed Monthly Fee

Legacy Voice and Data	Verizon Service Order	Verizon Service Order	\$ 24.05	Order
Legacy Voice and Data	Shared Voice Access	Shared Voice Access	\$ 0.0277	Per Minute
Legacy Voice and Data	Legacy Voice and Data (Other)	Legacy Voice and Data (Other)	11.60%	Surcharge
LOC	SSDC Resolution Fees	Directory Services Resolution Fees	\$ 117,322.31	Fixed Monthly Fee
LOC	Messaging Resolution Fees	Messaging Resolution Fees	\$ 152,654.24	Fixed Monthly Fee
LOC	Server/Storage Resolution	Server Resolution Fees	\$ 763,460.16	Fixed Monthly Fee
LOC	Server/Storage Resolution	Storage Resolution Fees	\$ 836,826.49	Fixed Monthly Fee
LOC	Voice and Data Network Resolution	Data Network Resolution Fees	\$ 1,499,478.02	Fixed Monthly Fee
LOC	Voice and Data Network Resolution	Voice Network Resolution Fees	\$ 326,928.61	Fixed Monthly Fee
LOC	EUS Resolution Fees	EUC Resolution Fees	\$ 1,593,149.14	Fixed Monthly Fee
LOC	EUS Resolution Fees	MP Resolution Fees	\$ 281,143.97	Fixed Monthly Fee
Mainframe	IBM Mainframe Cloud Serv	IBM Mainframe Cloud CPU Hour	\$ 1,289.05	CPU Hour
Mainframe	IBM Mainframe Cloud Serv	IBM Cloud Software Services (CPU Hours)	\$ 757.06	CPU Hour
Mainframe	IBM Mainframe Cloud Serv	IBM Mainframe Cloud Storage - Tier 1 (Frequent Access)	\$ 2.89	GB
Mainframe	IBM Mainframe Cloud Serv	IBM Mainframe Cloud Storage - Tier 2 (Infrequent Access)	\$ 0.53	GB
Mainframe	IBM Mainframe Retained S	Software AG	\$ 222,543.15	Fixed Monthly Fee
Messaging	License Type	30GB E-mail (G Suite Basic)	\$ 2.49	License
Messaging	License Type	Google Vault	\$ 2.27	License
Messaging	License Type	Unlimited E-mail (G Suite for Business)	\$ 8.76	License
Messaging	License Type	Enterprise E-mail (G Suite for Enterprise)	\$ 24.78	License
Messaging	License Type	Google for Work Lite	\$ 2.42	License
Messaging	License Type	Combined Email & Drive Encryption	\$ 4.61	License
Messaging	License Type	Email Encryption	\$ 4.61	License
Messaging	License Type	Drive Encryption	\$ 4.61	License
Messaging	License Type	Fax to Email Service	\$ 20.88	License
Messaging	License Type	Voicemail to Email Service	\$ 20.88	License
Messaging	HMA	Hosted Mail Archive Service	\$ 15.81	License
Messaging	Airwatch (Ent. Handheld S	Enterprise Handheld Service	\$ 33.65	License
MP	EUC Misc.	MP Implementation	\$ 20,296.54	Fixed Monthly Fee
MP	MP Hardware Services	Category 1: Monochrome MFD - Low	\$ 189.20	Per Unit
MP	MP Hardware Services	Category 2: Monochrome MFD - Med	\$ 267.12	Per Unit
MP	MP Hardware Services	Category 3: Monochrome MFD - High	\$ 298.63	Per Unit
MP	MP Hardware Services	Category 4: Color MFD - Low	\$ 294.29	Per Unit
MP	MP Hardware Services	Category 5: Color MFD - Med	\$ 312.40	Per Unit
MP	MP Hardware Services	Category 6: Color MFD - High	\$ 355.41	Per Unit
MP	MP Legacy Services	Legacy MFD	\$ 24.74	Per Unit
MP	MP Hardware Services	Category 1: Network Attached Printer - Low	\$ 104.37	Per Unit
MP	MP Hardware Services	Category 2: Network Attached Printer - Med	\$ 145.22	Per Unit
MP	MP Hardware Services	Category 3: Network Attached Printer - Med/High	\$ 163.17	Per Unit
MP	MP Hardware Services	Category 4: Network Attached Printer - High	\$ 237.90	Per Unit
MP	MP Legacy Services	Legacy Network Attached Printer	\$ 67.37	Per Unit
MP	MP Impression Services	Mono Price Per Impression (MFD)	\$ 0.0081	Per Click (Page)
MP	MP Impression Services	Color Price Per Impression (MFD)	\$ 0.0802	Per Click (Page)
MP	MP Impression Services	Mono Price Per Impression (Networked Printer)	\$ 0.0248	Per Click (Page)
MP	MP Impression Services	Color Price Per Impression (Networked Printer)	\$ 0.1014	Per Click (Page)
MP	MP Support	Print Device Silver Support - MFD	\$ 45.07	Per Unit
MP	MP Support	Print Device Gold Support (VIP - Other) - MFD	\$ 135.21	Per Unit
MP	MP Support	Print Device VIP Support Richmond Response Time (RRT) - MFD	\$ 225.36	Per Unit
MP	MP Support	Print Device Silver Support - Networked Printer	\$ 33.80	Per Unit
MP	MP Support	Print Device Gold Support (VIP - Other) - Networked Printer	\$ 67.61	Per Unit
MP	MP Support	Print Device VIP Support Richmond Response Time (RRT) - Networked Printer	\$ 202.82	Per Unit
MP	MP Misc.	Hard Disk Drive Removal and Turnover	\$ 563.39	Per Incident
MP	MP Misc.	IMAC Equipment Moves (requiring moving truck less than 25 miles)	\$ 811.28	Per Incident
MP	MP Misc.	IMAC Equipment Moves (requiring moving truck greater than 25 miles)	\$ 1,262.00	Per Incident
MSI	MSI	Full Service Authorized Users	\$ 51.10	Users
MSI	MSI	Business Relationship Management FTPs	\$ 20,391.72	FTPs
MSS	Monitoring, Reporting, and	Response Preparedness	\$ 83,261.84	per Response Readiness Test
MSS	Network and Platform Prot	Workstation Encryption	\$ 1.57	per Encrypted Workstation
MSS	Network and Platform Prot	Workstation Managed Host Intrusion Protection, Firewall, & Antivirus	\$ 5.03	per Workstation
MSS	Network and Platform Prot	Server Encryption	\$ 10.93	per Server Encryption Device
MSS	Network and Platform Prot	Server Managed Firewall and Antivirus	\$ 14.76	per Server
MSS	Network and Platform Prot	Server Managed Host Intrusion Protection	\$ 28.94	per Server
MSS	Network and Platform Prot	Managed Network Intrusion Protection - 100MB	\$ 15,684.38	per Unit of Effective Throughput
MSS	Network and Platform Prot	Managed Network Intrusion Protection - 1GB	\$ 35,126.28	per Unit of Effective Throughput
MSS	Network and Platform Prot	Managed Network Intrusion Protection - 10GB	\$ 64,104.92	per Unit of Effective Throughput
MSS	Network and Platform Prot	Data Loss Prevention	\$ 22.65	per User
MSS	Network and Platform Prot	Web Content Monitoring - 100MB	\$ 2,354.10	per Unit of Effective Throughput
MSS	Network and Platform Prot	Web Content Monitoring - 1GB	\$ 7,066.28	per Unit of Effective Throughput
MSS	Network and Platform Prot	Web Content Monitoring - 10GB	\$ 18,764.64	per Unit of Effective Throughput
MSS	Network and Platform Prot	Managed Firewall Services - 100MB	\$ 95.59	per Unit of Effective Throughput
MSS	Network and Platform Prot	Managed Firewall Services - 1GB	\$ 9,974.77	per Unit of Effective Throughput
MSS	Network and Platform Prot	Managed Firewall Services - 10GB	\$ 70,109.61	per Unit of Effective Throughput
MSS	Network and Platform Prot	Compliance Testing - Endpoint	\$ 0.90	per Endpoint Device
MSS	Network and Platform Prot	Application Process Whitelisting	\$ 23.27	per Device
MSS	Network and Platform Prot	WAF - Low Capacity	\$ 6,386.12	per Unit of Effective Throughput
MSS	Network and Platform Prot	WAF - Medium Capacity	\$ 11,537.48	per Unit of Effective Throughput
MSS	Network and Platform Prot	WAF - High Capacity	\$ 23,072.97	per Unit of Effective Throughput
MSS	Network and Platform Prot	Cloud WAF Services	\$ 8,049.93	per Annual License Subscription
MSS	Network and Platform Prot	Tokenization License	\$ 1,605.25	per Annual License Subscription
MSS	Network and Platform Prot	Encryption License - Protect File	\$ 2,567.20	per Annual License Subscription
MSS	Network and Platform Prot	Encryption License - Protect App	\$ 3,457.46	per Annual License Subscription
MSS	Network and Platform Prot	Encryption License - Database Native	\$ 2,439.74	per Annual License Subscription
MSS	Network and Platform Prot	Encryption License - KMIP Connector	\$ 2,439.74	per Annual License Subscription
MSS	Network and Platform Prot	Encryption License - VM Encryption	\$ 1,420.03	per Annual License Subscription
MSS	Network and Platform Prot	Encryption License - Database Encryption	\$ 6,006.74	per Annual License Subscription
MSS	Network and Platform Prot	Source Code Scanning - NT-APP 1YR	\$ 884.28	per Annual License Subscription
MSS	Network and Platform Prot	Source Code Scanning - INT-APP-STATIC 1YR	\$ 828.52	per Annual License Subscription
MSS	Network and Platform Prot	Source Code Scanning - GL-DEV 1YR	\$ 46.56	per Annual License Subscription
MSS	Network and Platform Prot	Source Code Scanning - SCA 1YR	\$ 248.95	per Annual License Subscription
MSS	Network and Platform Prot	Source Code Scanning - E-LEARN 1YR	\$ 27.72	per Annual License Subscription
MSS	Network and Platform Prot	Source Code Scanning - INT-APP-WAS 1YR	\$ 147.78	per Annual License Subscription
MSS	Network and Platform Prot	Source Code Scanning - TS-BRONZE-PLUS-M 1YR	\$ 2,702.63	per Annual License Subscription
MSS	Network and Platform Prot	Cloud Access Security Broker (CASB)	\$ 6.41	per User
MSS	Network and Platform Prot	Virtual Firewall VF-50	\$ 910.17	per Unit of Effective Throughput
MSS	Network and Platform Prot	Virtual Firewall VF-100	\$ 4,385.56	per Unit of Effective Throughput
MSS	Network and Platform Prot	Virtual Firewall VF-300	\$ 8,727.30	per Unit of Effective Throughput
MSS	Network and Platform Prot	Virtual Firewall VF-500	\$ 17,912.67	per Unit of Effective Throughput
MSS	Network and Platform Prot	Virtual Firewall VF-700	\$ 30,856.23	per Unit of Effective Throughput
MSS	Network and Platform Prot	10GB Sandbox	\$ 8,464.40	per Annual License Subscription
MSS	Network and Platform Prot	1GB Sandbox	\$ 3,590.90	per Annual License Subscription
MSS	Network and Platform Prot	Firewall Analyzer SINGLE FW LIC	\$ 236.82	per Annual License Subscription
MSS	Network and Platform Prot	Firewall Analyzer Cluster FW LIC	\$ 321.21	per Annual License Subscription
MSS	Network and Platform Prot	Firewall Workflow SINGLE FW LIC	\$ 409.20	per Annual License Subscription
MSS	Network and Platform Prot	Firewall Workflow Cluster FW LIC	\$ 551.50	per Annual License Subscription
MSS	Network and Platform Prot	Topology/Firewall Workflow SINGLE Router LIC	\$ 73.53	per Annual License Subscription

MSS	Network and Platform Prot	Business Connectivity Visualizer 50 LIC	\$ 9,758.60	per Annual License Subscription
Pass-Through Purchases	Pass-Through Purchases	Pass-Through Purchases	\$ 2.42%	Surcharge
SSDC	Directory Services	Single Sign On Identity Management	\$ 6.71	Per User
SSDC	Server Hardware Services	Private Cloud Hardware Allocation (Central DC) - Virtual Cores	\$ 4.69	Core
SSDC	Server Hardware Services	Private Cloud Hardware Allocation (Central DC) - Virtual Memory	\$ 2.06	GB
SSDC	Server Software Services	Software Services Charge (SSC) - Linux	\$ 206.08	Instance
SSDC	Server Software Services	Software Services Charge (SSC) - AIX	\$ 194.52	Processor
SSDC	Server Software Services	Software Services Charge (SSC) - HP-UX	\$ 541.84	Processor
SSDC	Server Software Services	Software Services Charge (SSC) - Solaris	\$ 743.32	Processor
SSDC	Server Support	Server Services - Physical (Primary DC) - Windows - Tier 1	\$ 2,243.79	Instance Pair
SSDC	Server Support	Server Services - Physical (Primary DC) - Windows - Tier 1 Cluster	\$ 3,556.68	Cluster Instance Pair
SSDC	Server Support	Server Services - Physical (Primary DC) - Windows - Tier 2	\$ 1,806.14	Cluster Instance
SSDC	Server Support	Server Services - Physical (Primary DC) - Windows - Tier 3	\$ 1,477.94	Server
SSDC	Server Support	Server Services - Physical (Primary DC) - Linux - Tier 1	\$ 1,893.16	Instance Pair
SSDC	Server Support	Server Services - Physical (Primary DC) - Linux - Tier 1 Cluster	\$ 2,995.69	Cluster Instance Pair
SSDC	Server Support	Server Services - Physical (Primary DC) - Linux - Tier 2	\$ 1,525.64	Cluster Instance
SSDC	Server Support	Server Services - Physical (Primary DC) - Linux - Tier 3	\$ 1,297.01	Server
SSDC	Server Support	Server Services - Physical (Primary DC) - UNIX	\$ 2,411.62	Server
SSDC	Server Support	Server Services - Physical (Primary DC) - Appliance - Tier 1	\$ 387.45	Appliance Pair Instance
SSDC	Server Support	Server Services - Physical (Primary DC) - Appliance - Tier 3	\$ 276.81	Appliance Instance
SSDC	Server Support	Server Services - Virtual (Primary DC) - Windows - Tier 1	\$ 1,286.91	Instance Pair
SSDC	Server Support	Server Services - Virtual (Primary DC) - Windows - Tier 2	\$ 1,056.90	Instance
SSDC	Server Support	Server Services - Virtual (Primary DC) - Linux - Tier 1	\$ 1,100.08	Instance Pair
SSDC	Server Support	Server Services - Virtual (Primary DC) - Linux - Tier 2	\$ 884.13	Instance
SSDC	Server Support	Server Services - Virtual (Primary DC) - Appliance - Tier 1	\$ 383.87	Appliance Pair Instance
SSDC	Server Support	Server Services - Virtual (Primary DC) - Appliance - Tier 2	\$ 274.42	Appliance Instance
SSDC	Server Support	Server Services - Physical (Agency) - Windows - Tier 2	\$ 1,978.87	Cluster Instance
SSDC	Server Support	Server Services - Physical (Agency) - Windows - Tier 3	\$ 1,621.88	Server
SSDC	Server Support	Server Services - Physical (Agency) - Linux - Tier 2	\$ 1,670.96	Cluster Instance
SSDC	Server Support	Server Services - Physical (Agency) - Linux - Tier 3	\$ 1,419.38	Server
SSDC	Server Support	Server Services - Physical (Agency) - UNIX	\$ 2,646.89	Server
SSDC	Server Support	Server Services - Physical (Agency) - Appliance - Tier 3	\$ 298.94	Appliance Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Windows - Tier 2	\$ 1,764.46	Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Windows - Tier 3	\$ 1,199.06	Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Linux - Tier 2	\$ 1,031.42	Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Linux - Tier 3	\$ 997.57	Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Appliance - Tier 2	\$ 416.66	Appliance Instance
SSDC	Server Support	Server Services - Virtual (Agency) - Appliance - Tier 3	\$ 296.29	Appliance Instance
SSDC	Server Support	Server Support (Misc) - Application / Web Server - Monitoring	\$ 168.38	Instance
SSDC	Virtual Application and Utili	EAPS Instance	\$ 7,119.19	Instance
SSDC	Virtual Application and Utili	EAPS End-User	\$ 276.34	Concurrent User
SSDC	Storage Services	Storage SAN - Tier 1 - Central Data Centers	\$ 1.08	Per GB
SSDC	Storage Services	Storage SAN/NAS - Tier 2 - Central Data Centers	\$ 0.94	Per GB
SSDC	Storage Services	Storage SAN/NAS - Tier 3 - Central Data Centers	\$ 0.79	Per GB
SSDC	Storage Services	Backup of Local Attached Storage - Per GB Protected	\$ 0.70	Per GB
SSDC	Storage Services	Storage SAN/NAS - Tier 2 - Agency Data Centers	\$ 1.19	Per GB
SSDC	Database Services	EDS Service (MS SQL)	\$ 749.42	Per Instance
SSDC	Database Services	EDS Service (Oracle)	\$ 721.54	Per Instance
SSDC	Disaster Recovery Services	Tier 1 - RTO < 4 hours	\$ 839.85	Per Instance
SSDC	Disaster Recovery Services	Tier 2 - RTO 4-24 hours	\$ 553.48	Per Instance
SSDC	Disaster Recovery Services	Tier 3 - RTO 25-48 hours	\$ 442.79	Per Instance
SSDC	Disaster Recovery Services	Tier 4 - RTO 49-72 hours	\$ 332.09	Per Instance
SSDC	Milestones	SSDC Implementation	\$ 184,154.32	Fixed Monthly Fee
VDN	Milestones	Voice and Data Network Implementation	\$ 263,278.62	Fixed Monthly Fee
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 1xT1	\$ 205.55	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 2xT1	\$ 199.09	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 4xT1	\$ 270.18	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 3 WAN, 1xDS3	\$ 496.12	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 1xT1, IPSEC, LTE	\$ 299.59	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 2xT1, IPSEC, LTE	\$ 293.13	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, 4xT1, IPSEC, LTE	\$ 364.21	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 3 WAN, 1xDS3, IPSEC, LTE	\$ 614.74	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, Ethernet Only	\$ 142.62	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - 2 WAN, Ethernet Only, IPSEC, LTE	\$ 240.50	Per Device
VDN	Managed WAN CPE	Managed WAN CPE - Router - Core Data Center	\$ 8,602.55	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 8 Port	\$ 64.72	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 24 Port	\$ 201.43	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 48 Port	\$ 332.27	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 24 Port (POE)	\$ 242.47	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch - 48 Port (POE)	\$ 398.88	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch Aggregation - 48 Port	\$ 2,739.81	Per Device
VDN	Managed LAN CPE	Managed LAN CPE - Switch Core - 192 Port	\$ 5,719.65	Per Device
VDN	Managed Wireless LAN CP	Managed Wireless LAN CPE - Wifi Access Point Dual 3x3:3 Radio Integrated Omni Antenna Outdoor	\$ 157.48	Per Device
VDN	Managed Wireless LAN CP	Managed Wireless LAN CPE - Wifi Access Point Dual 2x2:2/4x4:4 MU-MIMO Radio Integrated Antenna	\$ 93.98	Per Device
VDN	Managed Wireless LAN CP	Managed Wireless LAN CPE - Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna 2.5+1 GBE	\$ 138.47	Per Device
VDN	Managed Wireless LAN CP	Managed Wireless LAN CPE - Wifi Access Point Dual 2x2:2/3x3:3 MU-MIMO Radio Integrated Antenna	\$ 74.94	Per Device
VDN	Managed Wireless LAN CP	Managed Wireless LAN CPE - Wifi Access Point Dual 2x2:2 Radio Integrated Omni Antenna Outdoor	\$ 112.63	Per Device
VDN	Managed Wireless LAN CP	Managed Wireless LAN CPE - Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna	\$ 126.60	Per Device
VDN	Managed Wireless LAN CP	Managed Wireless LAN CPE - Wifi Access Point Dual 2x2:2 Radio Integrated Antenna	\$ 60.86	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS single line	\$ 8.27	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS 2 line	\$ 9.95	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS 4 line	\$ 13.03	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS 16 line	\$ 13.90	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS Conference Phone	\$ 57.76	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone Accessory - UCCaaS Conference Phone POE Injector	\$ 5.69	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone Accessory - UCCaaS Conference Phone external microphone	\$ 21.39	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS 5 line, GigE	\$ 20.00	Per Device
VDN	UCCaaS CPE	UCCaaS CPE - Phone - UCCaaS 5 line, GigE, Wifi	\$ 27.08	Per Device
VDN	VCE CPE	VCE CPE - Conference Phone	\$ 92.72	Per Device
VDN	VCE CPE	VCE CPE - Conference Phone Extension Microphones	\$ 19.59	Per Device
VDN	VCE CPE	VCE CPE - Phone - VCE 2 line	\$ 7.71	Per Device
VDN	VCE CPE	VCE CPE - Phone - VCE 6 line	\$ 14.41	Per Device
VDN	VCE CPE	VCE CPE - Phone - VCE 6 line w/GigE Interface	\$ 16.98	Per Device
VDN	VCE CPE	VCE CPE - Phone - VCE 12 line	\$ 19.09	Per Device
VDN	VCE CPE	VCE CPE - Phone - VCE 12 line w/GigE Interface	\$ 21.46	Per Device
VDN	VCE CPE	VCE CPE - Phone - VCE 12 line w/Video Port	\$ 26.12	Per Device
VDN	VCE CPE	VCE CPE - Phone - VCE 16 line w/Video Port	\$ 31.32	Per Device
VDN	VCE CPE	VCE CPE - Conference Phone	\$ 92.72	Per Device
VDN	VCE CPE	VCE CPE - Attendant Expansion Module	\$ 36.33	Per Device
VDN	VCE CPE	VCE CPE - 8 port Analog Terminal Adapter (ATA)	\$ 36.02	Per Device
VDN	VCE CPE	VCE CPE - 2 port Analog Terminal Adapter (ATA)	\$ 13.20	Per Device
VDN	VCE CPE	VCE CPE - 4 Port Analog Terminal Adapter (ATA)	\$ 24.19	Per Device
VDN	VCE CPE	VCE CPE - 8 Port Analog Terminal Adapter (ATA)	\$ 36.02	Per Device
VDN	VCE CPE	VCE CPE - 24 Port Analog Terminal Adapter (ATA)	\$ 129.88	Per Device
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 64 Kbps	\$ 83.69	Per Port

VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 128 Kbps	\$ 178.37	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 256 Kbps	\$ 178.38	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 512 Kbps	\$ 281.67	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 1,024 Mbps	\$ 296.04	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS1 - 1,536 Mbps	\$ 296.04	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - 2xDS1 - 3.072 Mbps	\$ 592.09	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - 3xDS1 - 4.608 Mbps	\$ 888.13	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - 4xDS1 - 6.144 Mbps	\$ 982.75	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 8 Mbps	\$ 1,107.08	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 10 Mbps	\$ 1,195.56	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 15 Mbps	\$ 1,518.84	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 20 Mbps	\$ 1,869.35	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 30 Mbps	\$ 2,208.53	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 40 Mbps	\$ 2,230.41	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - DS3 - 44.736 Mbps	\$ 2,249.10	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-3 - 50 Mbps	\$ 2,406.88	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-3 - 80 Mbps	\$ 3,486.13	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-3 - 100 Mbps	\$ 4,012.24	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-3 - 155/155.52Mbps	\$ 6,097.38	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 200 Mbps	\$ 7,334.90	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 300 Mbps	\$ 11,071.21	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 500 Mbps	\$ 16,045.62	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 600 Mbps	\$ 19,205.67	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - OC-12 - 622.08 Mbps	\$ 19,678.03	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 1 Mbps	\$ 193.58	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 2 Mbps	\$ 261.90	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 3 Mbps	\$ 318.82	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 4 Mbps	\$ 352.99	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 5 Mbps	\$ 409.91	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 6 Mbps	\$ 455.45	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 7 Mbps	\$ 501.00	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 8 Mbps	\$ 546.55	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 10 Mbps	\$ 626.24	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 15 Mbps	\$ 683.18	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 20 Mbps	\$ 874.46	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 30 Mbps	\$ 970.11	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 40 Mbps	\$ 1,150.01	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 50 Mbps	\$ 1,332.20	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 80 Mbps	\$ 1,764.85	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 100 Mbps	\$ 2,584.70	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 150 Mbps	\$ 3,609.41	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 200 Mbps	\$ 3,609.41	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 300 Mbps	\$ 4,861.96	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 400 Mbps	\$ 5,727.23	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 500 Mbps	\$ 6,490.10	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 600 Mbps	\$ 7,070.79	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 800 Mbps	\$ 8,004.45	Per Port
VDN	Private IP (PIP) Port	Private IP (PIP) Port - Ethernet - 1000 Mbps	\$ 8,767.33	Per Port
VDN	Gold Committed Access R	Gold CAR - 28 Kbps - 1.728 Mbps	\$ 14.82	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 1.729 Mbps - 3.072 Mbps	\$ 125.77	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 3.600 Mbps - 4.144 Mbps	\$ 209.88	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 5.000 Mbps - 9.000 Mbps	\$ 335.71	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 10.000 Mbps	\$ 524.92	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 13.488 Mbps - 22.496 Mbps	\$ 944.97	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 24.384 Mbps - 30.720 Mbps	\$ 1,384.86	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 36.000 Mbps - 44.992 Mbps	\$ 1,574.80	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 50.000 Mbps	\$ 2,518.43	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 62.500 Mbps - 90.000 Mbps	\$ 2,759.23	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 100.000 Mbps - 180.000 Mbps	\$ 4,617.12	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 200.500 Mbps - 270.000 Mbps	\$ 7,135.53	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 300.000 Mbps - 360.000 Mbps	\$ 10,073.71	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 400.000 Mbps - 450.000 Mbps	\$ 12,591.29	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 500.000 Mbps - 559.888 Mbps	\$ 15,950.02	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 720.000 Mbps - 765.000 Mbps	\$ 20,567.12	Per Circuit
VDN	Gold Committed Access R	Gold CAR - 900.000 Mbps	\$ 24,974.34	Per Circuit
VDN	TDM Delivered Internet Port	TDM Delivered Internet Ports (Full Port) - DS1 - 1.536 Mbps	\$ 273.18	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Ports (Full Port) - 2xDS1 - 3.072 Mbps	\$ 546.37	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Ports (Full Port) - 3xDS1 - 4.608 Mbps	\$ 648.80	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Ports (Full Port) - 4xDS1 - 6.144 Mbps	\$ 746.70	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Ports (Full Port) - DS3 - 44.736 Mbps	\$ 2,381.21	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Ports (Full Port) - OC-3 - 155.52 MB	\$ 5,213.15	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Ports (Full Port) - OC-12 - 622.08 MB	\$ 12,948.61	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Ports (Full Port) - OC-48 - 2488.32 MB	\$ 40,512.19	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Port (Fractional DS3) - DS3 - 3 MB	\$ 553.20	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Port (Fractional DS3) - DS3 - 6 MB	\$ 651.08	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Port (Fractional DS3) - DS3 - 7 MB	\$ 728.49	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Port (Fractional DS3) - DS3 - 12 MB	\$ 890.12	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Port (Fractional DS3) - DS3 - 15 MB	\$ 1,040.36	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Port (Fractional DS3) - DS3 - 21 MB	\$ 1,359.08	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Port (Fractional DS3) - DS3 - 30 MB	\$ 1,802.99	Per Port
VDN	TDM Delivered Internet Port	TDM Delivered Internet Port (Fractional DS3) - DS3 - 45 MB	\$ 2,381.21	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 10 Mbps	\$ 569.13	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 20 Mbps	\$ 785.39	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 30 Mbps	\$ 921.98	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 40 Mbps	\$ 1,035.81	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 50 Mbps	\$ 1,206.53	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 100 Mbps	\$ 2,344.77	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 200 Mbps	\$ 3,471.64	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 300 Mbps	\$ 4,416.39	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 400 Mbps	\$ 5,213.15	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 500 Mbps	\$ 5,896.08	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 600 Mbps	\$ 6,419.68	Per Port
VDN	Ethernet Delivered Internet	Ethernet Delivered Internet Port - Ethernet - 700 Mbps	\$ 6,886.36	Per Port
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 1,000 GB	\$ 1,069.97	Per 1,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 3,000 GB	\$ 2,353.89	Per 3,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 10,000 GB	\$ 4,279.80	Per 10,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 30,000 GB	\$ 10,344.32	Per 30,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 45,000 GB	\$ 12,126.80	Per 45,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 100,000 GB	\$ 21,667.53	Per 100,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 150,000 GB	\$ 30,896.35	Per 150,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 300,000 GB	\$ 58,580.60	Per 300,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 500,000 GB	\$ 92,283.85	Per 500,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 700,000 GB	\$ 121,707.30	Per 700,000 GB
VDN	SCI - Non Aggregated Plan	SCI Non Aggregated Committed Data Plan - 1,000,000 GB	\$ 163,166.51	Per 1,000,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 1,000 GB	\$ 1,283.95	Per 1,000 GB

VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 3,000 GB	\$ 2,624.37	Per 3,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 10,000 GB	\$ 4,770.81	Per 10,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 30,000 GB	\$ 12,411.36	Per 30,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 45,000 GB	\$ 14,551.26	Per 45,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 100,000 GB	\$ 30,334.06	Per 100,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 150,000 GB	\$ 43,253.06	Per 150,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 300,000 GB	\$ 82,012.38	Per 300,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 500,000 GB	\$ 129,196.92	Per 500,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 700,000 GB	\$ 170,389.77	Per 700,000 GB
VDN	SCI - Aggregated Plan	SCI Aggregated Committed Data Plan - 1,000,000 GB	\$ 228,433.09	Per 1,000,000 GB
VDN	Access - Time Division Mu	Access - Time Division Multiplexed (TDM) Option - DS1	\$ 341.59	Per Circuit
VDN	Access - Time Division Mu	Access - Time Division Multiplexed (TDM) Option - DS3	\$ 3,643.63	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 2Mbps	\$ 797.04	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 3Mbps	\$ 801.60	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 4Mbps	\$ 806.14	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 5Mbps	\$ 812.98	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 6Mbps	\$ 819.82	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 7Mbps	\$ 826.63	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 8Mbps	\$ 831.19	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 9Mbps	\$ 835.75	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 10Mbps	\$ 842.59	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 20Mbps	\$ 958.73	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 30Mbps	\$ 1,131.79	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 40Mbps	\$ 1,307.14	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet FE - 50Mbps	\$ 1,491.61	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 60Mbps	\$ 1,874.15	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 70Mbps	\$ 2,032.43	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 80Mbps	\$ 2,177.61	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 90Mbps	\$ 2,322.76	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 100Mbps	\$ 2,419.59	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 200Mbps	\$ 3,193.87	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 300Mbps	\$ 3,871.35	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 400Mbps	\$ 4,451.97	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 500Mbps	\$ 5,032.66	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 600Mbps	\$ 5,613.35	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 700Mbps	\$ 6,194.04	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 800Mbps	\$ 6,726.33	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 900Mbps	\$ 7,258.65	Per Circuit
VDN	Access - Ethernet Option	Access - Ethernet Option - Type 2 Ethernet GigE - 1000Mbps	\$ 7,742.70	Per Circuit
VDN	SONET Ports	SONET Ports - DS1 Port	\$ 515.18	Per Port
VDN	SONET Ports	SONET Ports - DS3 Port	\$ 2,115.37	Per Port
VDN	SONET Ports	SONET Ports - DS3 Transmux	\$ 7,357.47	Per Port
VDN	SONET Ports	SONET Ports - OC3c Port	\$ 4,598.42	Per Port
VDN	SONET Ports	SONET Ports - OC3 Port	\$ 4,598.63	Per Port
VDN	SONET Ports	SONET Ports - OC12c Port	\$ 9,196.65	Per Port
VDN	SONET Ports	SONET Ports - OC12 Port	\$ 9,196.65	Per Port
VDN	SONET Ports	SONET Ports - OC48c Port	\$ 22,072.03	Per Port
VDN	SONET Ports	SONET Ports - OC48 Port	\$ 22,072.03	Per Port
VDN	SONET Ports	SONET Ports - GigE-1 Port	\$ 4,230.74	Per Port
VDN	SONET Ports	SONET Ports - GigE-3 Port	\$ 6,346.11	Per Port
VDN	SONET Ports	SONET Ports - GigE-6 Port	\$ 8,369.51	Per Port
VDN	SONET Ports	SONET Ports - GigE-9 Port	\$ 9,840.52	Per Port
VDN	SONET Ports	SONET Ports - GigE-12 Port	\$ 11,863.83	Per Port
VDN	SONET Ports	SONET Ports - GigE-24 Port	\$ 16,186.25	Per Port
VDN	SONET Ports	SONET Ports - 1Gbps Fibre Channel	\$ 18,393.30	Per Circuit
VDN	SONET Ports	SONET Ports - 1 Gbps FICON	\$ 18,393.30	Per Circuit
VDN	Managed WAN	Managed WAN - Managed WAN Activation	\$ 1,364.82	Per Device
VDN	Managed WAN	Managed WAN - X-Small Router	\$ 129.53	Per Device
VDN	Managed WAN	Managed WAN - Small Router	\$ 129.53	Per Device
VDN	Managed WAN	Managed WAN - Medium Router	\$ 129.53	Per Device
VDN	Managed WAN	Managed WAN - Large Router	\$ 353.27	Per Device
VDN	Managed WAN	Managed WAN - X-Large Router	\$ 494.54	Per Device
VDN	Managed LAN	Managed LAN - Managed LAN Activation	\$ 445.91	Per Device
VDN	Managed LAN	Managed LAN - Small Switch	\$ 95.72	Per Device
VDN	Managed LAN	Managed LAN - Medium Switch	\$ 123.07	Per Device
VDN	Managed LAN	Managed LAN - Large Switch	\$ 225.65	Per Device
VDN	Managed LAN	Managed LAN - X-Large Switch	\$ 531.69	Per Device
VDN	Managed LAN	Managed LAN - Medium Load Balancer	\$ 652.43	Per Device
VDN	Managed WLAN	Managed WLAN - Managed WAP	\$ 42.96	Per Device
VDN	Secure Gateway Universal	Secure Gateway - Universal Port - 50 Mbps	\$ 2,071.75	Per port
VDN	Secure Gateway Universal	Secure Gateway - Universal Port - 100 Mbps	\$ 3,149.87	Per port
VDN	Secure Gateway Universal	Secure Gateway - Universal Port - 250 Mbps	\$ 5,539.49	Per port
VDN	Secure Gateway Universal	Secure Gateway - Universal Port - 500 Mbps	\$ 10,152.04	Per port
VDN	Secure Gateway Universal	Secure Gateway - Universal Port - 1000 Mbps	\$ 18,299.00	Per port
VDN	Secure Gateway Remote C	Secure Gateway Remote Office	\$ 188.96	Per Device
VDN	UCCaaS Seat	UCCaaS Seat - UCC/HCS Package G0	\$ 34.11	Per Seat
VDN	UCCaaS Seat	UCCaaS Seat - UCC/HCS Package G1	\$ 39.13	Per Seat
VDN	UCCaaS Seat	UCCaaS Seat - UCC/HCS Package G2	\$ 48.08	Per Seat
VDN	UCCaaS Seat	UCCaaS Seat - UCC/HCS Package G3	\$ 70.43	Per Seat
VDN	VCE Stations and Trunks	VCE Stations and Trunks - VCE Premier Station	\$ 78.25	Per Station
VDN	VCE Features	VCE Features - Premier Fax only Station	\$ 22.35	Per Fax Station
VDN	VCE Features	VCE Features - Key System Package 2 line	\$ 160.96	Per Site
VDN	VCE Features	VCE Features - Key System Package 4 line	\$ 312.96	Per Site
VDN	VCE Features	VCE Features - Key System Package 8 line	\$ 592.38	Per Site
VDN	VCE Features	VCE Features - Key System Package 12 line	\$ 838.27	Per Site
VDN	VCE Features	VCE Features - Auto Attendant	\$ 55.90	Per Service
VDN	VCE Features	VCE Features - Hunt Group	\$ 22.35	Per Group
VDN	VCE Features	VCE Features - Call Queue Agent	\$ 67.06	Per Agent
VDN	VCE Features	VCE Features - Stand-alone Voice Mail	\$ 13.43	Per Mailbox
VDN	VCE Features	VCE Features - Mobile Client User	\$ 2.80	Per User
VDN	VCE Features	VCE Features - Soft-phone Client User	\$ 2.80	Per User
VDN	VCE Features	VCE Features - Instant Meeting Bridge	\$ 22.35	Per Bridge
VDN	VCE Features	VCE Features - Instant Meeting Moderator	\$ 33.54	Per User
VDN	VCE Features	VCE Features - Call Center Agent	\$ 145.31	Per User
VDN	VCE Features	VCE Features - Call Center Supervisor	\$ 190.02	Per User
VDN	VCE Features	VCE Features - Call Recording	\$ 22.35	Per User
VDN	VCE Features	VCE Features - UCC package	\$ 17.90	Per User
VDN	VCE Features	VCE Features - Enterprise Receptionist	\$ 80.49	Per User
VDN	VCE Features	VCE Features - CRM Client	\$ 12.30	Per User
VDN	Conferencing	Conferencing - Per Minute - Instant Mtg. Toll Meet Me	\$ 0.0195	Per Minute
VDN	Audio Conferencing Subsc	Conferencing - Per Subscription - Instant Mtg. Fee 51-60 ports	\$ 66.54	Per Subscription
VDN	Audio Conferencing Subsc	Conferencing - Per Subscription - Instant Mtg. Fee 61-70 ports	\$ 74.86	Per Subscription
VDN	Audio Conferencing Subsc	Conferencing - Per Subscription - Instant Mtg. Fee 71-80 ports	\$ 83.18	Per Subscription
VDN	Audio Conferencing Subsc	Conferencing - Per Subscription - Instant Mtg. Fee 81-90 ports	\$ 91.49	Per Subscription
VDN	Audio Conferencing Subsc	Conferencing - Per Subscription - Instant Mtg. Fee 91-100 ports	\$ 99.81	Per Subscription

VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 200 Host Packages - 25-99 hosts enrolled	\$	148.24	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 200 Host Packages - 100-249 hosts enrolled	\$	144.79	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 200 Host Packages - 250-499 hosts enrolled	\$	120.66	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 200 Host Packages - 500-999 hosts enrolled	\$	91.36	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 200 Host Packages - 1000-2499 hosts enrolled	\$	86.19	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 200 Host Packages - 2500-9999 hosts enrolled	\$	65.50	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 200 Host Packages - 10K+ hosts enrolled	\$	58.61	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 25-99 hosts enrolled	\$	148.24	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 100-249 hosts enrolled	\$	144.79	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 250-499 hosts enrolled	\$	120.66	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 500-999 hosts enrolled	\$	91.36	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 1000-2499 hosts enrolled	\$	86.19	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 2500-9999 hosts enrolled	\$	56.48	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - 10K+ hosts enrolled	\$	58.61	Per Host
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - Toll Named Users	\$	13.80	Per User
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - Toll Plus User	\$	21.11	Per User
VDN	Named User Enterprise Ed	Conferencing - Named User Enterprise Edition - 1000 Host Packages - Toll Plus International Named User	\$	82.76	Per User
VDN	Named User Meeting Cent	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 1-24 Hosts enrolled	\$	153.42	Per Host
VDN	Named User Meeting Cent	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 25-99 hosts enrolled	\$	113.77	Per Host
VDN	Named User Meeting Cent	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 100-249 hosts enrolled	\$	110.32	Per Host
VDN	Named User Meeting Cent	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 250-499 hosts enrolled	\$	94.81	Per Host
VDN	Named User Meeting Cent	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 500-999 hosts enrolled	\$	68.96	Per Host
VDN	Named User Meeting Cent	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 1000-2499 hosts enrolled	\$	58.61	Per Host
VDN	Named User Meeting Cent	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 2500-9999 hosts enrolled	\$	36.20	Per Host
VDN	Named User Meeting Cent	Conferencing - Named User Meeting Center - Meeting Center 25 or 200 - 10K+ hosts enrolled	\$	32.76	Per Host
VDN	Named User Training Center	Named User Training Center Services - NU Training Center 30	\$	513.66	Per Host
VDN	Named User Training Center	Named User Training Center Services - NU Training Center 200	\$	1,203.12	Per Host
VDN	Named user Support Cent	Named user Support Center Conf Services - Support Center Capacity of 5	\$	341.30	Per Host
VDN	Named User Event Center	Named User Event Center Conf Services - Event Center Capacity of 100	\$	341.30	Per Host
VDN	Named User Event Center	Named User Event Center Conf Services - Event Center Capacity of 500	\$	1,375.47	Per Host
VDN	Named User Event Center	Named User Event Center Conf Services - Event Center Capacity of 1000	\$	1,720.20	Per Host
VDN	Net Conferencing Integrate	CCA Net Conferencing Integrated Audio	\$	77.90	Per Port
VDN	VoIP Set-up	VoIP Set-up - Service Establishment Fee	\$	1,177.78	Per Site
VDN	VoIP Set-up	VoIP Set-up - Analog Line	\$	272.21	Per Circuit
VDN	VoIP Set-up	VoIP Set-up - ISDN PRI	\$	1,229.39	Per Circuit
VDN	VoIP Features	VoIP Features - Best + Tier 1 +50	\$	894.17	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Best + Tier 2 +100	\$	1,564.77	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Best + Tier 3 +200	\$	2,682.46	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Best + Tier 4 +300	\$	3,576.61	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Best + Tier 5 +400	\$	4,470.76	Per group of bursted Calls
VDN	VoIP Features	VoIP Features - Call Forwarding	\$	2.24	Per Phone Number
VDN	VoIP Features	VoIP Features - DID Number	\$	2.23	Per Phone Number
VDN	VoIP Features	VoIP Features - Voice Mails	\$	7.84	Per Phone Number
VDN	VoIP Features	VoIP Features - Caller ID with Name - Inbound	\$	0.54	Per Location ID
VDN	VoIP Features	VoIP Features - Auto Attendant Instances	\$	44.71	Per Phone Number
VDN	VoIP Features	VoIP Features - Non-Published	\$	3.84	Per Phone Number
VDN	VoIP Features	VoIP Features - Additional Listing	\$	3.18	Per Phone Number
VDN	VoIP Features	VoIP Features - Non-Listed	\$	2.38	Per Phone Number
VDN	PSTN Services	PSTN Services - Analog Line	\$	105.08	Per Circuit
VDN	PSTN Services	PSTN Services - ISDN PRI	\$	1,061.82	Per Circuit
VDN	VCC Set-up	VCC Set-up - Base Implementation	\$	29,160.07	Per Business Unit
VDN	VCC Set-up	VCC Set-up - Per User Implementation Add-On	\$	32.40	Per User
VDN	VCC Users	VCC Users - VCC Unique User	\$	215.24	Per User
VDN	VCC Features	VCC Features - Additional Ports	\$	127.61	Per Port
VDN	VCC Features	VCC Features - Additional Storage	\$	2.01	Per GB
VDN	VCC Features	VCC Features - Archive Storage	\$	0.54	Per GB
VDN	VCC Features	VCC Features - Retrieval Storage	\$	8.47	Per GB
VDN	VCC Features	VCC Features - Voice Recording	\$	19.99	Per User
VDN	VCC Features	VCC Features - Outbound Dialing	\$	286.98	Per Business Unit
VDN	VCC Features	VCC Features - PCI Level 1	\$	38.45	Per User
VDN	IP Contact Center	IP Contact Center - Toll Free T1/DAL (8001 Dedicated Termination)	\$	102.49	Per Service Number or Per Trunk
VDN	IP Contact Center	IP Contact Center - Toll Free Business Line/CBL (8003 Service Termination)	\$	10.25	Per Service Number or Per Local DID
VDN	IP Contact Center	IP Contact Center - IP Toll Free Services	\$	0.0287	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Switched Termination, Without IP IVR	\$	0.0306	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Switched Termination, With IP IVR	\$	0.0204	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Dedicate/Local Termination, Without IP IVR	\$	0.0204	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Dedicate/Local Termination, With IP IVR	\$	0.0102	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, IP Termination, Without IP IVR	\$	0.0204	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, IP Termination, With IP IVR	\$	0.0102	Per Minute
VDN	SCI - Non-Committer Plan	SCI Non-Committed Plan Usage	\$	3,155.1	Per GB
VDN	VCE	VCE - International LD, Tier A	\$	0.0664	Per Minute
VDN	VCE	VCE - International LD, Tier B	\$	0.1107	Per Minute
VDN	VCE	VCE - International LD, Tier C	\$	0.2768	Per Minute
VDN	VCE	VCE - International LD, Tier D	\$	0.5535	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Toll Meet Me	\$	0.0195	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Meet Me - IP Access	\$	0.0095	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Toll Meet Me - Wireless Access Option	\$	0.0101	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Unattended Toll Meet Me	\$	0.0094	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Standard Toll Meet Me	\$	0.0764	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Premier Toll Meet Me	\$	0.0996	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Meeting IP Dial Out Access - requires VZ VOIP	\$	0.0095	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Toll Free Meet Me	\$	0.0162	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. Dial Out	\$	0.0162	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Instant Mtg. 8XX Meet Me - Wireless Access Option	\$	0.0170	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Unattended Toll Free Meet Me	\$	0.0162	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Standard Toll Free Meet Me	\$	0.0863	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Standard Dial Out	\$	0.1644	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Premier Toll Free Meet Me	\$	0.1063	Per Minute
VDN	Conferencing	Conferencing - US Bridging - Premier Dial Out	\$	0.2192	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Instant Mtg. Toll Free Meet Me	\$	0.0524	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Instant Mtg. Dial Out	\$	0.0524	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Unattended Toll Free Meet Me	\$	0.0524	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Standard Toll Free Meet Me	\$	0.1694	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Standard Dial Out	\$	0.1843	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Premier Toll Free Meet Me	\$	0.2192	Per Minute
VDN	Conferencing	Conferencing - CA Bridging - Canada Premier Dial Out	\$	0.2391	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone A	\$	0.0166	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone C	\$	0.0664	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone D	\$	0.0775	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone E	\$	0.2491	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone F	\$	0.1661	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Local Access Transport Zone G	\$	0.2768	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone A	\$	0.0775	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone C	\$	0.1328	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone D	\$	0.1550	Per Minute

VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone E	\$	0.3100	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone F	\$	0.3543	Per Minute
VDN	Conferencing	Conferencing - Global Access Transport - Freephone (IFN) Transport Zone G	\$	0.3543	Per Minute
VDN	Conferencing	Conferencing - Options Usage - Instant Replay Plus / Instant Meeting Replay	\$	0.1771	Per Minute
VDN	Conferencing	Conferencing - Options Usage - Overbooking (after first 50 bridge ports)	\$	2.2141	Per Port
VDN	Conferencing	Conferencing - Options Usage - Recorded Audio File Download	\$	27.6760	Per download
VDN	Conferencing	Conferencing - Named User Usage - Named User Enterprise Edition Attendee Overage	\$	34.4510	Per User
VDN	Conferencing	Conferencing - Named User Usage - Message Storage Overage	\$	3.3765	Per Gigabyte
VDN	Conferencing	Conferencing - Named User Usage - Enable Storage Overage	\$	3.3765	Per Gigabyte
VDN	Conferencing	Conferencing - Named User Usage - Meeting Center Conference Attendee Overage	\$	34.4477	Per Attendee
VDN	Conferencing	Conferencing - Named User Usage - Training Center Attendee Overage	\$	34.4510	Per Host
VDN	Conferencing	Conferencing - Named User Usage - Support Center Capacity Overage	\$	34.4510	Per Host
VDN	Conferencing	Conferencing - Named User Usage - Event Center Attendee Overage	\$	34.4510	Per Host
VDN	Conferencing	Conferencing - Webex Enterprise Edition- Reserved Net Conference for WebEx Event Center	\$	0.1218	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone A	\$	0.0135	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone C	\$	0.0654	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone D	\$	0.0763	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone E	\$	0.2453	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone F	\$	0.1635	Per Minute
VDN	Conferencing	Conferencing - CCA Local Access Transport Zone G	\$	0.2726	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone A	\$	0.0763	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone C	\$	0.1309	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone D	\$	0.1527	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone E	\$	0.3052	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone F	\$	0.3488	Per Minute
VDN	Conferencing	Conferencing - CCA Freephone (IFN) Transport Zone G	\$	0.3488	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone A	\$	0.0690	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone C	\$	0.0935	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone D	\$	0.0935	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone E	\$	0.2118	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone F	\$	0.2562	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone G	\$	0.4335	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone H	\$	0.4926	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone I	\$	0.6502	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone J	\$	0.8866	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone K	\$	1.1034	Per Minute
VDN	Conferencing	Conferencing - CCA Dial Out Access Zone L	\$	2.7387	Per Minute
VDN	Conferencing	Conferencing - CCDial Out	\$	0.0141	Per Minute
VDN	Conferencing	Conferencing - CCA Inbound Toll	\$	0.0106	Per Minute
VDN	Conferencing	Conferencing - CCA Inbound Toll Free	\$	0.0141	Per Minute
VDN	Conferencing	Conferencing - CCA Overage	\$	50.4809	Per Port
VDN	VOIP	VOIP - VoIP Usage - Best+ CCL Overage	\$	46.4956	Per CCL
VDN	IP Contact Center	IP Contact Center - IP Toll Free Services	\$	0.0287	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Switched Termination, Without IP IVR	\$	0.0287	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Switched Termination, With IP IVR	\$	0.0188	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Dedicate/Local Termination, Without IP IVR	\$	0.0157	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, Dedicate/Local Termination, With IP IVR	\$	0.0111	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, IP Termination, Without IP IVR	\$	0.0240	Per Minute
VDN	IP Contact Center	IP Contact Center - Local Origination Access Charges, IP Termination, With IP IVR	\$	0.0077	Per Minute
VDN	Discretionary Services (Misc.)	Discretionary Services (Misc.) - Extended Demarc	\$	554.0800	Per Circuit
VDN	Discretionary Services (Misc.)	Discretionary Services (Misc.) - Inside Wiring	\$	554.0800	Per Cable
VDN	Discretionary Services (Misc.)	Discretionary Services (Misc.) - Expedite	\$	1,162.3900	Per Order
VDN	Discretionary Services (Misc.)	Discretionary Services (Misc.) - Physical Site Survey	\$	474.9200	Per Site
VDN	Discretionary Services (Phone Accessories)	Discretionary Services (Phone Accessories) - Phone wall mt 1-187QNHO	\$	7.9100	Per Device
VDN	Discretionary Services (Phone Accessories)	Discretionary Services (Phone Accessories) - Plantronics headset 740SS	\$	286.7200	Per Device
VDN	Discretionary Services (Phone Accessories)	Discretionary Services (Phone Accessories) - Plantronics headsetPTFocus	\$	183.8000	Per Device
VDN	Discretionary Services (Phone Accessories)	Discretionary Services (Phone Accessories) - Polycom USB video Camera	\$	97.4100	Per Device
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Professional Services Hours	\$	376.4000	Per Hour
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Basic Self-Service IVR	\$	4,317.4500	Per Instance
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Premium Self-Service IVR	\$	11,623.9000	Per Instance
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Automated Speech Recognition (Per 10 Actions)	\$	7,057.3700	Per Instance
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - CRM-Driven Screen Pop / Call Routing	\$	7,195.7500	Per Instance
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Named Agent Routing	\$	7,195.7500	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Auto Attendant Implementation	\$	5,978.0100	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Quality Management Essentials Implementation	\$	21,587.2500	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Quality Optimization Advanced Implementation	\$	28,229.4800	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Workforce Management Essentials Implementation	\$	47,491.9400	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Workforce Management Advanced Implementation	\$	60,776.4000	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Workload Manager Implementation	\$	6,642.2300	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE WFM Advanced Plus Implementation	\$	6,642.2300	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Interaction Management Implementation	\$	9,963.3500	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - NICE Screen Recording Implementation	\$	9,963.3500	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - ECHO Implementation	\$	19,926.6900	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - ECHO Survey Creation	\$	1,992.6700	Per Survey
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - ECHO ACD Integration	\$	7,265.5000	Per ACD
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - inView Standard Implementation	\$	10,586.0600	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - inView Salesforce.com Integration	\$	6,351.6400	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - inView ECHO Implementation	\$	3,985.3400	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - inContact Advanced Analytics	\$	4,317.4500	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Inbound SMS Application Fee (Per BU) - SETUP	\$	498.1700	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Inbound SMS Implementation	\$	1,992.6700	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - InContact Social Media Implementation	\$	6,642.2300	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - SMS Long Code - SETUP	\$	498.1700	Per Code
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - SMS Short Code - SETUP	\$	4,649.5600	Per Code
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - SMS Custom Short Code - SETUP	\$	4,649.5600	Per Code
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - SMS Toll Free Long Code - SETUP	\$	1,195.6100	Per Code
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Personal Connection Dialer Installation (up to 50 users)	\$	4,234.4300	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Personal Connection Dialer Additional User Enablement	\$	132.8500	Per User
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Personal Connection 3rd party Software Integration	\$	10,752.1100	Per Instance
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Outbound Email Campaign Implementation	\$	1,328.4500	Per Campaign
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Outbound SMS Application Fee (Per BU) - SETUP	\$	498.1700	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Outbound SMS Campaign Implementation	\$	1,660.5600	Per Campaign
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Direct Data Access Activation	\$	3,321.1200	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - IPsec Implementation	\$	664.2300	Per Site
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Carrier DataCenter Connection	\$	1,660.5600	Per Rack Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Professional Services On-Demand	\$	79.9900	Per Quarter Hour
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Advanced Features - Technical Account Manager	\$	3,999.1800	Per Business Unit
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Advanced Features - Automated Speech Recognition	\$	0.0941	Per Minute
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Advanced Features - Auto Attendant	\$	9.4100	Per Configured User
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Advanced Features - Auto Attendant Lite	\$	6.5900	Per Configured User
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Advanced Features - inContact Agent for Sales Force	\$	14.1200	Per User
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Advanced Features - inContact Agent for Oracle Service Cloud	\$	23.5300	Per User
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Advanced Features - Quality Management Essentials	\$	63.0500	Per Configured User
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Advanced Features - Quality Management Optimization	\$	68.7000	Per Configured User
VDN	Discretionary Services (VCC)	Discretionary Services (VCC) - Advanced Features - Interaction Management	\$	45.1700	Per Configured User

VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Screen Recording	\$ 26.3500	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Workforce Management Essentials	\$ 36.7000	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Workforce Management Advanced	\$ 51.7600	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Workload Manager	\$ 6.1200	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - WFM Advanced Plus	\$ 14.1200	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - ECHO (per Agent)	\$ 37.6400	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - ECHO (per Completed Survey)	\$ 1.4200	Per Survey
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - ECHO Transcription Services	\$ 1.8900	Per Comment
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - ECHO Non-inContact ACD Integration	\$ 752.7900	Per ACD
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - InView Performance Management	\$ 28.2300	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - InView Gamification	\$ 15.0600	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - InView Messaging	\$ 7.5300	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - InView Coaching and Learning Management	\$ 21.6500	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - inContact Advanced Analytics	\$ 34.8200	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Inbound SMS Application	\$ 164.6800	Per Month
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Incoming SMS - messages	\$ 0.0300	Per Message
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - SMS Long Code	\$ 235.2500	Per Code
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - SMS Short Code	\$ 2,352.4600	Per Code
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - SMS Custom Short Code	\$ 3,622.7900	Per Code
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - SMS Toll Free Long Code	\$ 235.2500	Per Code
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - SMS Toll Free Long Code - messages	\$ 0.0400	Per Message
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - inContact Social Media	\$ 131.7400	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Personal Connection Dialer	\$ 28.2300	Per Configured User
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Outbound SMS Application MRC - (Per Business Unit)	\$ 752.7900	Per Month
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Outgoing SMS - messages	\$ 0.0300	Per Message
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Outbound Email 100K - (Recurring)	\$ 188.2000	Per Month
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Outbound Email 1.5M- (Recurring)	\$ 1,176.2300	Per Month
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - Direct Data Access - (Per Business Unit)	\$ 940.9900	Per Business Unit
VDN	Discretionary Services (VC)	Discretionary Services (VCC Advanced Features) - IP Sec	\$ 70.5800	Per site
VDN	Discretionary (VoIP)	Discretionary (VoIP) - Cancellation (cancellation of VoIP Service post-Order, prior to completion of Installation)	\$ 885.6400	Per Location
Workplace Collaboration	Google	WCS - AoDocs Document Management	\$ 8.65	License
Workplace Collaboration	Windows	WCS - SharePoint Base Service	\$ 10.24	User
Workplace Collaboration	Windows	WCS - SharePoint Full Service	\$ 8.04	User