

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VIRGINIA 22201**

NOTICE OF RIDER CONTRACT RENEWAL

TO: VERIZON BUSINESS NETWORK SERVICES, INC. on behalf of MCI COMMUNICATIONS SERVICES, INC. d/b/a VERIZON BUSINESS SERVICES 730 EAST GRACE STREET, 7 TH FLOOR RICHMOND, VIRGINIA 23219	DATE ISSUED: JULY 28, 2020
	CURRENT REFERENCE NO: 21-DTS-R-260
	CONTRACT TITLE: Voice/Data Network

THIS IS A NOTICE OF A RIDER CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

Arlington rides the Lead Agency's contract referenced below for the goods and services so referenced. The contract documents consist of this notice and terms and conditions of the Lead Agency Agreement including any attachments or amendments thereto.

LEAD AGENCY NAME: VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA)

LEAD AGENCY CONTRACT NUMBER: VA-151028-MCI

EFFECTIVE DATE: OCTOBER 28, 2021

EXPIRES: JUNE 14, 2024

RENEWALS: TWO (2) 2-YEAR RENEWALS REMAINING

COMMODITY CODE(S): 20827

LIVING WAGE: N

ATTACHMENTS:

ATTACHMENT A – COMMONWEALTH OF VIRGINIA CONTRACT NUMBER RENEWAL VA-151028-MCI5

EMPLOYEES NOT TO BENEFIT:

NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: ERIC ADKINS, SR.

VENDOR TEL. NO.: (804) 514-1620

EMAIL ADDRESS: ERIC.R.ADKINS@ONE.VERIZON.COM

COUNTY CONTACT: ISHAI TRANI (DTS)

COUNTY TEL. NO.: (703) 228-3408

COUNTY CONTACT EMAIL: ITRANI@ARLINGTONVA.US



11751 Meadowville Lane, Chester, VA 23836

Help

VITA Statewide Contract Search

VITA Contract Number:	VA-151028-MCI5			
Contract Title:	VA-151028-MCI Modification 5 - Voice/Data Network Tower Services			
Supplier:	Verizon Business Network Services LLC One Verizon Way Basking Ridge, New Jersey 07920			
Sourcing Specialist:	Bondurant, Terri (804) 416-6015 commercialcontracts@vita.virginia.gov			
SWaM:				
Contract End Date:	6/14/2024			
Remaining Renewals:	2 2-Year			
Authorized Users:	VITA			
External Pricing URL:				
Contract Supplier Contacts				
Name	Role	Department	Phone Number	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Adkins, Eric	Account Manager		(770) 280-9188	
Contract Categories				
Name	<input type="text"/>			
	Telecommunications/Services			
<i>For the contract scope refer to the scope statement below. Listed below are public documents related to this contract. For further information regarding this contract, please contact the Sourcing Specialist at the telephone number or email address above.</i>				
Files / Attachments				
View File	<input type="text"/>			
	VA-151028-MCI - Mod 5.pdf			
	VA-151028-MCI - VDN 01.1 Exh (Definitions) Mod 5B.pdf			
	VA-151028-MCI - VDN 03.1 Exh (Service Level Matrix) FC20210212.xlsx			
	VA-151028-MCI - VDN 03.1 Exh (Service Level Matrix) Mod 5E.xlsx			
	VA-151028-MCI - VDN 03.2 Exh (Service Level Definitions) Mod 5E.pdf			

View File

[VA-151028-MCI - VDN 03.3 Exh \(Critical Deliverables\) FC20201113.pdf](#)

[VA-151028-MCI - VDN 03.4 Exh \(Reports Matrix\) FC20210315.pdf](#)

[VA-151028-MCI - VDN 04.1 Exh \(Pricing and Volumes Matrix\) Mod 5E.xlsx](#)

[VA-151028-MCI - VDN 04.2 Exh \(Resource Unit Definitions\) Mod 5E.pdf](#)

[VA-151028-MCI - VDN 05.1 Exh \(Key Personnel\) FC 20210329.pdf](#)

[VA-151028-MCI - VDN Mod 5A - 2020-04-07.pdf](#)

[VA-151028-MCI - VDN Mod 5A Exh 04.0 \(Pricing and Financial Provisions\).pdf](#)

[VA-151028-MCI - VDN Mod 5A Exh 04.2 \(Resource Unit Definitions\).pdf](#)

[VA-151028-MCI - VDN Mod 5B - 2020-11-18.pdf](#)

[VA-151028-MCI - VDN Mod 5C - 2021-01-26.pdf](#)

[VA-151028-MCI - VDN Mod 5D - 2021-02-10.pdf](#)

[VA-151028-MCI - VDN Mod 5E - 2021-04-13.pdf](#)

[VA-151028-MCI - VDN MSA Mod 5B.pdf](#)

[VA-151028-MCI - VDN Notice - FC20200615.pdf](#)

[VA-151028-MCI - VDN Notice - FC20200916.pdf](#)

[VA-151028-MCI - VDN Notice - FC20201113.pdf](#)

[VA-151028-MCI - VDN Notice - FC20210212.pdf](#)

[VA-151028-MCI - VDN Notice - FC20210315.pdf](#)

[VA-151028-MCI - VDN Notice - FC20210329.pdf](#)

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Contract Management Software

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Summary of Charges (\$)

Charge Description	Year 1 *	Year 2	Year 3	Year 4	Year 5	Year 5.5	5.5 Years Total	Renewal Option 1		Renewal Option 2		9.5 Years Total
								Year 1	Year 2	Year 1	Year 2	
Server Services												
Annual Charges	\$ 51,395,758	\$ 51,394,909	\$ 50,503,013	\$ 50,907,532	\$ 51,840,928	\$ 26,330,898	\$ 282,373,039	\$ 49,932,859	\$ 49,932,859	\$ 50,209,386	\$ 50,209,386	\$ 482,657,531
Transition Charges (*)	\$ -	\$ 2,380,206	\$ 2,380,206	\$ 2,380,206	\$ 2,380,206	\$ -	\$ 9,520,826	\$ -	\$ -	\$ -	\$ -	\$ 9,520,826
TOTAL VDN SERVICES	\$ 51,395,758	\$ 53,775,116	\$ 52,883,219	\$ 53,287,738	\$ 54,221,134	\$ 26,330,898	\$ 291,893,865	\$ 49,932,859	\$ 49,932,859	\$ 50,209,386	\$ 50,209,386	\$ 492,178,356

(*) Reflects Option 2 for Transition Charges

Table with columns for various services and their prices. Includes sections for VCC, IP, and Digital CX. Subtotal for Voice Networking Services is \$9,689,913.73.

Table with columns for various services and their prices. Subtotal for Voice Networking Services is \$9,406,231.89.

Table with columns for various services and their prices. Subtotal for Voice Networking Services is \$9,406,231.89.

END

Summary table showing Total Estimated Charges Gross, 5.102% Discount, and Total Estimated Charges for different service categories.

Summary table showing Total Estimated Charges Gross, 5.102% Discount, and Total Estimated Charges for different service categories.

Summary table showing Total Estimated Charges Gross, 5.102% Discount, and Total Estimated Charges for different service categories.

Notes: Each invoice shall include a 5.102% discount off the total invoice amount.

Monthly Unit Rates (\$)

Resource Description	Metric	Contract	Contract	Contract	Contract	Contract	Contract
Cross Functional Charges							
Transition Assistance Recovery (excluding Funding)							
Funding Recovery							
2.1.1 Program Management Office		\$665,991.49	\$665,991.49	\$604,942.27	\$582,742.55	\$577,192.62	\$577,192.62
2.1.2 Cross Functional (inc. Triage Desk)		\$254,917.20	\$254,917.20	\$231,549.79	\$223,052.55	\$220,928.24	\$220,928.24
2.1.3 Engineering Services		\$314,513.38	\$314,513.38	\$285,682.99	\$275,199.21	\$272,578.26	\$272,578.26
Program and Project Management		\$44,256.25	\$44,256.25	\$44,256.25	\$44,256.25	\$44,256.25	\$44,256.25
Integration Services		\$26,902.73	\$26,902.73	\$26,902.73	\$26,902.73	\$26,902.73	\$26,902.73
WTO Operations		\$77,724.63	\$77,724.63	\$77,724.63	\$77,724.63	\$77,724.63	\$77,724.63
Design and Implementation		\$60,130.85	\$60,130.85	\$60,130.85	\$60,130.85	\$60,130.85	\$60,130.85

(*) Unit Rates applicable to Contract Year 5 and Contract Year 5.5

2.2 Customer Premises Equipment (CPE) Use

Resource Description	Metric	Contract	Contract	Contract	Contract	Contract	Contract
Managed WAN CPE							
Router - 1 WAN, Ethernet - 1x10/100Mb	Per Device	\$18.65	\$18.65	\$18.65	\$18.65	\$18.65	\$18.65
Router - 2 WAN, 1xT1	Per Device	\$86.84	\$86.84	\$86.84	\$86.84	\$86.84	\$86.84
Router - 2 WAN, 2xT1	Per Device	\$84.11	\$84.11	\$84.11	\$84.11	\$84.11	\$84.11
Router - 2 WAN, 4xT1	Per Device	\$114.14	\$114.14	\$114.14	\$114.14	\$114.14	\$114.14
Router - 3 WAN, 1xDS3	Per Device	\$209.59	\$209.59	\$209.59	\$209.59	\$209.59	\$209.59
Router - 2 WAN, 1xT1, IPSEC, LTE	Per Device	\$126.56	\$126.56	\$126.56	\$126.56	\$126.56	\$126.56
Router - 2 WAN, 2xT1, IPSEC, LTE	Per Device	\$123.83	\$123.83	\$123.83	\$123.83	\$123.83	\$123.83
Router - 2 WAN, 4xT1, IPSEC, LTE	Per Device	\$153.87	\$153.87	\$153.87	\$153.87	\$153.87	\$153.87
Router - 3 WAN, 1xDS3, IPSEC, LTE	Per Device	\$259.70	\$259.70	\$259.70	\$259.70	\$259.70	\$259.70
Router - 2 WAN, Ethernet Only	Per Device	\$60.25	\$60.25	\$60.25	\$60.25	\$60.25	\$60.25
Router - 2 WAN, Ethernet Only, IPSEC, LTE	Per Device	\$101.60	\$101.60	\$101.60	\$101.60	\$101.60	\$101.60
Router - Cellular Wireless Router - Point of Use	Per Device	\$25.60	\$25.60	\$25.60	\$25.60	\$25.60	\$25.60
Router - Cellular Wireless Router - Small Office	Per Device	\$44.13	\$44.13	\$44.13	\$44.13	\$44.13	\$44.13
Router - Cellular Wireless Router - Branch Office	Per Device	\$60.40	\$60.40	\$60.40	\$60.40	\$60.40	\$60.40
Router - Core Data Center	Per Device	\$3,634.23	\$3,634.23	\$3,634.23	\$3,634.23	\$3,634.23	\$3,634.23
Managed LAN CPE							
Switch - 8 Port	Per Device	\$29.65	\$29.65	\$29.65	\$29.65	\$29.65	\$29.65
Switch - 8 Port (POE)	Per Device	\$43.69	\$43.69	\$43.69	\$43.69	\$43.69	\$43.69
Switch - 24 Port	Per Device	\$92.28	\$92.28	\$92.28	\$92.28	\$92.28	\$92.28
Switch - 48 Port	Per Device	\$152.22	\$152.22	\$152.22	\$152.22	\$152.22	\$152.22
Switch - 24 Port (POE)	Per Device	\$111.08	\$111.08	\$111.08	\$111.08	\$111.08	\$111.08
Switch - 48 Port (POE)	Per Device	\$182.74	\$182.74	\$182.74	\$182.74	\$182.74	\$182.74
Switch Aggregation - 48 Port	Per Device	\$1,255.30	\$1,255.30	\$1,255.30	\$1,255.30	\$1,255.30	\$1,255.30
Switch Core - 192 Port	Per Device	\$2,620.33	\$2,620.33	\$2,620.33	\$2,620.33	\$2,620.33	\$2,620.33
Enterprise Data Center Load Balancer - Medium	Per Device	\$300.58	\$300.58	\$300.58	\$300.58	\$300.58	\$300.58
Managed Wireless LAN CPE							
BAP- Bridging Access Point LAN Bridge Omni Directional	Per Device	\$75.55	\$75.55	\$75.55	\$75.55	\$75.55	\$75.55
BAP- Bridging Access Point LAN Bridge Directional	Per Device	\$68.56	\$68.56	\$68.56	\$68.56	\$68.56	\$68.56
Wifi Access Point Dual 2x2:2 Radio Integrated Antenna	Per Device	\$26.32	\$26.32	\$26.32	\$26.32	\$26.32	\$26.32
Wifi Access Point Dual 3x3:3 Radio Integrated Omni Antenna Outdoor	Per Device	\$59.01	\$59.01	\$59.01	\$59.01	\$59.01	\$59.01
Wifi Access Point Dual 2x2:2/4x4:4 MU-MIMO Radio Integrated Antenna	Per Device	\$35.21	\$35.21	\$35.21	\$35.21	\$35.21	\$35.21
Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna 2.5+1 GbE	Per Device	\$51.88	\$51.88	\$51.88	\$51.88	\$51.88	\$51.88
Wifi Access Point Dual 2x2:2/3x3:3 MU-MIMO Radio Integrated Antenna	Per Device	\$28.08	\$28.08	\$28.08	\$28.08	\$28.08	\$28.08
Wifi Access Point Dual 2x2:2 Radio Integrated Omni Antenna Outdoor	Per Device	\$42.20	\$42.20	\$42.20	\$42.20	\$42.20	\$42.20
Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna	Per Device	\$47.44	\$47.44	\$47.44	\$47.44	\$47.44	\$47.44
Wifi Access Point Dual 2x2:2 Radio Integrated Antenna	Per Device	\$22.80	\$22.80	\$22.80	\$22.80	\$22.80	\$22.80
Wifi Controller 4-port 10/100/1000BASE-T 16 AP and 1K Client Controller	Per Device	\$66.09	\$66.09	\$66.09	\$66.09	\$66.09	\$66.09
Wifi Controller 8p Dual Piers 10/100/1000BASE-T/1GBASE-X SFP 64 AP and 4K Clients Controller	Per Device	\$269.58	\$269.58	\$269.58	\$269.58	\$269.58	\$269.58
Wifi Controller 2-port 10GBASE-X (SFP+) Controller	Per Device	\$485.71	\$485.71	\$485.71	\$485.71	\$485.71	\$485.71
UCaaS CPE							
Phone - UCaaS single line	Per Device	\$4.01	\$4.01	\$4.01	\$4.01	\$4.01	\$4.01
Phone - UCaaS 2 line	Per Device	\$4.82	\$4.82	\$4.82	\$4.82	\$4.82	\$4.82
Phone - UCaaS 4 line	Per Device	\$6.32	\$6.32	\$6.32	\$6.32	\$6.32	\$6.32
Phone - UCaaS 16 line (Accessibility Phone)	Per Device	\$6.74	\$6.74	\$6.74	\$6.74	\$6.74	\$6.74
Phone - UCaaS 16 line	Per Device	\$6.74	\$6.74	\$6.74	\$6.74	\$6.74	\$6.74
Phone - UCaaS Conference Phone	Per Device	\$28.03	\$28.03	\$28.03	\$28.03	\$28.03	\$28.03

Renewal Option 1	
Year 1	Year 2
\$477,293.90	\$477,293.90
\$182,690.66	\$182,690.66
\$225,401.26	\$225,401.26
\$0.00	\$0.00
\$0.00	\$0.00
\$0.00	\$0.00
\$0.00	\$0.00

Renewal Option 2	
Year 1	Year 2
\$471,743.97	\$471,743.97
\$180,566.35	\$180,566.35
\$222,780.31	\$222,780.31
\$0.00	\$0.00
\$0.00	\$0.00
\$0.00	\$0.00
\$0.00	\$0.00

Year 1	Year 2
\$18.65	\$18.65
\$86.84	\$86.84
\$84.11	\$84.11
\$114.14	\$114.14
\$209.59	\$209.59
\$126.56	\$126.56
\$123.83	\$123.83
\$153.87	\$153.87
\$259.70	\$259.70
\$60.25	\$60.25
\$101.60	\$101.60
\$25.60	\$25.60
\$44.13	\$44.13
\$60.40	\$60.40
\$3,634.23	\$3,634.23
\$29.65	\$29.65
\$43.69	\$43.69
\$92.28	\$92.28
\$152.22	\$152.22
\$111.08	\$111.08
\$182.74	\$182.74
\$1,255.30	\$1,255.30
\$2,620.33	\$2,620.33
\$300.58	\$300.58
\$75.55	\$75.55
\$68.56	\$68.56
\$26.32	\$26.32
\$59.01	\$59.01
\$35.21	\$35.21
\$51.88	\$51.88
\$28.08	\$28.08
\$42.20	\$42.20
\$47.44	\$47.44
\$22.80	\$22.80
\$66.09	\$66.09
\$269.58	\$269.58
\$485.71	\$485.71
\$4.01	\$4.01
\$4.82	\$4.82
\$6.32	\$6.32
\$6.74	\$6.74
\$6.74	\$6.74
\$28.03	\$28.03

Year 1	Year 2
\$18.65	\$18.65
\$86.84	\$86.84
\$84.11	\$84.11
\$114.14	\$114.14
\$209.59	\$209.59
\$126.56	\$126.56
\$123.83	\$123.83
\$153.87	\$153.87
\$259.70	\$259.70
\$60.25	\$60.25
\$101.60	\$101.60
\$25.60	\$25.60
\$44.13	\$44.13
\$60.40	\$60.40
\$3,634.23	\$3,634.23
\$29.65	\$29.65
\$43.69	\$43.69
\$92.28	\$92.28
\$152.22	\$152.22
\$111.08	\$111.08
\$182.74	\$182.74
\$1,255.30	\$1,255.30
\$2,620.33	\$2,620.33
\$300.58	\$300.58
\$75.55	\$75.55
\$68.56	\$68.56
\$26.32	\$26.32
\$59.01	\$59.01
\$35.21	\$35.21
\$51.88	\$51.88
\$28.08	\$28.08
\$42.20	\$42.20
\$47.44	\$47.44
\$22.80	\$22.80
\$66.09	\$66.09
\$269.58	\$269.58
\$485.71	\$485.71
\$4.01	\$4.01
\$4.82	\$4.82
\$6.32	\$6.32
\$6.74	\$6.74
\$6.74	\$6.74
\$28.03	\$28.03

IOS Node	Per Node									
DWDM Nodes										
IOS Node	Per Node	\$7,850.00	\$7,850.00	\$7,850.00	\$7,850.00	\$7,850.00	\$7,850.00	\$7,850.00	\$7,850.00	\$7,850.00
DWDM Mileage										
IOS Mileage	Per Mile	\$266.00	\$266.00	\$266.00	\$266.00	\$266.00	\$266.00	\$266.00	\$266.00	\$266.00
DWDM Protected Riders										
SONET OC3c	Per Appearance	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00
SONET OC12/12c	Per Appearance	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00
SONET OC48/48c	Per Appearance	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00
SONET OC192/192c	Per Appearance	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00
SONET OC3/3c w/Drop Side Protection	Per Appearance	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00	\$981.00
SONET OC12/12c w/Drop Side Protection	Per Appearance	\$1,081.00	\$1,081.00	\$1,081.00	\$1,081.00	\$1,081.00	\$1,081.00	\$1,081.00	\$1,081.00	\$1,081.00
SONET OC48/48c w/Drop Side Protection	Per Appearance	\$1,392.00	\$1,392.00	\$1,392.00	\$1,392.00	\$1,392.00	\$1,392.00	\$1,392.00	\$1,392.00	\$1,392.00
SONET OC192/192c w/Drop Side Protection	Per Appearance	\$1,943.00	\$1,943.00	\$1,943.00	\$1,943.00	\$1,943.00	\$1,943.00	\$1,943.00	\$1,943.00	\$1,943.00
SONET OC768 w/Drop Side Protection	Per Appearance	\$10,632.00	\$10,632.00	\$10,632.00	\$10,632.00	\$10,632.00	\$10,632.00	\$10,632.00	\$10,632.00	\$10,632.00
1Gbps Fibre Channel/FICON	Per Appearance	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00
2Gbps Fibre Channel/FICON	Per Appearance	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00	\$1,092.00
4Gbps Fibre Channel	Per Appearance	\$1,476.00	\$1,476.00	\$1,476.00	\$1,476.00	\$1,476.00	\$1,476.00	\$1,476.00	\$1,476.00	\$1,476.00
10Gbps Fibre Channel/FICON	Per Appearance	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00
10M Ethernet	Per Appearance	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00
Fast Ethernet @ 50Mbps	Per Appearance	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00
Fast Ethernet @ 100Mbps	Per Appearance	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00
Gigabit Ethernet @ 50Mbps	Per Appearance	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00
Gigabit Ethernet @ 100Mbps	Per Appearance	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00
Gigabit Ethernet @ 150Mbps	Per Appearance	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00
Gigabit Ethernet @ 300Mbps	Per Appearance	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00
Gigabit Ethernet @ 450Mbps	Per Appearance	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00
Gigabit Ethernet @ 600Mbps	Per Appearance	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00
Gigabit Ethernet @ 1000Mbps	Per Appearance	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00	\$1,065.00
10Gbps Ethernet (LAN-PHY/WAN-PHY)	Per Appearance	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00	\$1,443.00
40 Gbps Ethernet	Per Appearance	\$13,332.00	\$13,332.00	\$13,332.00	\$13,332.00	\$13,332.00	\$13,332.00	\$13,332.00	\$13,332.00	\$13,332.00
100 Gbps Ethernet	Per Appearance	\$26,664.00	\$26,664.00	\$26,664.00	\$26,664.00	\$26,664.00	\$26,664.00	\$26,664.00	\$26,664.00	\$26,664.00
DWDM Unprotected Riders										
SONET OC48/48c	Per Appearance	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00
SONET OC192/192c	Per Appearance	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00
SONET OC768	Per Appearance	\$4,901.00	\$4,901.00	\$4,901.00	\$4,901.00	\$4,901.00	\$4,901.00	\$4,901.00	\$4,901.00	\$4,901.00
1Gbps Fibre Channel/FICON	Per Appearance	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00
2Gbps Fibre Channel/FICON	Per Appearance	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00	\$527.00
4Gbps Fibre Channel	Per Appearance	\$711.00	\$711.00	\$711.00	\$711.00	\$711.00	\$711.00	\$711.00	\$711.00	\$711.00
10Gbps Fibre Channel/FICON	Per Appearance	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00
Gigabit Ethernet @ 1000Mbps	Per Appearance	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00	\$513.00
10Gbps Ethernet (LAN-PHY/WAN-PHY)	Per Appearance	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00	\$683.00
40 Gbps Ethernet	Per Appearance	\$7,170.00	\$7,170.00	\$7,170.00	\$7,170.00	\$7,170.00	\$7,170.00	\$7,170.00	\$7,170.00	\$7,170.00
100 Gbps Ethernet	Per Appearance	\$19,359.00	\$19,359.00	\$19,359.00	\$19,359.00	\$19,359.00	\$19,359.00	\$19,359.00	\$19,359.00	\$19,359.00
2.3.13 Telecom Service Priority (TSP)										
Priority Restoration										
Circuits without LEC Termination	Per Circuit	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00
Circuits with a single LEC Termination	Per Circuit	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00
Additional LEC Termination	Per Circuit	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00	\$16.00
LEC Termination Charges										
District of Columbia	Per Circuit/Per Termination	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34
Maryland	Per Circuit/Per Termination	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34
Virginia	Per Circuit/Per Termination	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34	\$1.34
2.4 Managed WAN										
2.4.1 Managed WAN Activation										
Managed WAN Activation	Per Device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.4.2 Managed WAN										
X-Small Router	Per Device	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
Small Router	Per Device	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
Medium Router	Per Device	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
Large Router	Per Device	\$150.00	\$150.00	\$150.00	\$150.00	\$150.00	\$150.00	\$150.00	\$150.00	\$150.00
X-Large Router	Per Device	\$210.00	\$210.00	\$210.00	\$210.00	\$210.00	\$210.00	\$210.00	\$210.00	\$210.00
Managed LAN										
2.4.3 Managed LAN Activation										
Managed LAN Activation	Per Device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.4.4 Managed LAN										
Small Switch	Per Device	\$44.10	\$44.10	\$44.10	\$44.10	\$44.10	\$44.10	\$44.10	\$44.10	\$44.10
Medium Switch	Per Device	\$56.70	\$56.70	\$56.70	\$56.70	\$56.70	\$56.70	\$56.70	\$56.70	\$56.70
Large Switch	Per Device	\$103.96	\$103.96	\$103.96	\$103.96	\$103.96	\$103.96	\$103.96	\$103.96	\$103.96
X-Large Switch	Per Device	\$245.00	\$245.00	\$245.00	\$245.00	\$245.00	\$245.00	\$245.00	\$245.00	\$245.00
Medium Load Balancer	Per Device	\$300.58	\$300.58	\$300.58	\$300.58	\$300.58	\$300.58	\$300.58	\$300.58	\$300.58
Managed WLAN										
2.4.5 Managed WLAN Activation										
Managed WLAN Activation	Per Device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.4.6 Managed WLAN										
Small Wireless LAN Controllers	Per Device	\$80.89	\$80.89	\$80.89	\$80.89	\$80.89	\$80.89	\$80.89	\$80.89	\$80.89
Medium Wireless LAN Controllers	Per Device	\$134.82	\$134.82	\$134.82	\$134.82	\$134.82	\$134.82	\$134.82	\$134.82	\$134.82
Large Wireless LAN Controllers	Per Device	\$225.82	\$225.82	\$225.82	\$225.82	\$225.82	\$225.82	\$225.82	\$225.82	\$225.82
Managed WAP	Per Device	\$16.85	\$16.85	\$16.85	\$16.85	\$16.85	\$16.85	\$16.85	\$16.85	\$16.85
2.4.7 Managed WAP										
DDoS Shield										
2.4.8 Distributed Denial of Service (DDoS) Shield										

	Large 1 Gbps	Per Device	\$888.00	\$888.00	\$888.00	\$888.00	\$888.00	\$888.00	\$888.00	\$888.00	\$888.00	\$888.00	\$888.00
	Medium 2.5 Gbps	Per Device	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00
	Large 2.5 Gbps	Per Device	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00	\$1,422.00
	Large 5 Gbps	Per Device	\$2,034.00	\$2,034.00	\$2,034.00	\$2,034.00	\$2,034.00	\$2,034.00	\$2,034.00	\$2,034.00	\$2,034.00	\$2,034.00	\$2,034.00
	Medium 10 Gbps	Per Device	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00
	Large 10 Gbps	Per Device	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00	\$2,580.00
Data Networking Related Services													
2.5	UCCAAS Seat												
2.5.1	UCCAAS Solution Set-up	Per Instance											
2.5.2	UCCAAS Seat												
	UCCaCS Package G0	Per Seat	\$15.25	\$15.25	\$15.25	\$15.25	\$15.25	\$15.25	\$15.25	\$15.25	\$15.25	\$15.25	\$15.25
	UCCaCS Package G1	Per Seat	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50
	UCCaCS Package G2	Per Seat	\$21.50	\$21.50	\$21.50	\$21.50	\$21.50	\$21.50	\$21.50	\$21.50	\$21.50	\$21.50	\$21.50
	UCCaCS Package G3	Per Seat	\$31.50	\$31.50	\$31.50	\$31.50	\$31.50	\$31.50	\$31.50	\$31.50	\$31.50	\$31.50	\$31.50
2.5.3	VCE												
2.5.4	VCE Site Activation	Per Site											
	VCE Stations and Trunks												
	VCE Standard Station	Per Station	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
	VCE Standard Trunk	Per Trunk	\$23.00	\$23.00	\$23.00	\$23.00	\$23.00	\$23.00	\$23.00	\$23.00	\$23.00	\$23.00	\$23.00
	VCE Premier Station	Per Station	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00
2.5.5	VCE Features												
	Premier Fax only Station	Per Fax Station	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
	Key System Package 2 line	Per Site	\$72.00	\$72.00	\$72.00	\$72.00	\$72.00	\$72.00	\$72.00	\$72.00	\$72.00	\$72.00	\$72.00
	Key System Package 4 line	Per Site	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00
	Key System Package 8 line	Per Site	\$265.00	\$265.00	\$265.00	\$265.00	\$265.00	\$265.00	\$265.00	\$265.00	\$265.00	\$265.00	\$265.00
	Key System Package 12 line	Per Site	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00
	Auto Attendant	Per Service	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
	Hunt Group	Per Group	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
	Enhanced Call Queue	Per Queue	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00
	Stand-alone Voice Mail	Per Mailbox	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
	Mobile Client User	Per User	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25
	Soft-phone Client User	Per User	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25
	Instant Meeting Bridge	Per Bridge	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
	Instant Meeting Moderator	Per User	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00
	Call Center Agent	Per User	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00
	Call Center Supervisor	Per User	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00
	Call Recording	Per User	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
	UCC package	Per User	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00
	Enterprise Receptionist	Per User	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00
	CRM Client	Per User	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50
	Intercom Paging	Per Group	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.5.6	Conferencing												
	Instant Mtg. Toll Meet Me	Per Minute	\$0.0095	\$0.0095	\$0.0095	\$0.0095	\$0.0095	\$0.0095	\$0.0095	\$0.0095	\$0.0095	\$0.0095	\$0.0095
	Audio Conferencing Subscription Services												
	Instant Mtg. Fee 0-20 ports	Per Subscription	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Instant Mtg. Fee 21-30 ports	Per Subscription	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Instant Mtg. Fee 31-40 ports	Per Subscription	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Instant Mtg. Fee 41-50 ports	Per Subscription	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Instant Mtg. Fee 51-60 ports	Per Subscription	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00
	Instant Mtg. Fee 61-70 ports	Per Subscription	\$40.50	\$40.50	\$40.50	\$40.50	\$40.50	\$40.50	\$40.50	\$40.50	\$40.50	\$40.50	\$40.50
	Instant Mtg. Fee 71-80 ports	Per Subscription	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00
	Instant Mtg. Fee 81-90 ports	Per Subscription	\$49.50	\$49.50	\$49.50	\$49.50	\$49.50	\$49.50	\$49.50	\$49.50	\$49.50	\$49.50	\$49.50
	Instant Mtg. Fee 91-100 ports	Per Subscription	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00
	Instant Mtg. Fee 101-500 ports	Per Subscription	\$149.00	\$149.00	\$149.00	\$149.00	\$149.00	\$149.00	\$149.00	\$149.00	\$149.00	\$149.00	\$149.00
	Instant Mtg. Fee 501-1000 ports	Per Subscription	\$249.00	\$249.00	\$249.00	\$249.00	\$249.00	\$249.00	\$249.00	\$249.00	\$249.00	\$249.00	\$249.00
	Named User Meeting Center Suites - 1000 Participants												
	Hosts enrolled	Per Host	\$42.50	\$42.50	\$42.50	\$42.50	\$42.50	\$42.50	\$42.50	\$42.50	\$42.50	\$42.50	\$42.50
	Named User Meeting Center - 1000 Participants												
	Hosts enrolled	Per Host	\$26.00	\$26.00	\$26.00	\$26.00	\$26.00	\$26.00	\$26.00	\$26.00	\$26.00	\$26.00	\$26.00
	Named User Training Center Services - 1000 Participants												
	NU Training Center	Per Host	\$390.00	\$390.00	\$390.00	\$390.00	\$390.00	\$390.00	\$390.00	\$390.00	\$390.00	\$390.00	\$390.00
	Named user Support Center Conf Services												
	Support Center Capacity of 5	Per Host	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00
	Named User Event Center Conf Services - 1000 Participants												
	Event Center Capacity of 1000	Per Host	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00	\$375.00
	Named User Event Center Conf Services - 3000 Participants												
	Event Center Capacity of 3000	Per Host	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00
2.5.8	Voice over IP (VoIP)												
	VoIP Set-up												
	DD Number Set-Up	Per DID											
	Service Establishment Fee	Per Site											
	Analog Line	Per Circuit											
	ISDN PRI	Per Circuit											
2.5.9	VoIP Concurrent Call Path (CCP)												
	VoIP CCP	Per Concurrent Call Path	\$17.10	\$17.10	\$17.10	\$17.10	\$17.10	\$17.10	\$17.10	\$17.10	\$17.10	\$17.10	\$17.10
	Trunking Premium 100	Per VOIP Enterprise	\$261.25	\$261.25	\$261.25	\$261.25	\$261.25	\$261.25	\$261.25	\$261.25	\$261.25	\$261.25	\$261.25
	Trunking Premium 500	Per VOIP Enterprise	\$1,187.50	\$1,187.50	\$1,187.50	\$1,187.50	\$1,187.50	\$1,187.50	\$1,187.50	\$1,187.50	\$1,187.50	\$1,187.50	\$1,187.50
	Trunking Premium 1000	Per VOIP Enterprise	\$2,090.00	\$2,090.00	\$2,090.00	\$2,090.00	\$2,090.00	\$2,090.00	\$2,090.00	\$2,090.00	\$2,090.00	\$2,090.00	\$2,090.00
	Trunking Premium 5000	Per VOIP Enterprise	\$4,750.00	\$4,750.00	\$4,750.00	\$4,750.00	\$4,750.00	\$4,750.00	\$4,750.00	\$4,750.00	\$4,750.00	\$4,750.00	\$4,750.00
	Trunking Premium >5000	Per VOIP Enterprise	\$7,125.00	\$7,125.00	\$7,125.00	\$7,125.00	\$7,125.00	\$7,125.00	\$7,125.00	\$7,125.00	\$7,125.00	\$7,125.00	\$7,125.00

	Trunking Route Overflow	Per Phone Number	\$95.00	\$95.00	\$95.00	\$95.00	\$95.00	\$95.00	\$95.00	\$95.00	\$95.00	\$95.00	
2.5.10	VoIP Features												
	Best + Tier 1 +50	Per group of bursted Calls	\$380.00	\$380.00	\$380.00	\$380.00	\$380.00	\$380.00	\$380.00	\$380.00	\$380.00	\$380.00	
	Best + Tier 2 +100	Per group of bursted Calls	\$665.00	\$665.00	\$665.00	\$665.00	\$665.00	\$665.00	\$665.00	\$665.00	\$665.00	\$665.00	
	Best + Tier 3 +200	Per group of bursted Calls	\$1,140.00	\$1,140.00	\$1,140.00	\$1,140.00	\$1,140.00	\$1,140.00	\$1,140.00	\$1,140.00	\$1,140.00	\$1,140.00	
	Best + Tier 4 +300	Per group of bursted Calls	\$1,520.00	\$1,520.00	\$1,520.00	\$1,520.00	\$1,520.00	\$1,520.00	\$1,520.00	\$1,520.00	\$1,520.00	\$1,520.00	
	Best + Tier 5 +400	Per group of bursted Calls	\$1,900.00	\$1,900.00	\$1,900.00	\$1,900.00	\$1,900.00	\$1,900.00	\$1,900.00	\$1,900.00	\$1,900.00	\$1,900.00	
	Call Forwarding	Per Phone Number	\$0.95	\$0.95	\$0.95	\$0.95	\$0.95	\$0.95	\$0.95	\$0.95	\$0.95	\$0.95	
	DID Numbers (Unlimited)	Per Month	\$0.19	\$0.19	\$6,443.00	\$6,443.00	\$6,443.00	\$6,443.00	\$6,443.00	\$6,443.00	\$6,443.00	\$6,443.00	
	Voice Mail	Per Phone Number	\$3.33	\$3.33	\$3.33	\$3.33	\$3.33	\$3.33	\$3.33	\$3.33	\$3.33	\$3.33	
	Caller ID with Name - Inbound	Per Location ID	\$0.23	\$0.23	\$0.23	\$0.23	\$0.23	\$0.23	\$0.23	\$0.23	\$0.23	\$0.23	
	Auto Attendant Instances	Per Phone Number	\$19.00	\$19.00	\$19.00	\$19.00	\$19.00	\$19.00	\$19.00	\$19.00	\$19.00	\$19.00	
	Non-Published	Per Phone Number	\$1.62	\$1.62	\$1.62	\$1.62	\$1.62	\$1.62	\$1.62	\$1.62	\$1.62	\$1.62	
	Additional Listing	Per Phone Number	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	
	Non-Listed	Per Phone Number	\$1.01	\$1.01	\$1.01	\$1.01	\$1.01	\$1.01	\$1.01	\$1.01	\$1.01	\$1.01	
2.5.11	PSTN Services												
	Analog Line	Per Circuit	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	
	ISDN PRI	Per Circuit	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	
2.5.12	VCC Setup												
	Base Implementation	Per Business Unit											
	Per User Implementation Add-On	Per User											
2.5.13	VCC Users												
	VCC Unique User	Per User	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	
2.5.14	VCC Features												
	Additional Ports	Per Port	\$62.25	\$62.25	\$62.25	\$62.25	\$62.25	\$62.25	\$62.25	\$62.25	\$62.25	\$62.25	
	Additional Storage	Per GB	\$0.98	\$0.98	\$0.98	\$0.98	\$0.98	\$0.98	\$0.98	\$0.98	\$0.98	\$0.98	
	Archive Storage	Per GB	\$0.26	\$0.26	\$0.26	\$0.26	\$0.26	\$0.26	\$0.26	\$0.26	\$0.26	\$0.26	
	Retrieval Storage	Per GB	\$4.13	\$4.13	\$4.13	\$4.13	\$4.13	\$4.13	\$4.13	\$4.13	\$4.13	\$4.13	
	Voice Recording	Per User	\$9.75	\$9.75	\$9.75	\$9.75	\$9.75	\$9.75	\$9.75	\$9.75	\$9.75	\$9.75	
	Outbound Dialing	Per Business Unit	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	\$140.00	
	PCI Level 1	Per User	\$18.75	\$18.75	\$18.75	\$18.75	\$18.75	\$18.75	\$18.75	\$18.75	\$18.75	\$18.75	
	2.5.15	IP Contact Center (IPCC)											
		Toll Free T1/DAL (8001 Dedicated Termination)	Per Service Number or Per Trunk	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Toll Free Business Line/CBL (8003 Service Termination)		Per Service Number or Per Local DID	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	
IP Toll Free Services		Per Minute	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	
Local Origination Access Charges, Switched Termination, Without IP IVR		Per Minute	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	
Local Origination Access Charges, Switched Termination, With IP IVR		Per Minute	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	
Local Origination Access Charges, Dedicate/Local Termination, Without IP IVR		Per Minute	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	
Local Origination Access Charges, Dedicate/Local Termination, With IP IVR		Per Minute	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	
Local Origination Access Charges, IP Termination, Without IP IVR		Per Minute	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	
Local Origination Access Charges, IP Termination, With IP IVR		Per Minute	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	
2.5.16	Digital CX												
	Virtual Agent												
	Virtual Agent 1 - 100k sessions	Per Session	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58	
	Virtual Agent 100k+ - 500k sessions	Per Session	\$33,530.33	\$33,530.33	\$33,530.33	\$33,530.33	\$33,530.33	\$33,530.33	\$33,530.33	\$33,530.33	\$33,530.33	\$33,530.33	
	Virtual Agent 500k+ - 1M sessions	Per Session	\$50,295.50	\$50,295.50	\$50,295.50	\$50,295.50	\$50,295.50	\$50,295.50	\$50,295.50	\$50,295.50	\$50,295.50	\$50,295.50	
	Knowledge Assist												
	Knowledge Assist 1 - 250 agents	Per Agent/Per Month	\$126.58	\$126.58	\$126.58	\$126.58	\$126.58	\$126.58	\$126.58	\$126.58	\$126.58	\$126.58	
	Knowledge Assist 250+ - 500 agents	Per Agent/Per Month	\$121.55	\$121.55	\$121.55	\$121.55	\$121.55	\$121.55	\$121.55	\$121.55	\$121.55	\$121.55	
	Knowledge Assist 500+ - 750 agents	Per Agent/Per Month	\$108.97	\$108.97	\$108.97	\$108.97	\$108.97	\$108.97	\$108.97	\$108.97	\$108.97	\$108.97	
	Knowledge Assist 750+ - 1000 agents	Per Agent/Per Month	\$100.59	\$100.59	\$100.59	\$100.59	\$100.59	\$100.59	\$100.59	\$100.59	\$100.59	\$100.59	
	Knowledge Assist 1000+ - 1500 agents	Per Agent/Per Month	\$83.83	\$83.83	\$83.83	\$83.83	\$83.83	\$83.83	\$83.83	\$83.83	\$83.83	\$83.83	
	Knowledge Assist 1500+ - 2500 agents	Per Agent/Per Month	\$71.26	\$71.26	\$71.26	\$71.26	\$71.26	\$71.26	\$71.26	\$71.26	\$71.26	\$71.26	
	Knowledge Assist 2500+ - 5000 agents	Per Agent/Per Month	\$50.30	\$50.30	\$50.30	\$50.30	\$50.30	\$50.30	\$50.30	\$50.30	\$50.30	\$50.30	
	Knowledge Assist 5000+ - 7500 agents	Per Agent/Per Month	\$37.73	\$37.73	\$37.73	\$37.73	\$37.73	\$37.73	\$37.73	\$37.73	\$37.73	\$37.73	
	Knowledge Assist 7500+ and up agents	Per Agent/Per Month	\$25.15	\$25.15	\$25.15	\$25.15	\$25.15	\$25.15	\$25.15	\$25.15	\$25.15	\$25.15	
	Knowledge Assist - Additional Language	Per Language/Per Month	\$603.06	\$603.06	\$603.06	\$603.06	\$603.06	\$603.06	\$603.06	\$603.06	\$603.06	\$603.06	
	Live Agent												
Live Agent Per connected channel type (textual chat, voice, video)	Per Connection Type/Per Month	\$1,362.92	\$1,362.92	\$1,362.92	\$1,362.92	\$1,362.92	\$1,362.92	\$1,362.92	\$1,362.92	\$1,362.92	\$1,362.92		
Live Agent - Co-Browse	Per Month	\$2,725.85	\$2,725.85	\$2,725.85	\$2,725.85	\$2,725.85	\$2,725.85	\$2,725.85	\$2,725.85	\$2,725.85	\$2,725.85		
Social Command													
Social Command Center 1 - 50K social posts	Post Per Month	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25		
Social Command Center 50k+ - 250K social post	Post Per Month	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38		
Social Command Center 250k+ - 1M social posts	Post Per Month	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76		
Social Command Center 1M+ - 5M social posts	Post Per Month	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06		

Social Command Center 5M+ - 10M social posts	Post Per Month	\$10,059.10	\$10,059.10	\$10,059.10	\$10,059.10	\$10,059.10	\$10,059.10
Social Command Center 10M+ - 15M social posts	Post Per Month	\$12,155.35	\$12,155.35	\$12,155.35	\$12,155.35	\$12,155.35	\$12,155.35
Social Command Center 15M+ - 20M social posts	Post Per Month	\$14,250.39	\$14,250.39	\$14,250.39	\$14,250.39	\$14,250.39	\$14,250.39
Social Command Center 20M+ - 30M social posts	Post Per Month	\$16,765.17	\$16,765.17	\$16,765.17	\$16,765.17	\$16,765.17	\$16,765.17
Social Command Center 30M+ - 40M social posts	Post Per Month	\$20,956.46	\$20,956.46	\$20,956.46	\$20,956.46	\$20,956.46	\$20,956.46
Social Command Center 40M+ - 50M social posts	Post Per Month	\$25,147.75	\$25,147.75	\$25,147.75	\$25,147.75	\$25,147.75	\$25,147.75
Social Command Center 50M+ - 75M social posts	Post Per Month	\$35,206.85	\$35,206.85	\$35,206.85	\$35,206.85	\$35,206.85	\$35,206.85
Social Command Center 75M+ - 1B social posts	Post Per Month	\$44,427.69	\$44,427.69	\$44,427.69	\$44,427.69	\$44,427.69	\$44,427.69
Social Intelligence							
Social Intelligence 1 - 50K social posts	Post Per Month	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25
Social Intelligence 50k+ - 250K social posts	Post Per Month	\$4,191.29	\$4,191.29	\$4,191.29	\$4,191.29	\$4,191.29	\$4,191.29
Social Intelligence 250k+ - 1M social posts	Post Per Month	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58	\$8,382.58
Social Intelligence 1M+ - 5M social posts	Post Per Month	\$12,573.88	\$12,573.88	\$12,573.88	\$12,573.88	\$12,573.88	\$12,573.88
Social Intelligence 5M+ - 10M social posts	Post Per Month	\$16,765.17	\$16,765.17	\$16,765.17	\$16,765.17	\$16,765.17	\$16,765.17
Social Intelligence 10M+ - 15M social posts	Post Per Month	\$20,956.46	\$20,956.46	\$20,956.46	\$20,956.46	\$20,956.46	\$20,956.46
Social Intelligence 15M+ - 20M social posts	Post Per Month	\$25,147.75	\$25,147.75	\$25,147.75	\$25,147.75	\$25,147.75	\$25,147.75
Social Intelligence 20M+ - 30M social posts	Post Per Month	\$31,853.82	\$31,853.82	\$31,853.82	\$31,853.82	\$31,853.82	\$31,853.82
Social Intelligence 30M+ - 40M social posts	Post Per Month	\$38,559.88	\$38,559.88	\$38,559.88	\$38,559.88	\$38,559.88	\$38,559.88
Social Intelligence 40M+ - 50M social posts	Post Per Month	\$45,265.95	\$45,265.95	\$45,265.95	\$45,265.95	\$45,265.95	\$45,265.95
Social Intelligence 50M+ - 75M social posts	Post Per Month	\$60,354.60	\$60,354.60	\$60,354.60	\$60,354.60	\$60,354.60	\$60,354.60
Social Intelligence 75M+ - 1B social posts	Post Per Month	\$75,443.25	\$75,443.25	\$75,443.25	\$75,443.25	\$75,443.25	\$75,443.25
Social Outbound							
Social Outbound Campaign 1 - 50K social posts	Post Per Month	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25	\$2,096.25
Social Outbound Campaign 50k+ - 250K social posts	Post Per Month	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38	\$3,185.38
Social Outbound Campaign 250k+ - 1M social posts	Post Per Month	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76	\$6,370.76
Social Outbound Campaign 1M+ - 5M social posts	Post Per Month	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06	\$7,964.06
Social Outbound Campaign 5M+ - 10M social posts	Post Per Month	\$10,059.10	\$10,059.10	\$10,059.10	\$10,059.10	\$10,059.10	\$10,059.10
Social Outbound Campaign 10M+ - 15M social posts	Post Per Month	\$12,155.35	\$12,155.35	\$12,155.35	\$12,155.35	\$12,155.35	\$12,155.35
Social Outbound Campaign 15M+ - 20M social posts	Post Per Month	\$14,250.39	\$14,250.39	\$14,250.39	\$14,250.39	\$14,250.39	\$14,250.39
Social Outbound Campaign 20M+ - 30M social posts	Post Per Month	\$16,765.17	\$16,765.17	\$16,765.17	\$16,765.17	\$16,765.17	\$16,765.17
Social Outbound Campaign 30M+ - 40M social posts	Post Per Month	\$20,956.46	\$20,956.46	\$20,956.46	\$20,956.46	\$20,956.46	\$20,956.46
Social Outbound Campaign 40M+ - 50M social posts	Post Per Month	\$25,147.75	\$25,147.75	\$25,147.75	\$25,147.75	\$25,147.75	\$25,147.75
Social Outbound Campaign 50M+ - 75M social posts	Post Per Month	\$35,206.85	\$35,206.85	\$35,206.85	\$35,206.85	\$35,206.85	\$35,206.85
Social Outbound Campaign 75M+ - 1B social posts	Post Per Month	\$44,427.69	\$44,427.69	\$44,427.69	\$44,427.69	\$44,427.69	\$44,427.69

\$10,059.10	\$10,059.10
\$12,155.35	\$12,155.35
\$14,250.39	\$14,250.39
\$16,765.17	\$16,765.17
\$20,956.46	\$20,956.46
\$25,147.75	\$25,147.75
\$35,206.85	\$35,206.85
\$44,427.69	\$44,427.69
\$2,096.25	\$2,096.25
\$4,191.29	\$4,191.29
\$8,382.58	\$8,382.58
\$12,573.88	\$12,573.88
\$16,765.17	\$16,765.17
\$20,956.46	\$20,956.46
\$25,147.75	\$25,147.75
\$31,853.82	\$31,853.82
\$38,559.88	\$38,559.88
\$45,265.95	\$45,265.95
\$60,354.60	\$60,354.60
\$75,443.25	\$75,443.25
\$2,096.25	\$2,096.25
\$3,185.38	\$3,185.38
\$6,370.76	\$6,370.76
\$7,964.06	\$7,964.06
\$10,059.10	\$10,059.10
\$12,155.35	\$12,155.35
\$14,250.39	\$14,250.39
\$16,765.17	\$16,765.17
\$20,956.46	\$20,956.46
\$25,147.75	\$25,147.75
\$35,206.85	\$35,206.85
\$44,427.69	\$44,427.69

\$10,059.10	\$10,059.10
\$12,155.35	\$12,155.35
\$14,250.39	\$14,250.39
\$16,765.17	\$16,765.17
\$20,956.46	\$20,956.46
\$25,147.75	\$25,147.75
\$35,206.85	\$35,206.85
\$44,427.69	\$44,427.69
\$2,096.25	\$2,096.25
\$4,191.29	\$4,191.29
\$8,382.58	\$8,382.58
\$12,573.88	\$12,573.88
\$16,765.17	\$16,765.17
\$20,956.46	\$20,956.46
\$25,147.75	\$25,147.75
\$31,853.82	\$31,853.82
\$38,559.88	\$38,559.88
\$45,265.95	\$45,265.95
\$60,354.60	\$60,354.60
\$75,443.25	\$75,443.25
\$2,096.25	\$2,096.25
\$3,185.38	\$3,185.38
\$6,370.76	\$6,370.76
\$7,964.06	\$7,964.06
\$10,059.10	\$10,059.10
\$12,155.35	\$12,155.35
\$14,250.39	\$14,250.39
\$16,765.17	\$16,765.17
\$20,956.46	\$20,956.46
\$25,147.75	\$25,147.75
\$35,206.85	\$35,206.85
\$44,427.69	\$44,427.69

Phone – VCE 12 line w/GigE Interface	Per Device																		
Phone – VCE 12 line w/Video Port	Per Device																		
Phone – VCE 16 line w/Video Port	Per Device																		
Conference Phone 7 Foot Radius	Per Device																		
Attendant Expansion Module	Per Device																		
8 port Analog Terminal Adapter (ATA)	Per Device																		
2 port Analog Terminal Adapter (ATA)	Per Device																		
24 Port Analog Terminal Adapter (ATA)	Per Device																		

2.3 PIP IP Port Related Services

Private IP (PIP) Port Installation Per Port \$ - \$ - \$ - \$ - \$ - \$ -

2.3.1 Private IP (PIP) Port

DS1 - 64 Kbps	Per Port																		
DS1 - 128 Kbps	Per Port																		
DS1 - 256 Kbps	Per Port																		
DS1 - 512 Kbps	Per Port																		
DS1 - 1,024 Kbps	Per Port																		
DS1 - 1,536 Kbps	Per Port																		
2xDS1 - 3,072 Kbps	Per Port																		
3xDS1 - 4,608 Kbps	Per Port																		
4xDS1 - 6,144 Kbps	Per Port																		
DS3 - 8 Mbps	Per Port																		
DS3 - 10 Mbps	Per Port																		
DS3 - 15 Mbps	Per Port																		
DS3 - 20 Mbps	Per Port																		
DS3 - 30 Mbps	Per Port																		
DS3 - 40 Mbps	Per Port																		
DS3 - 44,736 Mbps	Per Port																		
OC-3 - 50 Mbps	Per Port																		
OC-3 - 80 Mbps	Per Port																		
OC-3 - 100 Mbps	Per Port																		
OC-3 - 155/155.52Mbps	Per Port																		
OC-12 - 200 Mbps	Per Port																		
OC-12 - 300 Mbps	Per Port																		
OC-12 - 500 Mbps	Per Port																		
OC-12 - 600 Mbps	Per Port																		
OC-12 - 622.08 Mbps	Per Port																		
Ethernet - 1 Mbps	Per Port																		
Ethernet - 2 Mbps	Per Port																		
Ethernet - 3 Mbps	Per Port																		
Ethernet - 4 Mbps	Per Port																		
Ethernet - 5 Mbps	Per Port																		
Ethernet - 6 Mbps	Per Port																		
Ethernet - 7 Mbps	Per Port																		
Ethernet - 8 Mbps	Per Port																		
Ethernet - 10 Mbps	Per Port																		
Ethernet - 15 Mbps	Per Port																		
Ethernet - 20 Mbps	Per Port																		
Ethernet - 30 Mbps	Per Port																		
Ethernet - 40 Mbps	Per Port																		
Ethernet - 50 Mbps	Per Port																		
Ethernet - 80 Mbps	Per Port																		
Ethernet - 100 Mbps	Per Port																		
Ethernet - 150 Mbps	Per Port																		
Ethernet - 200 Mbps	Per Port																		
Ethernet - 300 Mbps	Per Port																		
Ethernet - 400 Mbps	Per Port																		
Ethernet - 500 Mbps	Per Port																		
Ethernet - 600 Mbps	Per Port																		
Ethernet - 800 Mbps	Per Port																		
Ethernet - 1000 Mbps	Per Port																		
Ethernet - 1.5 Gbps	Per Port																		
Ethernet - 2 Gbps	Per Port																		
Ethernet - 2.5 Gbps	Per Port																		
Ethernet - 3 Gbps	Per Port																		
Ethernet - 4 Gbps	Per Port																		
Ethernet - 5 Gbps	Per Port																		
Ethernet - 7 Gbps	Per Port																		
Ethernet - 10 Gbps	Per Port																		
Note 1: Private IP bandwidths above 10 GigE are quoted on an Individual Case Basis (ICB).																			

2.3.3 Gold Committed Access Rate (CAR)

0 Kbps	Per Circuit																		
28 Kbps - 1,728 Mbps	Per Circuit																		
1,728 Mbps - 3,072 Mbps	Per Circuit																		
3,600 Mbps - 4,144 Mbps	Per Circuit																		
5,000 Mbps - 9,000 Mbps	Per Circuit																		
10,000 Mbps	Per Circuit																		
13,488 Mbps - 22,496 Mbps	Per Circuit																		
24,384 Mbps - 30,720 Mbps	Per Circuit																		
36,000 Mbps - 44,992 Mbps	Per Circuit																		
50,000 Mbps	Per Circuit																		
62,500 Mbps - 90,000 Mbps	Per Circuit																		
100,000 Mbps - 180,000 Mbps	Per Circuit																		
200,000 Mbps - 270,000 Mbps	Per Circuit																		
300,000 Mbps - 360,000 Mbps	Per Circuit																		
400,000 Mbps - 450,000 Mbps	Per Circuit																		
500,000 Mbps - 559,888 Mbps	Per Circuit																		
720,000 Mbps - 765,000 Mbps	Per Circuit																		
900,000 Mbps	Per Circuit																		

2.3.4 Internet Port Related Services

Internet Port Installation Per Port/Circuit/Site \$ - \$ - \$ - \$ - \$ - \$ -

Internet Port

2.3.5 TDM Delivered Internet Ports (Full Port)									
DS1 - 1.536 Mbps	Per Port								
2xDS1 - 3.072 Mbps	Per Port								
3xDS1 - 4.608 Mbps	Per Port								
4xDS1 - 6.144 Mbps	Per Port								
DS3 - 44.736 Mbps	Per Port								
OC-3 - 155.52 MB	Per Port								
OC-12 - 622.08 MB	Per Port								
OC-48 - 2488.32 MB	Per Port								
TDM Delivered Internet Port (Fractional DS3)									
DS3 - 3 MB	Per Port								
DS3 - 6 MB	Per Port								
DS3 - 7 MB	Per Port								
DS3 - 12 MB	Per Port								
DS3 - 15 MB	Per Port								
DS3 - 21 MB	Per Port								
DS3 - 30 MB	Per Port								
DS3 - 45 MB	Per Port								
Ethernet Delivered Internet Port									
Ethernet - 2 Mbps	Per Port								
Ethernet - 3 Mbps	Per Port								
Ethernet - 4 Mbps	Per Port								
Ethernet - 5 Mbps	Per Port								
Ethernet - 8 Mbps	Per Port								
Ethernet - 10 Mbps	Per Port								
Ethernet - 20 Mbps	Per Port								
Ethernet - 30 Mbps	Per Port								
Ethernet - 40 Mbps	Per Port								
Ethernet - 50 Mbps	Per Port								
Ethernet - 100 Mbps	Per Port								
Ethernet - 200 Mbps	Per Port								
Ethernet - 300 Mbps	Per Port								
Ethernet - 400 Mbps	Per Port								
Ethernet - 500 Mbps	Per Port								
Ethernet - 600 Mbps	Per Port								
Ethernet - 700 Mbps	Per Port								
Ethernet - 1000 Mbps	Per Port								
Ethernet - 2 Gbps	Per Port								
Ethernet - 2.5 Gbps	Per Port								
Ethernet - 3 Gbps	Per Port								
Ethernet - 4 Gbps	Per Port								
Ethernet - 5 Gbps	Per Port								
Ethernet - 6 Gbps	Per Port								
Ethernet - 8 Gbps	Per Port								
Ethernet - 10 Gbps	Per Port								

Note 2: Internet bandwidths above 10 GigE are quoted on an Individual Case Basis (ICB).

2.3.6 Secure Cloud Interconnect (SCI)									
Non Aggregated Plan									
Committed Data Plan - 1,000 GB	Per 1,000 GB								
Committed Data Plan - 3,000 GB	Per 3,000 GB								
Committed Data Plan - 10,000 GB	Per 10,000 GB								
Committed Data Plan - 30,000 GB	Per 30,000 GB								
Committed Data Plan - 45,000 GB	Per 45,000 GB								
Committed Data Plan - 100,000 GB	Per 100,000 GB								
Committed Data Plan - 150,000 GB	Per 150,000 GB								
Committed Data Plan - 300,000 GB	Per 300,000 GB								
Committed Data Plan - 500,000 GB	Per 500,000 GB								
Committed Data Plan - 700,000 GB	Per 700,000 GB								
Committed Data Plan - 1,000,000 GB	Per 1,000,000 GB								
Aggregated Plan									
Committed Data Plan - 1,000 GB	Per 1,000 GB								
Committed Data Plan - 3,000 GB	Per 3,000 GB								
Committed Data Plan - 10,000 GB	Per 10,000 GB								
Committed Data Plan - 30,000 GB	Per 30,000 GB								
Committed Data Plan - 45,000 GB	Per 45,000 GB								
Committed Data Plan - 100,000 GB	Per 100,000 GB								
Committed Data Plan - 150,000 GB	Per 150,000 GB								
Committed Data Plan - 300,000 GB	Per 300,000 GB								
Committed Data Plan - 500,000 GB	Per 500,000 GB								
Committed Data Plan - 700,000 GB	Per 700,000 GB								
Committed Data Plan - 1,000,000 GB	Per 1,000,000 GB								

2.3.7 Access									
Access - Time Division Multiplexed (TDM) Option									
DS1	Per Circuit								
DS3	Per Circuit								
OC3	Per Circuit								
Access - Ethernet Option									
Type 2 Ethernet FE - 2Mbps	Per Circuit								
Type 2 Ethernet FE - 3Mbps	Per Circuit								
Type 2 Ethernet FE - 4Mbps	Per Circuit								
Type 2 Ethernet FE - 5Mbps	Per Circuit								
Type 2 Ethernet FE - 6Mbps	Per Circuit								
Type 2 Ethernet FE - 7Mbps	Per Circuit								
Type 2 Ethernet FE - 8Mbps	Per Circuit								
Type 2 Ethernet FE - 9Mbps	Per Circuit								
Type 2 Ethernet FE - 10Mbps	Per Circuit								
Type 2 Ethernet FE - 20Mbps	Per Circuit								
Type 2 Ethernet FE - 30Mbps	Per Circuit								
Type 2 Ethernet FE - 40Mbps	Per Circuit								
Type 2 Ethernet FE - 50Mbps	Per Circuit								
Type 2 Ethernet GigE - 60Mbps	Per Circuit								
Type 2 Ethernet GigE - 70Mbps	Per Circuit								
Type 2 Ethernet GigE - 80Mbps	Per Circuit								
Type 2 Ethernet GigE - 90Mbps	Per Circuit								

Type 2 Ethernet GigE - 100Mbps	Per Circuit										
Type 2 Ethernet GigE - 200Mbps	Per Circuit										
Type 2 Ethernet GigE - 300Mbps	Per Circuit										
Type 2 Ethernet GigE - 400Mbps	Per Circuit										
Type 2 Ethernet GigE - 500Mbps	Per Circuit										
Type 2 Ethernet GigE - 600Mbps	Per Circuit										
Type 2 Ethernet GigE - 700Mbps	Per Circuit										
Type 2 Ethernet GigE - 800Mbps	Per Circuit										
Type 2 Ethernet GigE - 900Mbps	Per Circuit										
Type 2 Ethernet GigE - 1000Mbps	Per Circuit										
Note 3 - Ethernet Access bandwidths above 1GigE are quoted on an Individual Case Basis (ICB).											
Note 4 - Facility Type 2 rates above are to also be used for (Building 1 through 5). Customer will receive Guide local loop MRC for Type 1 and 3 Ethernet Access corresponding with that shown for a three-year Commitment Period. In lieu of all other rates, discounts, and promotions, the Customer will receive 10% discounts of the Guide local loop MRC for Type 4 and Standard Ethernet Access.											

SONET											
2.3.9	SONET SetUp										
	SONET Port Setup	Per Port	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	SONET Setup	Per Node	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SONET Node											
2.3.10	OC48 Node	Per Node									
	OC192 Node	Per Node									
SONET Mileage											
2.3.11	OC48 Airline Mile	Per Circuit									
	OC192 Airline Mile	Per Circuit									
SONET Ports											
2.3.12	DS1 Port	Per Port									
	DS3 Port	Per Port									
	DS3 Transmux	Per Transmux									
	OC3c Port	Per Port									
	OC3 Port	Per Port									
	OC12c Port	Per Port									
	OC12 Port	Per Port									
	OC48c Port	Per Port									
	OC48 Port	Per Port									
	GigE-1 Port	Per Port									
	GigE-3 Port	Per Port									
	GigE-6 Port	Per Port									
	GigE-9 Port	Per Port									
	GigE-12 Port	Per Port									
	GigE-24 Port	Per Port									
	1Gbps Fibre Channel	Per Circuit									
2.7.3	1 Gbps FICON	Per Circuit									

DWDM											
DWDM Node Setup											
	IOS Node	Per Node									
DWDM Nodes											
	IOS Node	Per Node									
DWDM Mileage											
	IOS Mileage	Per Mile									
DWDM Protected Riders											
	SONET OC3/3c	Per Appearance									
	SONET OC12/12c	Per Appearance									
	SONET OC48/48c	Per Appearance									
	SONET OC192/192c	Per Appearance									
	SONET OC3/3c w/Drop Side Protection	Per Appearance									
	SONET OC12/12c w/Drop Side Protection	Per Appearance									
	SONET OC48/48c w/Drop Side Protection	Per Appearance									
	SONET OC192/192c w/Drop Side Protection	Per Appearance									
	SONET OC768 w/Drop Side Protection	Per Appearance									
	1Gbps Fibre Channel/FICON	Per Appearance									
	2Gbps Fibre Channel/FICON	Per Appearance									
	4Gbps Fibre Channel	Per Appearance									
	10Gbps Fibre Channel/FICON	Per Appearance									
	10M Ethernet	Per Appearance									
	Fast Ethernet @ 50Mbps	Per Appearance									
	Fast Ethernet @ 100Mbps	Per Appearance									
	Gigabit Ethernet @ 50Mbps	Per Appearance									
	Gigabit Ethernet @ 100Mbps	Per Appearance									
	Gigabit Ethernet @ 150Mbps	Per Appearance									
	Gigabit Ethernet @ 300Mbps	Per Appearance									
	Gigabit Ethernet @ 450Mbps	Per Appearance									
	Gigabit Ethernet @ 600Mbps	Per Appearance									
	Gigabit Ethernet @ 1000Mbps	Per Appearance									
	10Gbps Ethernet (LAN-PHY/WAN-PHY)	Per Appearance									
	40 Gbps Ethernet	Per Appearance									
	100 Gbps Ethernet	Per Appearance									
DWDM Unprotected Riders											
	SONET OC48/48c	Per Appearance									
	SONET OC192/192c	Per Appearance									
	SONET OC768	Per Appearance									
	1Gbps Fibre Channel/FICON	Per Appearance									
	2Gbps Fibre Channel/FICON	Per Appearance									
	4Gbps Fibre Channel	Per Appearance									
	10Gbps Fibre Channel/FICON	Per Appearance									
	Gigabit Ethernet @ 1000Mbps	Per Appearance									
	10Gbps Ethernet (LAN-PHY/WAN-PHY)	Per Appearance									
	40 Gbps Ethernet	Per Appearance									
	100 Gbps Ethernet	Per Appearance									

2.3.13	Telecom Service Priority (TSP)										
	Emergency Provisioning and Essential Provisioning										
	Circuits without LEC termination	Per Circuit	\$460.00	\$460.00	\$460.00	\$460.00	\$460.00	\$460.00	\$460.00	\$460.00	\$460.00
	Circuits with a single LEC termination	Per Circuit	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00
	Additional LEC termination	Per Circuit	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00	\$715.00
	Priority Restoration										
	Circuits without LEC termination	Per Circuit	\$305.00	\$305.00	\$305.00	\$305.00	\$305.00	\$305.00	\$305.00	\$305.00	\$305.00
	Circuits with a single LEC termination	Per Circuit	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00

Additional LEC termination	Per Circuit	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00	\$710.00
Change Charges											
Circuits without LEC termination	Per Circuit	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00
Circuits with a single LEC termination	Per Circuit	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00
Additional LEC termination	Per Circuit	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00	\$195.00
Local Access Channel Charges											
Emergency Provisioning and Essential Provisioning											
District of Columbia	Per Circuit/Per Access	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48
Maryland	Per Circuit/Per Access	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48
Virginia	Per Circuit/Per Access	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48	\$111.48
Priority Restoration											
District of Columbia	Per Circuit/Per Access	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72
Maryland	Per Circuit/Per Access	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72
Virginia	Per Circuit/Per Access	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72	\$47.72
Feature Change											
District of Columbia	Per Circuit/Per Access	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00
Maryland	Per Circuit/Per Access	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00
Virginia	Per Circuit/Per Access	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00

2.4	Managed WAN										
2.4.1	Managed WAN Activation	Per Device	\$ 550.00	\$ 550.00	\$ 550.00	\$ 550.00	\$ 550.00	\$ 550.00	\$ 550.00	\$ 550.00	\$ 550.00
2.4.2	X-Small Router	Per Device									
	Small Router	Per Device									
	Medium Router	Per Device									
	Large Router	Per Device									
	X-Large Router	Per Device									
	Managed LAN										
2.4.3	Managed LAN Activation	Per Device	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00
2.4.4	Managed LAN										
	Small Switch	Per Device									
	Medium Switch	Per Device									
	Large Switch	Per Device									
	X-Large Switch	Per Device									
	Medium Load Balancer	Per Device									
	Managed WLAN										
2.4.5	Managed WLAN Activation	Per Device	\$ 160.50	\$ 160.50	\$ 160.50	\$ 160.50	\$ 160.50	\$ 160.50	\$ 160.50	\$ 160.50	\$ 160.50
2.4.6	Managed WLAN										
	Small Wireless LAN Controllers	Per Device									
	Medium Wireless LAN Controllers	Per Device									
	Large Wireless LAN Controllers	Per Device									
2.4.7	Managed WAP	Per Device									
	DDoS Shield										
2.4.8	Distributed Denial of Service (DDoS) Shield										
	DDoS Shield 50 Mbps	Per Circuit									
	DDoS Shield 100 Mbps	Per Circuit									
	DDoS Shield 500 Mbps	Per Circuit									
	DDoS Shield 1000 Mbps	Per Circuit									
	DDoS Shield 2000 Mbps	Per Circuit									
	DDoS Shield 5000 Mbps	Per Circuit									
	DDoS Shield 10,000 Mbps	Per Circuit									
	Additional IP space /20	Per Circuit									
	Additional IP space /18	Per Circuit									
	Additional IP space /16	Per Circuit									
	Additional traffic returns / return	Per Circuit									
	Secure Gateway										
	Secure Gateway Services										
2.4.9	Secure Gateway Activation	Per Site	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Secure Gateway Universal Port										
2.4.10	Universal Port - 50 Mbps	Per port									
	Universal Port - 100 Mbps	Per port									
	Universal Port - 250 Mbps	Per port									
	Universal Port - 500 Mbps	Per port									
	Universal Port - 1000 Mbps	Per port									
2.4.11	Secure Gateway Remote Office										
	Secure Gateway Remote Office	Per Device									
2.4.12	Software Defined Networking										
	Essentials										
	X-Small 10 Mbps	Per Device									
	Small 10 Mbps	Per Device									
	Medium 10 Mbps	Per Device									
	X-Small 20 Mbps	Per Device									
	Small 20 Mbps	Per Device									
	Medium 20 Mbps	Per Device									
	X-Small 50 Mbps	Per Device									
	Small 50 Mbps	Per Device									
	Medium 50 Mbps	Per Device									
	X-Small 100 Mbps	Per Device									
	Small 100 Mbps	Per Device									
	Medium 100 Mbps	Per Device									
	Small 250 Mbps	Per Device									
	Medium 250 Mbps	Per Device									
	Small 500 Mbps	Per Device									
	Medium 500 Mbps	Per Device									
	Small 1 Gbps	Per Device									
	Medium 1 Gbps	Per Device									
	Large 1 Gbps	Per Device									
	Advantage										

	X-Small 10 Mbps	Per Device																	
	Small 10 Mbps	Per Device																	
	Medium 10 Mbps	Per Device																	
	X-Small 20 Mbps	Per Device																	
	Small 20 Mbps	Per Device																	
	Medium 20 Mbps	Per Device																	
	X-Small 50 Mbps	Per Device																	
	Small 50 Mbps	Per Device																	
	Medium 50 Mbps	Per Device																	
	X-Small 100 Mbps	Per Device																	
	Small 100 Mbps	Per Device																	
	Medium 100 Mbps	Per Device																	
	Small 250 Mbps	Per Device																	
	Medium 250 Mbps	Per Device																	
	Small 500 Mbps	Per Device																	
	Medium 500 Mbps	Per Device																	
	Small 1 Gbps	Per Device																	
	Medium 1 Gbps	Per Device																	
	Large 1 Gbps	Per Device																	
	Medium 2.5 Gbps	Per Device																	
	Large 2.5 Gbps	Per Device																	
	Large 5 Gbps	Per Device																	
	Medium 10 Gbps	Per Device																	
	Large 10 Gbps	Per Device																	
	Premier																		
	X-Small 10 Mbps	Per Device																	
	Small 10 Mbps	Per Device																	
	Medium 10 Mbps	Per Device																	
	X-Small 20 Mbps	Per Device																	
	Small 20 Mbps	Per Device																	
	Medium 20 Mbps	Per Device																	
	X-Small 50 Mbps	Per Device																	
	Small 50 Mbps	Per Device																	
	Medium 50 Mbps	Per Device																	
	X-Small 100 Mbps	Per Device																	
	Small 100 Mbps	Per Device																	
	Medium 100 Mbps	Per Device																	
	Small 500 Mbps	Per Device																	
	Medium 500 Mbps	Per Device																	
	Large 500 Mbps	Per Device																	
	Small 1 Gbps	Per Device																	
	Medium 1 Gbps	Per Device																	
	Large 1 Gbps	Per Device																	
	Medium 2.5 Gbps	Per Device																	
	Large 2.5 Gbps	Per Device																	
	Large 5 Gbps	Per Device																	
	Medium 10 Gbps	Per Device																	
	Large 10 Gbps	Per Device																	
2.5	UCCAAS Seat																		
	UCCAAS Solution Set-up	Per Instance	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00	\$ 305,599.00
2.5.1	UCCAAS Seat																		
2.5.2	UCC/HCS Package G0	Per Seat																	
	UCC/HCS Package G1	Per Seat																	
	UCC/HCS Package G2	Per Seat																	
	UCC/HCS Package G3	Per Seat																	
	VCE																		
	VCE Site Activation	Per Site	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2.5.3	VCE Stations and Trunks																		
2.5.4	VCE Standard Station	Per Station																	
	VCE Standard Trunk	Per Trunk																	
	VCE Premier Station	Per Station																	
	VCE Features																		
2.5.5	Premier Fax only Station	Per Fax Station																	
	Key System Package 2 line	Per Site																	
	Key System Package 4 line	Per Site																	
	Key System Package 8 line	Per Site																	
	Key System Package 12 line	Per Site																	
	Auto Attendant	Per Service																	
	Hunt Group	Per Group																	
	Enhanced Call Queue	Per Queue																	
	Stand-alone Voice Mail	Per Mailbox																	
	Mobile Client User	Per User																	
	Soft-phone Client User	Per User																	
	Instant Meeting Bridge	Per Bridge																	
	Instant Meeting Moderator	Per User																	
	Call Center Agent	Per User																	
	Call Center Supervisor	Per User																	
	Call Recording	Per User																	
	UCC package	Per User																	
	Enterprise Receptionist	Per User																	
	CRM Client	Per User																	
	Intercom Paging	Per Group																	
	Conferencing																		
	Instant Mtg. Toll Meet Me	Per Minute	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095	\$ 0.0095
2.5.6	Audio Conferencing Subscription Services																		
	Instant Mtg. Fee 0-20 ports	Per Subscription																	
	Instant Mtg. Fee 21-30 ports	Per Subscription																	
	Instant Mtg. Fee 31-40 ports	Per Subscription																	
	Instant Mtg. Fee 41-50 ports	Per Subscription																	
	Instant Mtg. Fee 51-60 ports	Per Subscription																	
	Instant Mtg. Fee 61-70 ports	Per Subscription																	

2.5.7	Instant Mfg. Fee 71-80 ports	Per Subscription														
	Instant Mfg. Fee 81-90 ports	Per Subscription														
	Instant Mfg. Fee 91-100 ports	Per Subscription														
	Instant Mfg. Fee 101-500 ports	Per Subscription														
	Instant Mfg. Fee 501-1000 ports	Per Subscription														
	Named User Meeting Center Suites – 1000 Participants															
	Hosts enrolled	Per Host														
	Named User Meeting Center – 1000 Participants															
	Hosts enrolled	Per Host														
	Named User Training Center Services - 1000 Participants															
	NJ Training Center	Per Host														
	2.5.9	Named user Support Center Conf Services														
Support Center Capacity of 5		Per Host														
Named User Event Center Conf Services - 1000 Participants																
Event Center Capacity of 1000		Per Host														
Named User Event Center Conf Services - 3000 Participants																
Event Center Capacity of 3000		Per Host														
Voice over IP (VoIP)																
VoIP Setup																
2.5.8		DID Number Set-Up	Per DID	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
		Service Establishment Fee	Per Site	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	\$475.00	
		Analog Line	Per Circuit	\$109.78	\$109.78	\$109.78	\$109.78	\$109.78	\$109.78	\$109.78	\$109.78	\$109.78	\$109.78	\$109.78	\$109.78	
		ISDN PRI	Per Circuit	\$495.81	\$495.81	\$495.81	\$495.81	\$495.81	\$495.81	\$495.81	\$495.81	\$495.81	\$495.81	\$495.81	\$495.81	
2.5.10	VoIP Concurrent Call Path (CCP)															
	VoIP CCP	Per Concurrent Call Path														
	Trunking Premium 100	Per VOIP Enterprise														
	Trunking Premium 500	Per VOIP Enterprise														
	Trunking Premium 1000	Per VOIP Enterprise														
	Trunking Premium 5000	Per VOIP Enterprise														
	Trunking Premium >5000	Per VOIP Enterprise														
	Trunking Route Overflow	Per Phone Number														
	VoIP Features															
	2.5.11	Best + Tier 1 +50	Per group of bursted Calls													
		Best + Tier 2 +100	Per group of bursted Calls													
		Best + Tier 3 +200	Per group of bursted Calls													
Best + Tier 4 +300		Per group of bursted Calls														
Best + Tier 5 +400		Per group of bursted Calls														
Call Forwarding		Per Phone Number														
DID Number (Unlimited)		Per Month														
Voice Mails		Per Phone Number														
Caller ID with Name - Inbound		Per Location ID														
Auto Attendant Instances		Per Phone Number														
Non-Published		Per Phone Number														
Additional Listing		Per Phone Number														
Non-Listed	Per Phone Number															
PSTN Services																
2.5.11	Analog Line	Per Circuit														
	ISDN PRI	Per Circuit														
VCC																
VCC Setup																
2.5.12	Basic Implementation	Per Business Unit	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00	\$ 13,500.00		
	Per User Implementation Add-On	Per User	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00		
2.5.13	VCC Users															
	VCC Unique User	Per User														
2.5.14	VCC Features															
	Additional Ports	Per Port														
	Additional Storage	Per GB														
	Archive Storage	Per GB														
	Retrieval Storage	Per GB														
	Voice Recording	Per User														
	Outbound Dialing	Per Business Unit														
	PCI Level 1	Per User														
	IP Contact Center (IPCC)															
	2.5.15	Toll Free T1/DAL (8001 Dedicated Termination)	Per Service Number or Per Taunk													
		Toll Free Business Line/CBL (8003 Service Termination)	Per Service Number or Per Local DID													
		IP Toll Free Services	Per Minute	\$ 0.0140	\$ 0.0140	\$ 0.0140	\$ 0.0140	\$ 0.0140	\$ 0.0140	\$ 0.0140	\$ 0.0140	\$ 0.0140	\$ 0.0140	\$ 0.0140	\$ 0.0140	
Local Origination Access Charges, Switched Termination, Without IP IVR		Per Minute	\$ 0.0241	\$ 0.0241	\$ 0.0241	\$ 0.0241	\$ 0.0241	\$ 0.0241	\$ 0.0241	\$ 0.0241	\$ 0.0241	\$ 0.0241	\$ 0.0241	\$ 0.0241		
Local Origination Access Charges, Switched Termination, With IP IVR		Per Minute	\$ 0.0170	\$ 0.0170	\$ 0.0170	\$ 0.0170	\$ 0.0170	\$ 0.0170	\$ 0.0170	\$ 0.0170	\$ 0.0170	\$ 0.0170	\$ 0.0170	\$ 0.0170		
Local Origination Access Charges, Dedicate/Local Termination, Without IP IVR		Per Minute	\$ 0.0142	\$ 0.0142	\$ 0.0142	\$ 0.0142	\$ 0.0142	\$ 0.0142	\$ 0.0142	\$ 0.0142	\$ 0.0142	\$ 0.0142	\$ 0.0142	\$ 0.0142		
Local Origination Access Charges, Dedicate/Local Termination, With IP IVR		Per Minute	\$ 0.0100	\$ 0.0100	\$ 0.0100	\$ 0.0100	\$ 0.0100	\$ 0.0100	\$ 0.0100	\$ 0.0100	\$ 0.0100	\$ 0.0100	\$ 0.0100	\$ 0.0100		
Local Origination Access Charges, IP Termination, Without IP IVR		Per Minute	\$ 0.0117	\$ 0.0117	\$ 0.0117	\$ 0.0117	\$ 0.0117	\$ 0.0117	\$ 0.0117	\$ 0.0117	\$ 0.0117	\$ 0.0117	\$ 0.0117	\$ 0.0117		
Local Origination Access Charges, IP Termination, With IP IVR		Per Minute	\$ 0.0070	\$ 0.0070	\$ 0.0070	\$ 0.0070	\$ 0.0070	\$ 0.0070	\$ 0.0070	\$ 0.0070	\$ 0.0070	\$ 0.0070	\$ 0.0070	\$ 0.0070		
Digital CX																
2.5.16		Virtual Agent														
		Virtual Agent - Implementation Small	Per Implementation	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	
	Virtual Agent - Implementation Medium	Per Implementation	\$60,788.81	\$60,788.81	\$60,788.81	\$60,788.81	\$60,788.81	\$60,788.81	\$60,788.81	\$60,788.81	\$60,788.81	\$60,788.81	\$60,788.81	\$60,788.81		
	Virtual Agent - Implementation Large	Per Implementation	\$126,981.06	\$126,981.06	\$126,981.06	\$126,981.06	\$126,981.06	\$126,981.06	\$126,981.06	\$126,981.06	\$126,981.06	\$126,981.06	\$126,981.06	\$126,981.06		
	Virtual Agent - Implementation Custom	Per Hour	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86		
	Knowledge Assist															
	Knowledge Assist - Implementation Standard	Per Implementation	\$60,113.38	\$60,113.38	\$60,113.38	\$60,113.38	\$60,113.38	\$60,113.38	\$60,113.38	\$60,113.38	\$60,113.38	\$60,113.38	\$60,113.38	\$60,113.38		
	Knowledge Assist - Implementation Custom	Per Hour	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86		
	Live Agent															
	Live Agent - Implementation Standard	Per Implementation	\$41,201.30	\$41,201.30	\$41,201.30	\$41,201.30	\$41,201.30	\$41,201.30	\$41,201.30	\$41,201.30	\$41,201.30	\$41,201.30	\$41,201.30	\$41,201.30		

Live Agent - Implementation Custom	Per Hour	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86
Social Command Center											
Social - Implementation Standard	Per Implementation	\$43,903.03	\$43,903.03	\$43,903.03	\$43,903.03	\$43,903.03	\$43,903.03	\$43,903.03	\$43,903.03	\$43,903.03	\$43,903.03
Social - Implementation Custom	Per Hour	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86
Social Intelligence											
Social Intelligence - Historical Data Analysis 1 - 1M social posts mined	Per Post	\$4,703.90	\$4,703.90	\$4,703.90	\$4,703.90	\$4,703.90	\$4,703.90	\$4,703.90	\$4,703.90	\$4,703.90	\$4,703.90
Social Intelligence - Historical Data Analysis 1M+ - 5M social posts mined	Per Post	\$9,407.79	\$9,407.79	\$9,407.79	\$9,407.79	\$9,407.79	\$9,407.79	\$9,407.79	\$9,407.79	\$9,407.79	\$9,407.79
Social Intelligence - Historical Data Analysis 5M+ - 10M social posts mined	Per Post	\$19,599.57	\$19,599.57	\$19,599.57	\$19,599.57	\$19,599.57	\$19,599.57	\$19,599.57	\$19,599.57	\$19,599.57	\$19,599.57
Social Intelligence - Historical Data Analysis greater than 10M social posts mined	Per Post	\$31,359.31	\$31,359.31	\$31,359.31	\$31,359.31	\$31,359.31	\$31,359.31	\$31,359.31	\$31,359.31	\$31,359.31	\$31,359.31
Connectors											
Standard Connector / Verizon Connector Implementation (WebRTC Voice / Video only)	Per Connector Implementation	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40	\$30,394.40
SMS - Implementation											
SMS - Implementation per Code	Per Implementation	\$1,688.58	\$1,688.58	\$1,688.58	\$1,688.58	\$1,688.58	\$1,688.58	\$1,688.58	\$1,688.58	\$1,688.58	\$1,688.58
SMS - Implementation Custom	Per Hour	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86	\$168.86

Estimated Monthly Volumes \$

	Metric	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6
Cross Functional Charges							
2.1	Cross Functional Charges						
	Transition Assistance Recovery (excluding Funding)						
	Funding Recovery						
2.1.1	Program Management Office	1	1	1	1	1	1
2.1.2	Cross Functional (inc. Triage Desk)	1	1	1	1	1	1
2.1.3	Engineering Services	1	1	1	1	1	1
	Program and Project Management		1	1	1	1	1
	Integration Services		1	1	1	1	1
	WITO Operations		1	1	1	1	1
	Design and Implementation		1	1	1	1	1
(*) Unit Rates applicable to Contract Year 5 and Contract Year 5.5							
2.2	CPE						
2.2.1	Customer Premises Equipment (CPE) Use						
	Managed WAN CPE						
	Router - 1 WAN, Ethernet - 1x10/100Mb WAN ports	Per Device					
	Router - 2 WAN, 1xT1	Per Device	0	0	0	0	0
	Router - 2 WAN, 2xT1	Per Device	0	0	0	0	0
	Router - 2 WAN, 4xT1	Per Device	1417	1417	1417	1417	1417
	Router - 3 WAN, 1xDS3	Per Device	76	76	76	76	76
	Router - 2 WAN, 1xT1, IPSEC, LTE	Per Device	0	0	0	0	0
	Router - 2 WAN, 2xT1, IPSEC, LTE	Per Device	0	0	0	0	0
	Router - 2 WAN, 4xT1, IPSEC, LTE	Per Device	0	0	0	0	0
	Router - 3 WAN, 1xDS3, IPSEC, LTE	Per Device	0	0	0	0	0
	Router - 2 WAN, Ethernet Only	Per Device	0	0	0	0	0
	Router - 2 WAN, Ethernet Only, IPSEC, LTE	Per Device	0	0	0	0	0
	Router - Cellular Wireless Router - Point of Use	Per Device	0	0	0	0	0
	Router - Cellular Wireless Router - Small Office	Per Device	0	0	0	0	0
	Router - Cellular Wireless Router - Branch Office	Per Device	0	0	0	0	0
	Router - Core Data Center	Per Device	34	34	34	34	34
	Managed LAN CPE						
	Switch - 8 Port	Per Device	547	547	547	547	547
	Switch - 8 Port (POE)	Per Device	0	0	0	0	0
	Switch - 24 Port	Per Device	1839	1839	1839	1839	1839
	Switch - 48 Port	Per Device	1620	1620	1620	1620	1620
	Switch - 24 Port (POE)	Per Device	62	62	62	62	62
	Switch - 48 Port (POE)	Per Device	117	117	117	117	117
	Switch Aggregation - 48 Port	Per Device	0	0	0	0	0
	Switch Core - 192 Port	Per Device	31	31	31	31	31
	Enterprise Data Center Load Balancer - Medium	Per Device	11	11	11	11	11
	Managed Wireless LAN CPE						
	BAP- Bridging Access Point LAN Bridge Omni Directional	Per Device	0	0	0	0	0
	BAP- Bridging Access Point LAN Bridge Directional	Per Device	0	0	0	0	0
	Wifi Access Point Dual 2x2:2 Radio Integrated Antenna	Per Device	0	0	0	0	0
	Wifi Access Point Dual 3x3:3 Radio Integrated Omni Antenna Outdoor	Per Device	0	0	0	0	0
	Wifi Access Point Dual 2x2:2/4x4:4 MU-MIMO Radio Integrated Antenna	Per Device	0	0	0	0	0
	Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna 2.5+1 GbE	Per Device	522	522	522	522	522
	Wifi Access Point Dual 2x2:2/3x3:3 MU-MIMO Radio Integrated Antenna	Per Device	0	0	0	0	0
	Wifi Access Point Dual 2x2:2 Radio Integrated Omni Antenna Outdoor	Per Device	0	0	0	0	0
	Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna	Per Device	0	0	0	0	0
	Wifi Access Point Dual 2x2:2 Radio Integrated Antenna	Per Device	635	635	635	635	635
	Wifi Controller 4-port 10/100/1000BASE-T 16 AP and 1K Client Controller	Per Device	0	0	0	0	0
	Wifi Controller 8p Dual Pers 10/100/1000BASE-T/1GBASE-X SFP 64 AP and 4K Clients Controller	Per Device	11	11	11	11	11
	Wifi Controller 2-port 10GBASE-X (SFP+) Controller	Per Device	17	17	17	17	17
	UCCaaS CPE						

Renewal Option 1		Renewal Option 2	
Year 1	Year 2	Year 1	Year 2
1	1	1	1
1	1	1	1
1	1	1	1
1	1	1	1
1	1	1	1
1	1	1	1
1	1	1	1
1	1	1	1
1	1	1	1
0	0	0	0
0	0	0	0
1417	1417	1417	1417
76	76	76	76
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
34	34	34	34
547	547	547	547
0	0	0	0
1839	1839	1839	1839
1620	1620	1620	1620
62	62	62	62
117	117	117	117
0	0	0	0
31	31	31	31
11	11	11	11
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
522	522	522	522
0	0	0	0
0	0	0	0
0	0	0	0
635	635	635	635
0	0	0	0
11	11	11	11
17	17	17	17

Phone - UCaaS single line	Per Device	0	0	0	0	0	0
Phone - UCaaS 2 line	Per Device	0	0	0	0	0	0
Phone - UCaaS 4 line	Per Device	12044	12044	12044	12044	12044	12044
Phone - UCaaS 16 line (Accessibility Phone)	Per Device	0	0	0	0	0	0
Phone - UCaaS 16 line	Per Device	0	0	0	0	0	0
Phone - UCaaS Conference Phone	Per Device	0	0	0	0	0	0
Phone Accessory - UCaaS Conference Phone POE Injector	Per Device	0	0	0	0	0	0
Phone Accessory - UCaaS Conference Phone external microphone	Per Device	0	0	0	0	0	0
Phone - UCaaS 5 line, GigE	Per Device	0	0	0	0	0	0
Phone - UCaaS 5 line, GigE, Wifi	Per Device	0	0	0	0	0	0
Phone- Accessory Key Expansion Module	Per Device	0	0	0	0	0	0
Phone- Accessory Key Expansion Module Power cube	Per Device	0	0	0	0	0	0
Voice Gateway 2 Port	Per Device	0	0	0	0	0	0
Voice Gateway 4 Port	Per Device	0	0	0	0	0	0
Voice Gateway 24 Port	Per Device	103	103	103	103	103	103
Voice Gateway 48 Port	Per Device	0	0	0	0	0	0
Voice Gateway 160 Port	Per Device	0	0	0	0	0	0
8 port Analog Terminal Adapter (ATA)	Per Device	0	0	0	0	0	0
2 port Analog Terminal Adapter (ATA)	Per Device	0	0	0	0	0	0
24 Port Analog Terminal Adapter (ATA)	Per Device	0	0	0	0	0	0
VCE CPE							
Conference Phone 12 Foot Radius	Per Device	0	0	0	0	0	0
Conference Phone Extension Microphones	Per Device	0	0	0	0	0	0
Phone – VCE 2 line	Per Device	12152	12152	12152	12152	12152	12152
Phone – VCE 6 line	Per Device	3038	3038	3038	3038	3038	3038
Phone – VCE 6 line w/GigE Interface	Per Device	0	0	0	0	0	0
Phone – VCE 12 line	Per Device	0	0	0	0	0	0
Phone – VCE 12 line w/GigE Interface	Per Device	0	0	0	0	0	0
Phone – VCE 12 line w/Video Port	Per Device	0	0	0	0	0	0
Phone – VCE 16 line w/Video Port	Per Device	0	0	0	0	0	0
Conference Phone 7 Foot Radius	Per Device	0	0	0	0	0	0
Attendant Expansion Module	Per Device	0	0	0	0	0	0
8 port Analog Terminal Adapter (ATA)	Per Device	0	0	0	0	0	0
2 port Analog Terminal Adapter (ATA)	Per Device	0	0	0	0	0	0
24 Port Analog Terminal Adapter (ATA)	Per Device	0	0	0	0	0	0

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2.3 Transport

PIP IP Port Related Services							
Private IP (PIP) Port Installation	Per Port	0	0	0	0	0	0
Private IP (PIP) Port							
DS1 - 64 Kbps	Per Port	2	2	2	2	2	2
DS1 - 128 Kbps	Per Port	0	0	0	0	0	0
DS1 - 256 Kbps	Per Port	1	1	1	1	1	1
DS1 - 512 Kbps	Per Port	28	28	28	28	28	28
DS1 - 1.024 Mbps	Per Port	5	5	5	5	5	5
DS1 - 1.536 Mbps	Per Port	713	713	713	713	713	713
2xDS1 - 3.072 Mbps	Per Port	303	303	303	303	303	303
3xDS1 - 4.608 Mbps	Per Port	105	105	105	105	105	105
4xDS1 - 6.144 Mbps	Per Port	142	142	142	142	142	142
DS3 - 8 Mbps	Per Port	0	0	0	0	0	0
DS3 - 10 Mbps	Per Port	0	0	0	0	0	0
DS3 - 15 Mbps	Per Port	0	0	0	0	0	0
DS3 - 20 Mbps	Per Port	0	0	0	0	0	0
DS3 - 30 Mbps	Per Port	0	0	0	0	0	0
DS3 - 40 Mbps	Per Port	0	0	0	0	0	0
DS3 - 44.736 Mbps	Per Port	38	38	38	38	38	38
OC-3 - 50 Mbps	Per Port	0	0	0	0	0	0
OC-3 - 80 Mbps	Per Port	0	0	0	0	0	0
OC-3 - 100 Mbps	Per Port	0	0	0	0	0	0
OC-3 - 155/155.52Mbps	Per Port	10	10	10	10	10	10
OC-12 - 200 Mbps	Per Port	0	0	0	0	0	0
OC-12 - 300 Mbps	Per Port	0	0	0	0	0	0
OC-12 - 500 Mbps	Per Port	0	0	0	0	0	0
OC-12 - 600 Mbps	Per Port	0	0	0	0	0	0
OC-12 - 622.08 Mbps	Per Port	2	2	2	2	2	2
OC-48 - 2488.00 Mbps	Per Port	2	2	2	2	2	2
Ethernet - 1 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 2 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 3 Mbps	Per Port	0	0	0	0	0	0

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713	713
303	303
105	105
142	142
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Ethernet - 4 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 5 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 6 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 7 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 8 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 10 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 15 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 20 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 30 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 40 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 50 Mbps	Per Port	110	110	110	110	110	110
Ethernet - 80 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 100 Mbps	Per Port	3	3	3	3	3	3
Ethernet - 150 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 200 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 300 Mbps	Per Port	7	7	7	7	7	7
Ethernet - 400 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 500 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 600 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 800 Mbps	Per Port	0	0	0	0	0	0
Ethernet - 1000 Mbps	Per Port	7	7	7	7	7	7
Ethernet - 1.5 Gbps	Per Port	0	0	0	0	0	0
Ethernet - 2 Gbps	Per Port	0	0	0	0	0	0
Ethernet - 2.5 Gbps	Per Port	0	0	0	0	0	0
Ethernet - 3 Gbps	Per Port	0	0	0	0	0	0
Ethernet - 4 Gbps	Per Port	0	0	0	0	0	0
Ethernet - 5 Gbps	Per Port	0	0	0	0	0	0
Ethernet - 7 Gbps	Per Port	0	0	0	0	0	0
Ethernet - 10 Gbps	Per Port	0	0	0	0	0	0
Note 1: Internet bandwidths above 10 GigE are quoted on an Individual Case Basis (ICB).							

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2.3.3 Gold Committed Access Rate (CAR)

0 Kbps	Per Circuit	0	0	0	0	0	0
28 Kbps - 1.728 Mbps	Per Circuit	861	861	861	861	861	861
1.729 Mbps - 3.072 Mbps	Per Circuit	185	185	185	185	185	185
3.600 Mbps - 4.144 Mbps	Per Circuit	0	0	0	0	0	0
5.000 Mbps - 9.000 Mbps	Per Circuit	25	25	25	25	25	25
10.000 Mbps	Per Circuit	0	0	0	0	0	0
13.488 Mbps - 22.496 Mbps	Per Circuit	5	5	5	5	5	5
24.384 Mbps - 30.720 Mbps	Per Circuit	1	1	1	1	1	1
36.000 Mbps - 44.992 Mbps	Per Circuit	1	1	1	1	1	1
50.000 Mbps	Per Circuit	0	0	0	0	0	0
62.500 Mbps - 90.000 Mbps	Per Circuit	3	3	3	3	3	3
100.000 Mbps - 180.000 Mbps	Per Circuit	0	0	0	0	0	0
200.500 Mbps - 270.000 Mbps	Per Circuit	0	0	0	0	0	0
300.000 Mbps - 360.000 Mbps	Per Circuit	0	0	0	0	0	0
400.000 Mbps - 450.000 Mbps	Per Circuit	0	0	0	0	0	0
500.000 Mbps - 559.888 Mbps	Per Circuit	0	0	0	0	0	0
720.000 Mbps - 765.000 Mbps	Per Circuit	0	0	0	0	0	0
900.000 Mbps	Per Circuit	0	0	0	0	0	0

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Internet Port Related Services

2.3.4

Internet Port Installation	Per Port/Circuit/Site	0	0	0	0	0	0
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2.3.5

Internet Port

TDM Delivered Internet Ports (Full Port)							
DS1 - 1.536 Mbps	Per Port	0	0	0	0	0	0
2xDS1 - 3.072 Mbps	Per Port	0	0	0	0	0	0
3xDS1 - 4.608 Mbps	Per Port	0	0	0	0	0	0
4xDS1 - 6.144 Mbps	Per Port	0	0	0	0	0	0
DS3 - 44.736 Mbps	Per Port	0	0	0	0	0	0
OC-3 - 155.52 MB	Per Port	0	0	0	0	0	0
OC-12 - 622.08 MB	Per Port	0	0	0	0	0	0
OC-48 - 2488.32 MB	Per Port	0	0	0	0	0	0
TDM Delivered Internet Port (Fractional DS3)							
DS3 - 3 MB	Per Port	0	0	0	0	0	0
DS3 - 6 MB	Per Port	0	0	0	0	0	0

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DS3 - 7 MB	Per Port	0	0	0	0	0	0	0	0	0
DS3 - 12 MB	Per Port	0	0	0	0	0	0	0	0	0
DS3 - 15 MB	Per Port	0	0	0	0	0	0	0	0	0
DS3 - 21 MB	Per Port	0	0	0	0	0	0	0	0	0
DS3 - 30 MB	Per Port	0	0	0	0	0	0	0	0	0
DS3 - 45 MB	Per Port	0	0	0	0	0	0	0	0	0
Ethernet Delivered Internet Port										
Ethernet - 2 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 3 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 4 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 5 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 8 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 10 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 20 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 30 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 40 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 50 Mbps	Per Port	1	1	1	1	1	1	1	1	1
Ethernet - 100 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 200 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 300 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 400 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 500 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 600 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 700 Mbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 1000 Mbps	Per Port	3	3	3	3	3	3	3	3	3
Ethernet - 2 Gbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 2.5 Gbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 3 Gbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 4 Gbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 5 Gbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 6 Gbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 8 Gbps	Per Port	0	0	0	0	0	0	0	0	0
Ethernet - 10 Gbps	Per Port	0	0	0	0	0	0	0	0	0
Note 2: Internet bandwidths above 10 GIGe are quoted on an Individual Case Basis (ICB).										

2.3.6 **Secure Cloud Interconnect (SCI)**

Non Aggregated Plan										
Committed Data Plan - 1,000 GB	Per 1,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 3,000 GB	Per 3,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 10,000 GB	Per 10,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 30,000 GB	Per 30,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 45,000 GB	Per 45,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 100,000 GB	Per 100,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 150,000 GB	Per 150,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 300,000 GB	Per 300,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 500,000 GB	Per 500,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 700,000 GB	Per 700,000 GB	0	0	0	0	0	0	0	0	0
Committed Data Plan - 1,000,000 GB	Per 1,000,000 GB	0	0	0	0	0	0	0	0	0
Aggregated Plan										
Committed Data Plan - 1,000 GB	Per 1,000 GB	0								
Committed Data Plan - 3,000 GB	Per 3,000 GB	1	1	2	5	8	8			
Committed Data Plan - 10,000 GB	Per 10,000 GB	1	1	1						
Committed Data Plan - 30,000 GB	Per 30,000 GB	0			1	1	1			
Committed Data Plan - 45,000 GB	Per 45,000 GB	0	1	3	5	7	7			
Committed Data Plan - 100,000 GB	Per 100,000 GB	0								
Committed Data Plan - 150,000 GB	Per 150,000 GB	0	1	2	5	6	6			
Committed Data Plan - 300,000 GB	Per 300,000 GB	0								
Committed Data Plan - 500,000 GB	Per 500,000 GB	0				1	1			
Committed Data Plan - 700,000 GB	Per 700,000 GB	0								
Committed Data Plan - 1,000,000 GB	Per 1,000,000 GB	0								

2.3.7 **Access**

Access - Time Division Multiplexed (TDM) Option										
DS1	Per Circuit	1487	1487	1487	1487	1487	1487	1487	1487	1487
DS3	Per Circuit	17	17	17	17	17	17	17	17	17

2.3.8	OC3	Per Circuit	0	0	0	0	0	0	0	0	0
	Access - Ethernet Option										
	Type 2 Ethernet FE - 2Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 3Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 4Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 5Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 6Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 7Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 8Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 9Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 10Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 20Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 30Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 40Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet FE - 50Mbps	Per Circuit	93	93	93	93	93	93	93	93	93
	Type 2 Ethernet GigE - 60Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 70Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 80Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 90Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 100Mbps	Per Circuit	20	20	20	20	20	20	20	20	20
	Type 2 Ethernet GigE - 200Mbps	Per Circuit	6	6	6	6	6	6	6	6	6
	Type 2 Ethernet GigE - 300Mbps	Per Circuit	4	4	4	4	4	4	4	4	4
	Type 2 Ethernet GigE - 400Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 500Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 600Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 700Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 800Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 900Mbps	Per Circuit	0	0	0	0	0	0	0	0	0
	Type 2 Ethernet GigE - 1000Mbps	Per Circuit	10	10	10	10	10	10	10	10	10
	Note 3 - Ethernet Access bandwidths above 1GigE are quoted on an Individual Case Basis (ICB).										

	SONET										
2.3.9	SONET Set-Up										
	SONET Port Setup	Per Port	0	0	0	0	0	0	0	0	0
	SONET Setup	Per Node	0	0	0	0	0	0	0	0	0
2.3.10	SONET Node										
	OC48 Node	Per Node	12	12	12	12	12	12	12	12	12
	OC192 Node	Per Node	9	9	9	9	9	9	9	9	9
2.3.11	SONET Mileage										
	OC48 Airline Mile	Per Circuit	23	23	23	23	23	23	23	23	23
	OC192 Airline Mile	Per Circuit	53	53	53	53	53	53	53	53	53
2.3.12	SONET Ports										
	DS1 Port	Per Port	0	0	0	0	0	0	0	0	0
	DS3 Port	Per Port	10	10	10	10	10	10	10	10	10
	DS3 Transmux	Per Transmux	2	2	2	2	2	2	2	2	2
	OC3c Port	Per Port	0	0	0	0	0	0	0	0	0
	OC3 Port	Per Port	8	8	8	8	8	8	8	8	8
	OC12c Port	Per Port	0	0	0	0	0	0	0	0	0
	OC12 Port	Per Port	0	0	0	0	0	0	0	0	0
	OC48c Port	Per Port	4	4	4	4	4	4	4	4	4
	OC48 Port	Per Port	0	0	0	0	0	0	0	0	0
	GigE-1 Port	Per Port	10	10	10	10	10	10	10	10	10
	GigE-3 Port	Per Port	6	6	6	6	6	6	6	6	6
	GigE-6 Port	Per Port	6	6	6	6	6	6	6	6	6
	GigE-9 Port	Per Port	0	0	0	0	0	0	0	0	0
	GigE-12 Port	Per Port	0	0	0	0	0	0	0	0	0
	GigE-24 Port	Per Port	6	6	6	6	6	6	6	6	6
	1Gbps Fibre Channel	Per Circuit	0	0	0	0	0	0	0	0	0
	1 Gbps FICON	Per Circuit	0	0	0	0	0	0	0	0	0
2.7.3	DWDM										
	DWDM Node Setup										
	IOS Node	Per Node	0	0	0	0	0	0	0	0	0
	DWDM Nodes										
	IOS Node	Per Node	0	0	0	0	0	0	0	0	0
	DWDM Mileage										

2.4.4	Managed LAN											
	Small Switch	Per Device	4066	4066	4066	4066	4066	4066	4066	4066	4066	4066
	Medium Switch	Per Device	117	117	117	117	117	117	117	117	117	117
	Large Switch	Per Device	31	31	31	31	31	31	31	31	31	31
	X-Large Switch	Per Device	0	0	0	0	0	0	0	0	0	0
	Medium Load Balancer	Per Device	11	11	11	11	11	11	11	11	11	11
2.4.5	Managed WLAN											
	Managed WLAN Activation	Per Device	0	0	0	0	0	0	0	0	0	0
2.4.6	Managed WLAN											
	Small Wireless LAN Controllers	Per Device	0	0	0	0	0	0	0	0	0	0
	Medium Wireless LAN Controllers	Per Device	28	28	28	28	28	28	28	28	28	28
	Large Wireless LAN Controllers	Per Device	0	0	0	0	0	0	0	0	0	0
2.4.7	Managed WAP	Per Device	1157	1157	1157	1157	1157	1157	1157	1157	1157	1157
2.4.8	DDoS Shield											
	Distributed Denial of Service (DDoS) Shield											
	DDoS Shield 50 Mbps	Per Circuit	0	0	0	0	0	0	0	0	0	0
	DDoS Shield 100 Mbps	Per Circuit	0	0	0	0	0	0	0	0	0	0
	DDoS Shield 500 Mbps	Per Circuit	0	0	0	0	0	0	0	0	0	0
	DDoS Shield 1000 Mbps	Per Circuit	0	0	0	0	0	0	0	0	0	0
	DDoS Shield 2000 Mbps	Per Circuit	0	0	0	0	0	0	0	0	0	0
	DDoS Shield 5000 Mbps	Per Circuit	1	1	1	1	1	1	1	1	1	1
	DDoS Shield 10,000 Mbps	Per Circuit	0	0	0	0	0	0	0	0	0	0
	Additional IP space /20	Per Circuit	0	0	0	0	0	0	0	0	0	0
	Additional IP space /18	Per Circuit	0	0	0	0	0	0	0	0	0	0
	Additional IP space /16	Per Circuit	1	1	1	1	1	1	1	1	1	1
	Additional traffic returns / return	Per Circuit	2	2	2	2	2	2	2	2	2	2
2.4.9	Secure Gateway											
	Secure Gateway Services											
	Secure Gateway Activation	Per Site	421	0	0	0	0	0	0	0	0	0
	Secure Gateway Universal Port											
	Universal Port - 50 Mbps	Per port										
	Universal Port - 100 Mbps	Per port	2	2	2	2	2	2	2	2	2	2
2.4.10	Universal Port - 250 Mbps	Per port										
	Universal Port - 500 Mbps	Per port										
	Universal Port - 1000 Mbps	Per port										
	Secure Gateway Remote Office											
2.4.11	Secure Gateway Remote Office	Per Device	421	421	421	421	421	421	421	421	421	421
2.4.12	Software Defined Networking											
	Essentials											
	X-Small 10 Mbps	Per Device										
	Small 10 Mbps	Per Device										
	Medium 10 Mbps	Per Device										
	X-Small 20 Mbps	Per Device										
	Small 20 Mbps	Per Device										
	Medium 20 Mbps	Per Device										
	X-Small 50 Mbps	Per Device										
	Small 50 Mbps	Per Device										
	Medium 50 Mbps	Per Device										
	X-Small 100 Mbps	Per Device										
	Small 100 Mbps	Per Device										
	Medium 100 Mbps	Per Device										
	Small 250 Mbps	Per Device										
	Medium 250 Mbps	Per Device										
	Small 500 Mbps	Per Device										
	Medium 500 Mbps	Per Device										
	Small 1 Gbps	Per Device										
	Medium 1 Gbps	Per Device										
Large 1 Gbps	Per Device											
Advantage												

	Best + Tier 2 +100	Per group of bursted Ca	0	0	0	0	0	0	0	0	0	0
	Best + Tier 3 +200	Per group of bursted Ca	0	0	0	0	0	0	0	0	0	0
	Best + Tier 4 +300	Per group of bursted Ca	0	0	0	0	0	0	0	0	0	0
	Best + Tier 5 +400	Per group of bursted Ca	0	0	0	0	0	0	0	0	0	0
	Call Forwarding	Per Phone Number	0	0	0	0	0	0	0	0	0	0
	DID Number (Unlimited)	Per Month	23903	23903	1	1	1	1	1	1	1	1
	Voice Mails	Per Phone Number	0	0	0	0	0	0	0	0	0	0
	Caller ID with Name - Inbound	Per Location ID	0	0	0	0	0	0	0	0	0	0
	Auto Attendant Instances	Per Phone Number	0	0	0	0	0	0	0	0	0	0
	Non-Published	Per Phone Number	0	0	0	0	0	0	0	0	0	0
	Additional Listing	Per Phone Number	0	0	0	0	0	0	0	0	0	0
	Non-Listed	Per Phone Number	0	0	0	0	0	0	0	0	0	0
2.5.11	PSTN Services											
	Analog Line	Per Circuit	0	0	0	0	0	0	0	0	0	0
	ISDN PRI	Per Circuit	0	0	0	0	0	0	0	0	0	0
	VCC											
2.5.12	VCC Set-up											
	Base Implementation	Per Business Unit	0	0	0	0	0	0	0	0	0	0
	Per User Implementation Add-On	Per User	0	0	0	0	0	0	0	0	0	0
	VCC Users											
2.5.13	VCC Unique User	Per User	43	43	43	43	43	43	43	43	43	43
2.5.14	VCC Features											
	Additional Ports	Per Port	72	72	72	72	72	72	72	72	72	72
	Additional Storage	Per GB	33	33	33	33	33	33	33	33	33	33
	Archive Storage	Per GB	0	0	0	0	0	0	0	0	0	0
	Retrieval Storage	Per GB	0	0	0	0	0	0	0	0	0	0
	Voice Recording	Per User	33	33	33	33	33	33	33	33	33	33
	Outbound Dialing	per BU	0	0	0	0	0	0	0	0	0	0
	PCI Level 1	Per User	0	0	0	0	0	0	0	0	0	0
2.5.15	IP Contact Center (IPCC)											
	Toll Free T1/DAL (8001 Dedicated Termination)	Per Service Number or Per Trunk	0	0	0	0	0	0	0	0	0	0
	Toll Free Business Line/CBL (8003 Service Termination)	Per Service Number or Per Local DID	6	6	6	6	6	6	6	6	6	6
	IP Toll Free Services	Per Minute	202096	202096	202096	202096	202096	202096	202096	202096	202096	202096
	Local Origination Access Charges, Switched Termination, Without IP IVR	Per Minute	0	0	0	0	0	0	0	0	0	0
	Local Origination Access Charges, Switched Termination, With IP IVR	Per Minute	0	0	0	0	0	0	0	0	0	0
	Local Origination Access Charges, Dedicate/Local Termination, Without IP IVR	Per Minute	0	0	0	0	0	0	0	0	0	0
	Local Origination Access Charges, Dedicate/Local Termination, With IP IVR	Per Minute	0	0	0	0	0	0	0	0	0	0
	Local Origination Access Charges, IP Termination, Without IP IVR	Per Minute	138814	138814	138814	138814	138814	138814	138814	138814	138814	138814
	Local Origination Access Charges, IP Termination, With IP IVR	Per Minute	0	0	0	0	0	0	0	0	0	0
2.5.16	Digital CX											
	Virtual Agent											
	Virtual Agent 1 - 100k sessions	Per Session	0	0	0	0	0	0	0	0	0	0
	Virtual Agent 100k+ - 500k sessions	Per Session	0	0	0	0	0	0	0	0	0	0
	Virtual Agent 500k+ - 1M sessions	Per Session	0	0	0	0	0	0	0	0	0	0
	Knowledge Assist											
	Knowledge Assist 1 - 250 agents	Per Agent/Per Month	0	0	0	0	0	0	0	0	0	0
	Knowledge Assist 250+ - 500 agents	Per Agent/Per Month	0	0	0	0	0	0	0	0	0	0
	Knowledge Assist 500+ - 750 agents	Per Agent/Per Month	0	0	0	0	0	0	0	0	0	0
	Knowledge Assist 750+ - 1000 agents	Per Agent/Per Month	0	0	0	0	0	0	0	0	0	0
	Knowledge Assist 1000+ - 1500 agents	Per Agent/Per Month	0	0	0	0	0	0	0	0	0	0
	Knowledge Assist 1500+ - 2500 agents	Per Agent/Per Month	0	0	0	0	0	0	0	0	0	0
	Knowledge Assist 2500+ - 5000 agents	Per Agent/Per Month	0	0	0	0	0	0	0	0	0	0
	Knowledge Assist 5000+ - 7500 agents	Per Agent/Per Month	0	0	0	0	0	0	0	0	0	0

Knowledge Assist 7500+ and up agents	Per Agent/Per Month	0	0	0	0	0	0	0	0	0	0
Knowledge Assist - Additional Language	Per Language/Per Month	0	0	0	0	0	0	0	0	0	0
Live Agent											
Live Agent Per connected channel type (textual chat, voice, video)	Per Connection Type/Per Month	0	0	0	0	0	0	0	0	0	0
Live Agent - Co-Browse	Per Month	0	0	0	0	0	0	0	0	0	0
Social Command											
Social Command Center 1 - 50K social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 50k+ - 250K social post	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 250k+ - 1M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 1M+ - 5M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 5M+ - 10M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 10M+ - 15M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 15M+ - 20M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 20M+ - 30M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 30M+ - 40M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 40M+ - 50M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 50M+ - 75M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Command Center 75M+ - 1B social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence											
Social Intelligence 1 - 50K social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 50k+ - 250K social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 250k+ - 1M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 1M+ - 5M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 5M+ - 10M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 10M+ - 15M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 15M+ - 20M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 20M+ - 30M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 30M+ - 40M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 40M+ - 50M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 50M+ - 75M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Intelligence 75M+ - 1B social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound											
Social Outbound Campaign 1 - 50K social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 50k+ - 250K social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 250k+ - 1M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 1M+ - 5M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 5M+ - 10M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 10M+ - 15M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 15M+ - 20M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 20M+ - 30M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 30M+ - 40M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 40M+ - 50M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 50M+ - 75M social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0
Social Outbound Campaign 75M+ - 1B social posts	Post Per Month	0	0	0	0	0	0	0	0	0	0

Milestone Charges
(\$)

Critical Milestone	Completion Criteria Ref	Completion Date	Scenario 1: Milestone Charges - Paid upon Completion							Scenario 2: Milestone Charges - Paid over Term										
			Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Total	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Total				
Existing Asset Purchases																				
MILESTONES CHARGES																				
Program and Project Management				\$ 2,124,300.00	\$ -	\$ -	\$ -					\$ 2,124,300.00							\$ 2,124,300.00	
Staffing Plan	Milestone 2	10/18/18	\$ -	\$ 303,471.40	N/A	N/A	N/A					\$ -	\$ 531,075.00	\$ 531,075.00	\$ 531,075.00	\$ 531,075.00			\$ 2,124,300.00	
Services Detailed Implementation Plan	Milestone 8	11/11/18	\$ -	\$ 303,471.40	N/A	N/A	N/A	N/A				\$ -	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86			\$ 75,867.86	
Service Management Manual	Milestone 15	11/15/18	\$ -	\$ 303,471.44	N/A	N/A	N/A	N/A				\$ -	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86			\$ 75,867.86	
MTO 25% Complete	Milestone 25	CD+8	\$ -	\$ 303,471.44	N/A	N/A	N/A					\$ -	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86			\$ 75,867.86	
MTO 50% Complete	Milestone 26	CD+9	\$ -	\$ 303,471.44	N/A	N/A	N/A					\$ -	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86			\$ 75,867.86	
MTO 75% Complete	Milestone 27	CD+17	\$ -	\$ 303,471.44	N/A	N/A	N/A					\$ -	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86			\$ 75,867.86	
MTO 100% Complete	Milestone 29	6/30/20	N/A	\$ 303,471.44	N/A	N/A	N/A					\$ -	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86	\$ 75,867.86			\$ 75,867.86	
Integration Services				\$ 1,291,330.80	\$ -	\$ -	\$ -					\$ 1,291,330.80							\$ 1,291,330.80	
Assumption of management using legacy tools	Milestone 18	12/15/18	\$ -	\$ 645,665.40	N/A	N/A	N/A					\$ -	\$ 161,416.35	\$ 161,416.35	\$ 161,416.35	\$ 161,416.35			\$ 161,416.35	
Integration with MSI toolset	Milestone 21	12/1/18	\$ -	\$ 645,665.40	N/A	N/A	N/A					\$ -	\$ 161,416.35	\$ 161,416.35	\$ 161,416.35	\$ 161,416.35			\$ 161,416.35	
WITO Operations				\$ 3,730,782.00	\$ -	\$ -	\$ -					\$ 3,730,782.00							\$ 3,730,782.00	
Shadowing start	Milestone 14	9/18/18	\$ -	\$ 1,865,391.00	N/A	N/A	N/A					\$ -	\$ 466,347.75	\$ 466,347.75	\$ 466,347.75	\$ 466,347.75			\$ 466,347.75	
Commencement	Milestone 19	12/15/18	\$ -	\$ 1,865,391.00	N/A	N/A	N/A					\$ -	\$ 466,347.75	\$ 466,347.75	\$ 466,347.75	\$ 466,347.75			\$ 466,347.75	
Design and Implementation				\$ 2,886,280.80	\$ -	\$ -	\$ -					\$ 2,886,280.80							\$ 2,886,280.80	
MTO 25% Complete	Milestone 25	CD+8	\$ -	\$ 577,256.16	N/A	N/A	N/A					\$ -	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04			\$ 144,314.04	
MTO 50% Complete	Milestone 26	CD+9	\$ -	\$ 577,256.16	N/A	N/A	N/A					\$ -	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04			\$ 144,314.04	
MTO 75% Complete	Milestone 27	CD+17	\$ -	\$ 577,256.16	N/A	N/A	N/A					\$ -	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04			\$ 144,314.04	
Refresh of CPE with Pre-Existing Issues	Milestone 28	6/30/20	N/A	\$ 577,256.16	N/A	N/A	N/A					\$ -	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04			\$ 144,314.04	
MTO 100% Complete	Milestone 29	6/30/20	N/A	\$ 577,256.16	N/A	N/A	N/A					\$ -	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04	\$ 144,314.04			\$ 144,314.04	
Total Milestone Charges Gross			\$ -	\$ 10,032,693.60	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,032,693.60	\$ -	\$ 2,508,173.40	\$ 2,508,173.40	\$ 2,508,173.40	\$ 2,508,173.40	\$ -	\$ -	\$ 10,032,693.60	
Transition Assistance Credit			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5.102% Discount			\$ -	\$ (511,868.03)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (511,868.03)	\$ -	\$ (127,967.01)	\$ (127,967.01)	\$ (127,967.01)	\$ (127,967.01)	\$ (127,967.01)	\$ -	\$ -	\$ (511,868.03)
Total Milestone Charges			\$ -	\$ 9,520,825.57	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,520,825.57	\$ -	\$ 2,380,206.39	\$ 2,380,206.39	\$ 2,380,206.39	\$ 2,380,206.39	\$ -	\$ -	\$ 9,520,825.57	

Note : The amounts shown in this section depicting Scenario 2 are provided for illustrative purposes. The actual monthly amounts shall be determined by the method set forth in Exhibit 4.0, as amended by Modification 5A, and may result in annualized amounts that do not match the illustrative amounts

Supplier Investments (Annual Amounts in \$)

Supplier Investments - Fill out blue highlighted areas of worksheet.

Note: Investment dollars are not an addition to the Total Estimate Charges, they should already be included in the Monthly Unit Rates.

	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 5.5	5 Year Total	Renewal Option 1			Renewal Option 2						
								Year 1	Year 2	Total	Year 1	Year 2	Total				
Supplier Investments																	
Hardware - Infrastructure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware - Non-Infrastructure	\$ 69,419,038	\$ -	\$ 3,590,640	\$ 5,984,400	\$ 15,559,439	\$ -	\$ 94,553,517	\$ -	\$ 4,787,520	\$ 4,787,520	\$ 20,346,959	\$ -	\$ 20,346,959	\$ -	\$ -	\$ -	\$ -
Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 69,419,038	\$ -	\$ 3,590,640	\$ 5,984,400	\$ 15,559,439	\$ -	\$ 94,553,517	\$ -	\$ 4,787,520	\$ 4,787,520	\$ 20,346,959	\$ -	\$ 20,346,959	\$ -	\$ -	\$ -	\$ -

Termination Charges (Annual Amounts in \$)

Termination Charges - Fill out blue highlighted areas of worksheet
Charges should reflect amount as of first day of period.

	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 5.5	Renewal Option 1		Renewal Option 2	
							Year 1	Year 2	Year 1	Year 2
TERMINATION FOR CONVENIENCE										
Cross Functional										
Unrecovered Implementation Charges	\$ 5,016,347.00	\$ 4,013,077.50	\$ 3,009,807.50	\$ 2,006,539.00	\$ 1,003,269.00	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Severance	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00
Supplier Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Contracts (Software Licenses)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Contracts (Other)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Cross Functional Termination for Convenience	\$ 11,838,804.00	\$ 10,835,534.50	\$ 9,832,264.50	\$ 8,828,996.00	\$ 7,825,726.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00	\$ 6,822,457.00
CPE Use										
Unrecovered Implementation Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Severance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Supplier Equipment	\$ 62,477,134.20	\$ 49,981,707.00	\$ 40,717,856.70	\$ 32,962,074.30	\$ 32,746,635.90	\$ 15,727,003.20	\$ 15,727,003.20	\$ 15,511,564.80	\$ 27,863,365.50	\$ 13,393,087.20
Third Party Contracts (Software Licenses)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Contracts (Other)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total CPE Use Termination for Convenience	\$ 62,477,134.20	\$ 49,981,707.00	\$ 40,717,856.70	\$ 32,962,074.30	\$ 32,746,635.90	\$ 15,727,003.20	\$ 15,727,003.20	\$ 15,511,564.80	\$ 27,863,365.50	\$ 13,393,087.20
Transport										
Unrecovered Implementation Charges	\$ -	\$ 24,726,408.00	\$ 19,781,126.00	\$ 14,835,845.00	\$ 2,472,640.75	\$ 1,236,320.50	\$ 1,236,320.50	\$ -	\$ -	\$ -
Employee Severance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Supplier Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Contracts (Software Licenses)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Contracts (Other)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Transport Termination for Convenience	\$ -	\$ 24,726,408.00	\$ 19,781,126.00	\$ 14,835,845.00	\$ 2,472,640.75	\$ 1,236,320.50	\$ 1,236,320.50	\$ -	\$ -	\$ -
Data Networking Services										
Unrecovered Implementation Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Severance	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00
Supplier Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Contracts (Software Licenses)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Contracts (Other)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Data Networking Services Termination for Convenience	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00	\$ 1,904,514.00
Voice Networking Services										
Unrecovered Implementation Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Severance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Supplier Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Contracts (Software Licenses)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Contracts (Other)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Voice Networking Services Termination for Convenience	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL TERMINATION FOR CONVENIENCE	\$ 76,220,452.20	\$ 87,448,163.50	\$ 72,235,761.20	\$ 58,531,429.30	\$ 44,949,516.65	\$ 25,690,294.70	\$ 25,690,294.70	\$ 24,238,535.80	\$ 36,590,336.50	\$ 22,120,058.20

Rate Card \$

(\$)

Fill out blue highlighted cells in the first table with the Resource Types available for FTE Services and the applicable hourly rates, inclusive of travel.
 Fill out blue highlighted cells in the second table to describe the Resource Types listed in the first table.

Resource Type	Units	Annual Productive Hours	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5 *	Renewal Option 1		Renewal Option 2	
								Year 1	Year 2	Year 1	Year 2
Network Engineer	Hours	1,920	\$ 166.00	\$ 171.00	\$ 176.00	\$ 181.00	\$ 186.00	\$ 192.00	\$ 198.00	\$ 204.00	\$ 210.00
Project Manager (NE)	Hours	1,920	\$ 119.00	\$ 123.00	\$ 127.00	\$ 131.00	\$ 135.00	\$ 139.00	\$ 143.00	\$ 147.00	\$ 151.00
Project Manager (Generic)	Hours	1,920	\$ 135.00	\$ 139.00	\$ 143.00	\$ 147.00	\$ 151.00	\$ 156.00	\$ 161.00	\$ 166.00	\$ 171.00
UCCaaS Set Placement	Hours	1,920	\$ 76.00	\$ 78.00	\$ 80.00	\$ 82.00	\$ 84.00	\$ 87.00	\$ 90.00	\$ 93.00	\$ 96.00
UCCaaS Trainer (classroom) up to 12 participants	Hours	1,920	\$ 113.00	\$ 116.00	\$ 119.00	\$ 123.00	\$ 127.00	\$ 131.00	\$ 135.00	\$ 139.00	\$ 143.00
UCCaaS Trainer(day 2 support)	Hours	1,920	\$ 76.00	\$ 78.00	\$ 80.00	\$ 82.00	\$ 84.00	\$ 87.00	\$ 90.00	\$ 93.00	\$ 96.00
I&R tech (circuit troubleshooting, cross connects, etc.), OOB modem install	Hours	1,920	\$ 76.00	\$ 78.00	\$ 80.00	\$ 82.00	\$ 84.00	\$ 87.00	\$ 90.00	\$ 93.00	\$ 96.00
On-Site cable verification (verify customer cable plant)	Hours	1,920	\$ 76.00	\$ 78.00	\$ 80.00	\$ 82.00	\$ 84.00	\$ 87.00	\$ 90.00	\$ 93.00	\$ 96.00
On-Site Switch/Router Rack/Stack w/verify connectivity	Hours	1,920	\$ 83.00	\$ 85.00	\$ 88.00	\$ 91.00	\$ 94.00	\$ 97.00	\$ 100.00	\$ 103.00	\$ 106.00
Site Survey(wired and wireless)	Hours	1,920	\$ 249.00	\$ 256.00	\$ 264.00	\$ 272.00	\$ 280.00	\$ 288.00	\$ 297.00	\$ 306.00	\$ 315.00
NET PM	Hours	1,920	\$ 190.00	\$ 196.00	\$ 202.00	\$ 208.00	\$ 214.00	\$ 220.00	\$ 227.00	\$ 234.00	\$ 241.00
NOC Analyst	Hours	1,920	\$ 89.00	\$ 92.00	\$ 95.00	\$ 98.00	\$ 101.00	\$ 104.00	\$ 107.00	\$ 110.00	\$ 113.00
NET SUP 2	Hours	1,920	\$ 130.00	\$ 134.00	\$ 138.00	\$ 142.00	\$ 146.00	\$ 150.00	\$ 155.00	\$ 160.00	\$ 165.00
NET SUP 3	Hours	1,920	\$ 156.00	\$ 161.00	\$ 166.00	\$ 171.00	\$ 176.00	\$ 181.00	\$ 186.00	\$ 192.00	\$ 198.00
NET ENG 1	Hours	1,920	\$ 113.00	\$ 116.00	\$ 119.00	\$ 123.00	\$ 127.00	\$ 131.00	\$ 135.00	\$ 139.00	\$ 143.00
NET ENG 2	Hours	1,920	\$ 122.00	\$ 126.00	\$ 130.00	\$ 134.00	\$ 138.00	\$ 142.00	\$ 146.00	\$ 150.00	\$ 155.00
NET ENG 3	Hours	1,920	\$ 171.00	\$ 176.00	\$ 181.00	\$ 186.00	\$ 192.00	\$ 198.00	\$ 204.00	\$ 210.00	\$ 216.00
NET ENG 4	Hours	1,920	\$ 179.00	\$ 184.00	\$ 190.00	\$ 196.00	\$ 202.00	\$ 208.00	\$ 214.00	\$ 220.00	\$ 227.00
NET ENG 5	Hours	1,920	\$ 220.00	\$ 227.00	\$ 234.00	\$ 241.00	\$ 248.00	\$ 255.00	\$ 263.00	\$ 271.00	\$ 279.00
NET MAN 3	Hours	1,920	\$ 171.00	\$ 176.00	\$ 181.00	\$ 186.00	\$ 192.00	\$ 198.00	\$ 204.00	\$ 210.00	\$ 216.00
NET MAN 5	Hours	1,920	\$ 261.00	\$ 269.00	\$ 277.00	\$ 285.00	\$ 294.00	\$ 303.00	\$ 312.00	\$ 321.00	\$ 331.00
IT Architect	Hours	1,920	\$ 174.00	\$ 179.00	\$ 184.00	\$ 190.00	\$ 196.00	\$ 202.00	\$ 208.00	\$ 214.00	\$ 220.00
IT Project Manager	Hours	1,920	\$ 143.00	\$ 147.00	\$ 151.00	\$ 156.00	\$ 161.00	\$ 166.00	\$ 171.00	\$ 176.00	\$ 181.00
IT Developer	Hours	1,920	\$ 135.00	\$ 139.00	\$ 143.00	\$ 147.00	\$ 151.00	\$ 156.00	\$ 161.00	\$ 166.00	\$ 171.00
IT Engineer	Hours	1,920	\$ 113.00	\$ 116.00	\$ 119.00	\$ 123.00	\$ 127.00	\$ 131.00	\$ 135.00	\$ 139.00	\$ 143.00
Contact Center Eng Analyst	Hours	1,920	\$ 144.00	\$ 149.00	\$ 153.00	\$ 158.00	\$ 162.00	\$ 167.00	\$ 172.00	\$ 177.00	\$ 183.00
Contact Center Eng IE	Hours	1,920	\$ 162.00	\$ 167.00	\$ 172.00	\$ 177.00	\$ 183.00	\$ 188.00	\$ 194.00	\$ 199.00	\$ 205.00
Contact Center Sr IE	Hours	1,920	\$ 180.00	\$ 185.00	\$ 191.00	\$ 196.00	\$ 203.00	\$ 209.00	\$ 215.00	\$ 221.00	\$ 228.00
Contact Center Exec IE	Hours	1,920	\$ 207.00	\$ 213.00	\$ 220.00	\$ 226.00	\$ 233.00	\$ 240.00	\$ 248.00	\$ 255.00	\$ 262.00
Contact Center Principal IE	Hours	1,920	\$ 234.00	\$ 241.00	\$ 248.00	\$ 256.00	\$ 264.00	\$ 272.00	\$ 280.00	\$ 288.00	\$ 297.00
Contact Center SI Analyst	Hours	1,920	\$ 144.00	\$ 149.00	\$ 153.00	\$ 158.00	\$ 162.00	\$ 167.00	\$ 172.00	\$ 177.00	\$ 183.00
Contact Center SI IE	Hours	1,920	\$ 162.00	\$ 167.00	\$ 172.00	\$ 177.00	\$ 183.00	\$ 188.00	\$ 194.00	\$ 199.00	\$ 205.00
Contact Center SI Sr IE	Hours	1,920	\$ 180.00	\$ 185.00	\$ 191.00	\$ 196.00	\$ 203.00	\$ 209.00	\$ 215.00	\$ 221.00	\$ 228.00
Contact Center SI Exec IE	Hours	1,920	\$ 207.00	\$ 213.00	\$ 220.00	\$ 226.00	\$ 233.00	\$ 240.00	\$ 248.00	\$ 255.00	\$ 262.00
Contact Center SI Principal IE	Hours	1,920	\$ 234.00	\$ 241.00	\$ 248.00	\$ 256.00	\$ 264.00	\$ 272.00	\$ 280.00	\$ 288.00	\$ 297.00
Contact Center Tech PM	Hours	1,920	\$ 171.00	\$ 176.00	\$ 182.00	\$ 187.00	\$ 193.00	\$ 198.00	\$ 204.00	\$ 211.00	\$ 217.00
Contact Center Sr Tech PM	Hours	1,920	\$ 225.00	\$ 232.00	\$ 239.00	\$ 247.00	\$ 254.00	\$ 261.00	\$ 269.00	\$ 277.00	\$ 285.00
Contact Center Tech Prog Mgr	Hours	1,920	\$ 198.00	\$ 204.00	\$ 211.00	\$ 217.00	\$ 223.00	\$ 230.00	\$ 237.00	\$ 244.00	\$ 251.00
Unified Collaboration Jr Cnslt	Hours	1,920	\$ 171.00	\$ 176.00	\$ 182.00	\$ 187.00	\$ 193.00	\$ 198.00	\$ 204.00	\$ 211.00	\$ 217.00
Unified Collaboration Cnslt	Hours	1,920	\$ 189.00	\$ 194.00	\$ 200.00	\$ 206.00	\$ 212.00	\$ 219.00	\$ 225.00	\$ 232.00	\$ 239.00
Unified Collaboration Sr Cnslt	Hours	1,920	\$ 207.00	\$ 213.00	\$ 220.00	\$ 226.00	\$ 233.00	\$ 240.00	\$ 248.00	\$ 255.00	\$ 262.00
Unified Collaboration Exec Cnslt	Hours	1,920	\$ 234.00	\$ 241.00	\$ 248.00	\$ 256.00	\$ 264.00	\$ 272.00	\$ 280.00	\$ 288.00	\$ 297.00
Unified Collaboration Principal	Hours	1,920	\$ 261.00	\$ 269.00	\$ 277.00	\$ 285.00	\$ 294.00	\$ 303.00	\$ 312.00	\$ 321.00	\$ 331.00
Unified Collaboration SI Analyst	Hours	1,920	\$ 144.00	\$ 149.00	\$ 153.00	\$ 158.00	\$ 162.00	\$ 167.00	\$ 172.00	\$ 177.00	\$ 183.00
Unified Collaboration SI IE	Hours	1,920	\$ 162.00	\$ 167.00	\$ 172.00	\$ 177.00	\$ 183.00	\$ 188.00	\$ 194.00	\$ 199.00	\$ 205.00
Unified Collaboration SI Sr IE	Hours	1,920	\$ 180.00	\$ 185.00	\$ 191.00	\$ 196.00	\$ 203.00	\$ 209.00	\$ 215.00	\$ 221.00	\$ 228.00
Unified Collaboration SI Exec IE	Hours	1,920	\$ 207.00	\$ 213.00	\$ 220.00	\$ 226.00	\$ 233.00	\$ 240.00	\$ 248.00	\$ 255.00	\$ 262.00
Unified Collaboration SI Principal	Hours	1,920	\$ 234.00	\$ 241.00	\$ 248.00	\$ 256.00	\$ 264.00	\$ 272.00	\$ 280.00	\$ 288.00	\$ 297.00
Unified Collaboration Tech PM	Hours	1,920	\$ 198.00	\$ 204.00	\$ 211.00	\$ 217.00	\$ 223.00	\$ 230.00	\$ 237.00	\$ 244.00	\$ 251.00
Unified Collaboration Sr Tech PM	Hours	1,920	\$ 252.00	\$ 259.00	\$ 267.00	\$ 275.00	\$ 284.00	\$ 292.00	\$ 301.00	\$ 310.00	\$ 319.00
Unified Collaboration Tech Prog Mgr	Hours	1,920	\$ 225.00	\$ 232.00	\$ 239.00	\$ 247.00	\$ 254.00	\$ 261.00	\$ 269.00	\$ 277.00	\$ 285.00

Resource Type	Minimum Yrs Exp in Role	Total Experience	Role Description	
Network Engineer	5	7	Position provides Network Engineering services for Enterprise Services. The Engineer will perform network design activity and consults on complex problems associated with designing technical engineering solutions. Also supports Optional Change Management activities.	AS or higher and at least one CCXX certification or equivalent. Strong written and oral communications skills Experience with large, complex networks required.
Project Manager (NE)	2	4	Accountable for managing the planning, scheduling, coordinating, monitoring, reporting, and control of Projects	BS/BA or equivalent. Background and experience in large domestic or international communications network deployments
Project Manager (Generic)	4	6	Accountable for the successful execution of the Project and the primary point of contact for performing overall project management services for the implementation of the customer services. The Project Manager is also responsible for planning and coordinating the resources to deploy a Project within the predicted cost, time and quality estimates	BS/BA or equivalent. PMP required. Strong background in large, complex domestic and international communications network deployments
UCCaaS Set Placement	1	2	*1-2 years of work experience or internship experience. * Knowledge of Cisco VoIP phones * General knowledge of phone functionality * Excellent customer service	2-year or 4-year degree Previous Experience with end user technology deployments in a high customer satisfaction environment
UCCaaS Trainer (classroom) up to 12 participants	2	4	*Experience training users on Cisco VoIP phone systems feature and functionality	2-year or 4-year degree Cisco VoIP Certifications preferred
UCCaaS Trainer (day 2 support)	1	2	*1-2 years of work experience or internship experience. * Knowledge of Cisco VoIP phones * General knowledge of phone functionality * Excellent customer service	2-year or 4-year degree Previous Experience with end user technology deployments in a high customer satisfaction environment
I&R tech (circuit troubleshooting, cross connects, etc.), OOB modem install	2	4	*2-4 years of work experience or internship experience. * Knowledge of industry (BICSI/TIA/ISO) standards * General knowledge of circuit functionality * Excellent customer service	BICSI technician Previous Experience with end user technology deployments in a high customer satisfaction environment
On-Site cable verification (verify customer cable plant)	2	4	*2 to 4 years of work experience or internship experience. * Knowledge of industry (BICSI/TIA/ISO) standards * General knowledge of circuit functionality * Excellent customer service	BICSI technician Previous Experience with end user technology deployments in a high customer satisfaction environment
On-Site Switch/Router Rack/Stack w/verify connectivity	2	4	*Basic experience installing configuration templates on Cisco or Juniper routers/switches *Ability to travel to Agency locations throughout VA *Excellent customer service	2-year or 4-year degree Previous Experience with technology deployments in a high customer satisfaction environment Network+ Certification preferred
Site Survey (wired and wireless)	2	4	*Experience with Cisco or Juniper routers, switches, TCP/IP, DHCP, DNS, VoIP, wireless LAN/WAN, Multicast, QoS, STP, VTP and VLAN's; Network Security (IPSec Tunnels), Suite B security concepts *Experience with various Routing Protocols like OSPF, EIGRP, BGP and Gateway Redundancy Protocols like HSRP, VRRP, and GLRP	4-year degree or equivalent experience CCNA CISSP Networking Manufacturer Technical Certifications
NET PM	5	5	NET PM resources oversee critical networking and system implementation projects at customer sites.	PMP or Equivalent
NOC Analyst	1	1	NOC Analysts provide support 24x7x365 days/year to monitor, track, and escalate various networking and security issues to ensure compliance requirements and network availability	CCT or Equivalent JNCIA or Equivalent
NET SUP 2	3	3	NET SUP 2 resources diagnose, restore, repair, and replace critical networking and system devices at customer sites. Technicians work closely with Senior level engineers to quickly and efficiently resolve support incidents	CCT or Equivalent JNCIA or Equivalent
NET SUP 3	5	5	NET SUP 3 resources diagnose, restore, repair, and replace critical networking and system devices at customer sites. Technicians work closely with Senior level engineers to quickly and efficiently resolve support incidents	CCNA or Equivalent JNCIA or Equivalent
NET ENG 1	1	1	NET ENG 1 resources implement and diagnose critical networking and system devices at customer sites. Engineers work closely with Senior level engineers to implement networking devices per customer and security requirements	CCNA or Equivalent CCDA or Equivalent JNCIA or Equivalent

NET ENG 2	3	3	NET ENG 2 resources implement and diagnose critical networking and system devices at customer sites. Engineers work closely with Senior level engineers to implement networking devices per customer and security requirements	CCNA or Equivalent CCDA or Equivalent JNCIA or Equivalent
NET ENG 3	5	5	NET ENG 3 resources implement and diagnose critical networking and system devices at customer sites. Engineers work closely with Senior level engineers to implement networking devices per customer and security requirements	CCDA or Equivalent CCNA Cloud or Equivalent CCNA Collaboration or Equivalent CCNA Security or Equivalent CCNA Wireless or Equivalent JNCIS-ENT or Equivalent CCNA or Equivalent CCDA or Equivalent
NET ENG 4	7	7	NET ENG 4 resources architect, implement and diagnose critical networking and system devices at customer sites ensuring industry standard best practices for security and interoperability	CCNP or Equivalent CCDP or Equivalent CCNP Collaboration or Equivalent CCNP Security or Equivalent CCNP Data Center or Equivalent CCNP Service Provider or Equivalent CCNP Wireless or Equivalent JNCIP-ENT or Equivalent
NET ENG 5	10	10	NET ENG 5 resources architect, implement and diagnose critical networking and system devices at customer sites ensuring industry standard best practices for security and interoperability	CCIE or Equivalent JNCIE-ENT or Equivalent
NET MAN 3	7	7	NET MAN 3 resources manage a team of engineers that architect, implement, diagnose and support critical networking and system devices at customer sites ensuring industry standard best practices for security and interoperability	CCDA or Equivalent CCNA Cloud or Equivalent CCNA Collaboration or Equivalent CCNA Security or Equivalent CCNA Wireless or Equivalent JNCIS-ENT or Equivalent
NET MAN 5	10	10	NET MAN 5 resources manage a team of engineers that architect, implement, diagnose and support critical networking and system devices at customer sites ensuring industry standard best practices for security and interoperability	CCDA or Equivalent CCNA Cloud or Equivalent CCNA Collaboration or Equivalent CCNA Security or Equivalent CCNA Wireless or Equivalent JNCIS-ENT or Equivalent
Technical Architect	3	10	A technical architect collaborates with cross-functional teams to determine business process needs of the customers and develops an architecture implementation plan by considering impacts, risk assessment on related applications. This person will also be providing recommendations on application designs, analyzing design specifications and validating them with technical development personnel, and collaborating with technical personnel to ensure implementation meets the agreed upon scope.	BS/BA, Master's Preferred.
Project Manager	3	8	Facilitate the discussions IT teams and process owners across teams from Verizon and Customer. Gather, analyze, and document current application/integration design and drive discussions to define and document the scope of changes based on new requirements. The project manager will also support the implementation thru out the life cycle of engagement and hand over to Production support at the end of engagement.	BS/BA or equivalent.
Application Developer	2	5	Works with a customer to build a functional capabilities for the integration/new application based on the scope of changes agreed upon as part of project. The developer will also support thru the testing, UAT and implementation phases of the	BS/BA or equivalent.
Validation Engineer	2	5	Works with a customer to generate test scripts, perform integration testing, UAT and implementation phase of the project.	BS/BA or equivalent.
Contact Center Eng Analyst	1	1	Primarily responsible for installation and configuration of software and some customization.	BS/BA or equivalent.
Contact Center Eng IE	2	2	Primarily responsible for installation and configuration of software and some customization.	BS/BA or equivalent.
Contact Center Sr IE	5	5	Contributes to design and planning. Primarily responsible for complex configurations and customizations.	BS/BA or equivalent.
Contact Center Exec IE	8	8	Leads design and planning. Responsible for comprehensive solution design including touchpoints between technologies and solution towers.	BS/BA or equivalent.

Contact Center Principal IE	10	10	Responsible for providing leadership, governance and project ownership. Manages collaboration between multiple solution towers and technologies.	BS/BA or equivalent.
Contact Center SI Analyst	1	1	Primarily responsible for implementing to design specifications using a modern OOP language and participating in design and testing.	BS/BA or equivalent.
Contact Center SI IE	2	2	Primarily responsible for implementing to design specifications using a modern OOP language and participating in design and testing. Must have expertise in one or more CCS systems integration area of expertise (Desktop, VXML/CCXML, CTI, Custom Reporting/Data Warehousing or Statistical compilation).	BS/BA or equivalent.
Contact Center SI Sr IE	5	5	Primarily responsible for implementing to design specifications using a modern OOP language and participating in design and testing. Must have expertise in three or more CCS systems integration area of expertise (Desktop, VXML/CCXML, CTI, Custom Reporting/Data Warehousing or Statistical compilation).	BS/BA or equivalent.
Contact Center SI Exec IE	8	8	Serves as a strategic thought leader leading and managing diverse contact center solutions. Must have expertise in three or more CCS systems integration area of expertise (Desktop, VXML/CCXML, CTI, Custom Reporting/Data Warehousing or Statistical compilation).	BS/BA or equivalent.
Contact Center SI Principal IE	10	10	Responsible for providing leadership, governance and project ownership. Manages collaboration between multiple solution towers and technologies.	BS/BA or equivalent.
Contact Center Tech PM	5	5	Primarily responsible for project governance, scope management and resource planning. Proficient in managing implementation from Discovery and Design through implementation and transition. Possessing a technical background related to contact center technologies.	PMP or Equivalent
Contact Center Sr Tech PM	10	10	Primarily responsible for project governance, scope management and resource planning. Proficient in managing implementation from Discovery and Design through implementation and transition. Possessing a technical background related to contact center technologies.	PMP or Equivalent
Contact Center Tech Prog Mgr	8	8	Primarily responsible for program leadership, customer communications and executive reporting. Coordinates activities across multiple project tracks and ensures comprehensive solution delivery of complex, multi-tower engagements.	PMP or Equivalent
Unified Collaboration Jr Cnslt	2	2	Experience in Cisco or Microsoft UC discipline. Primarily responsible for document preparation and support of UC design/installation and configuration.	BS/BA or equivalent.
Unified Collaboration Cnslt	5	5	Experience in Cisco or Microsoft UC discipline. Primarily responsible for UC preparation, installation, configuration, and customization of software/hardware.	BS/BA or equivalent.
Unified Collaboration Sr Cnslt	5	5	Design, implementation and upgrade experience on Microsoft UC, CUCM (Call Manager), CUC (Unity Connection), CUCx (Unity Express), CUAC (attendant console), CER (Emergency Responder), CUPS (Presence), CUBE versions 8.x and 9.x and in dealing with Cisco UC TAC organization; opening tickets, working tickets, log capture, etc.	BS/BA or equivalent.
Unified Collaboration Exec Cnslt	5	5	Design, implementation and upgrade experience on CUCM (Call Manager), CUC (Unity Connection), CUCx (Unity Express), CUAC (attendant console), CER (Emergency Responder), CUPS (Presence), CUBE versions 8.x and 9.x and in dealing with Cisco UC TAC organization; opening tickets, working tickets, log capture, etc. Strong working knowledge of enterprise SIP trunking from service provider and of integration of Cisco UC components with other Cisco components and other third party customer premise components (i.e. paging, call center, active directory, exchange, voicemail, non-Cisco switches, etc.) as well as 3rd party integrations / federations with other domains. Assists in the coordination and management of Cisco UC deliverables, allocating tasks and providing technical leadership to Exec. Consultants.	CCIE or Equivalent
Unified Collaboration Principal	10	10	Experience managing Microsoft UC and Cisco consultants. Responsible for providing leadership, governance and project ownership. Manages collaboration between multiple solution towers and technologies.	BS/BA or equivalent.
Unified Collaboration SI Analyst	1	1	Primarily responsible for implementing to design specifications using a modern OOP language and participating in design and testing.	BS/BA or equivalent.
Unified Collaboration SI IE	2	2	Primarily responsible for implementing to design specifications using a modern OOP language and participating in design and testing. Must have expertise in one or more CCS systems integration area of expertise (Desktop, VXML/CCXML, CTI, Custom Reporting/Data Warehousing or Statistical compilation).	BS/BA or equivalent.

Unified Collaboration SI Sr IE	5	5	Experience related to Contact Center technologies. Primarily responsible for implementing to design specifications using a modern OOP language and participating in design and testing. Must have expertise in three or more CCS systems integration area of expertise (Desktop, VXML/CCXML, CTI, Custom Reporting/Data Warehousing or Statistical compilation).	BS/BA or equivalent.
Unified Collaboration SI Exec IE	10	10	Experience related to Contact Center technologies. Serves as a strategic thought leader leading and managing diverse contact center solutions. Must have expertise in three or more CCS systems integration area of expertise (Desktop, VXML/CCXML, CTI, Custom Reporting/Data Warehousing or Statistical compilation).	BS/BA or equivalent.
Unified Collaboration SI Principal	10	10	Experience in the Contact Center industry. Responsible for providing leadership, governance and project ownership. Manages collaboration between multiple solution towers and technologies.	BS/BA or equivalent.
Unified Collaboration Tech PM	5	5	Experience in the management of Cisco UC solutions following the Cisco Prepare, Plan, Design, Implement, Operate and Optimize (PPDIOO) project delivery methodology. Possess some form of technical Unified Communications background (i.e. telecom ordering/provisioning, Cisco UCCE/UCCX engineer, Nortel design and implementation engineer, etc.) and are experienced in all aspects of project coordination for Unified Communications implementations. Primarily responsible for project governance, scope management and resource planning. Proficient in managing implementation from Discovery and Design through implementation and transition.	ITIL Foundation or equivalent
Unified Collaboration Sr Tech PM	10	10	Experience in the management of Cisco UC solutions following the Cisco Prepare, Plan, Design, Implement, Operate and Optimize (PPDIOO) project delivery methodology. Possess some form of technical Unified Communications background (i.e. telecom ordering/provisioning, Cisco UCCE/UCCX engineer, Nortel design and implementation engineer, etc.) and are experienced in all aspects of project coordination for Unified Communications implementations. Primarily responsible for project governance, scope management and resource planning. Proficient in managing implementation from Discovery and Design through implementation and transition.	ITIL Foundation or equivalent
Unified Collaboration Tech Prog Mgr	8	8	Experience in the management of Cisco UC solutions following the Cisco Prepare, Plan, Design, Implement, Operate and Optimize (PPDIOO) project delivery methodology. Possess some form of technical Unified Communications background (i.e. telecom ordering/provisioning, Cisco UCCE/UCCX engineer, Nortel design and implementation engineer, etc.) and are experienced in all aspects of project coordination for Unified Communications implementations. Primarily responsible for project governance, scope management and resource planning. Proficient in managing implementation from Discovery and Design through implementation and transition. Primarily responsible for program leadership, customer communications and executive reporting. Coordinates activities across multiple project tracks and ensures comprehensive solution delivery of complex, multi-tower engagements.	ITIL Foundation or equivalent

(*) Hourly Rates applicable to Contract Year 5 and Contract Year 5.5

Optional Services (\$)

Resource Description		Metric	Contract					Renewal Option 1		Renewal Option 2	
			Year 1	Year 2	Year 3	Year 4	Year 5 *	Year 1	Year 2	Year 1	Year 2
Optional Services											
2.7.1	DDI										
	DDI Changes										
	DDI-SSP Changes	Per Change NRC	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	
	DDI - Premium Change	Per Change NRC	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00	
2.7.2	DDI Management										
	DDI - SSP Host Mgmt	Per Device Per Month	\$1,901.00	\$1,901.00	\$1,901.00	\$1,901.00	\$1,901.00	\$1,901.00	\$1,901.00	\$1,901.00	
	DDI - SSP SW Maint	Per Device Per Month	\$4,190.00	\$4,190.00	\$4,190.00	\$4,190.00	\$4,190.00	\$4,190.00	\$4,190.00	\$4,190.00	
	DDI - Appliance Mgmt	Per Device Per Month	\$2,405.00	\$2,405.00	\$2,405.00	\$2,405.00	\$2,405.00	\$2,405.00	\$2,405.00	\$2,405.00	
	DDI - Appliance Maint	Per Device Per Month	\$1,401.00	\$1,401.00	\$1,401.00	\$1,401.00	\$1,401.00	\$1,401.00	\$1,401.00	\$1,401.00	
2.7.4	10G Replication Circuit										
	10G Replication Circuit	Per Circuit Per Month	\$29,542.00	\$29,542.00	\$29,542.00	\$29,542.00	\$29,542.00	\$29,542.00	\$29,542.00	\$29,542.00	

END

Discretionary Charges (\$)

Resource Description	Metric	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5 *	Renewal Option 1		Renewal Option 2	
							Year 1	Year 2	Year 1	Year 2
2.6.1 Miscellaneous Services										
Extended Demarc	Per Circuit	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50
Inside Wiring	Per Cable	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50	\$500.50
Expedite	Per Order	\$1,050.00	\$1,050.00	\$1,050.00	\$1,050.00	\$1,050.00	\$1,050.00	\$1,050.00	\$1,050.00	\$1,050.00
No Fault Found Dispatches	Per Dispatch	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Physical Change	Per Site	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hard MAC	Per Change	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Reconfiguration	Per Circuit	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Reconfiguration - Bandwidth	Per Port	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Site De-Installation	Per Site	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Physical Site Survey	Per Site	\$429.00	\$429.00	\$429.00	\$429.00	\$429.00	\$429.00	\$429.00	\$429.00	\$429.00
Remote Site Survey	Per Site	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Pending Order Cancellation	Per Order	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Pending Order Change	Per Order	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Rescheduling Charges	Per Order	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Service Date Change	Per Order	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Administrative Change	Per Change	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.6.2 Managed WAN Optional Change Management (OCM)										
Managed Migration – Basic	Per Device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Managed Migration – Complex	Per Device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hard MACD Type 1	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hard MACD Type 2	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Site De-installation	Per Site	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.6.3 Managed LAN Optional Change Management (OCM)										
Soft MACD Type 1	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Soft MACD Type 2	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hard MACD Type 1	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hard MACD Type 2	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Site De-installation	Per Site	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.6.4 Managed WLAN Optional Change Management (OCM)										
Implementation (Modify Existing)	Change per device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Design (Single Feature/Protocol)	Change per device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Design Plus (Multiple Feature/Protocol)	Change per device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Soft MACD Type 1	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Soft MACD Type 2	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hard MACD Type 1	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hard MACD Type 2	Per MACD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Site De-installation	Per Site	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.6.5 Secure Gateway Related Services										
Secure Gateway Design (Single Feature/Protocol)	Per Feature/Protocol	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Secure Gateway Design Plus (Multiple Feature/Protocol)	Per Device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Secure Gateway Application of Design Changes	Per Device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.6.6 Phone Accessories										
Phone wall mt	Per Device	\$7.14	\$7.14	\$7.14	\$7.14	\$7.14	\$7.14	\$7.14	\$7.14	\$7.14
Phone Accessory- Wall Mount Kits	Per Device	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28
Plantronics headset 740SS	Per Device	\$258.99	\$258.99	\$258.99	\$258.99	\$258.99	\$258.99	\$258.99	\$258.99	\$258.99

	Plantronics headsetPTfocus	Per Device	\$166.02	\$166.02	\$166.02	\$166.02	\$166.02	\$166.02	\$166.02	\$166.02	\$166.02
	Polycom USB video Camera	Per Device	\$87.99	\$87.99	\$87.99	\$87.99	\$87.99	\$87.99	\$87.99	\$87.99	\$87.99
2.6.7	VCC Related Services										
	Professional Services Hours	Per Hour	\$340.00	\$340.00	\$340.00	\$340.00	\$340.00	\$340.00	\$340.00	\$340.00	\$340.00
	Basic Self-Service IVR	Per Instance	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00
	Premium Self-Service IVR	Per Instance	\$10,500.00	\$10,500.00	\$10,500.00	\$10,500.00	\$10,500.00	\$10,500.00	\$10,500.00	\$10,500.00	\$10,500.00
	Automated Speech Recognition (Per 10 Actions)	Per Instance	\$6,375.00	\$6,375.00	\$6,375.00	\$6,375.00	\$6,375.00	\$6,375.00	\$6,375.00	\$6,375.00	\$6,375.00
	CRM-Driven Screen Pop / Call Routing	Per Instance	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00
	Named Agent Routing	Per Business Unit	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00	\$6,500.00
	Auto Attendant Implementation	Per Business Unit	\$5,400.00	\$5,400.00	\$5,400.00	\$5,400.00	\$5,400.00	\$5,400.00	\$5,400.00	\$5,400.00	\$5,400.00
	CXone Pro Quality Management with Voice Recording	One Time Implementation (NRC)	\$7,910.00	\$7,910.00	\$7,910.00	\$7,910.00	\$7,910.00	\$7,910.00	\$7,910.00	\$7,910.00	\$7,910.00
	CXone Pro Quality Management Pro Training	Per Training Class	\$7,345.00	\$7,345.00	\$7,345.00	\$7,345.00	\$7,345.00	\$7,345.00	\$7,345.00	\$7,345.00	\$7,345.00
	NICE Workforce Management Essentials Implementation	Per Business Unit	\$42,900.00	\$42,900.00	\$42,900.00	\$42,900.00	\$42,900.00	\$42,900.00	\$42,900.00	\$42,900.00	\$42,900.00
	NICE Workforce Management Advanced Implementation	Per Business Unit	\$54,900.00	\$54,900.00	\$54,900.00	\$54,900.00	\$54,900.00	\$54,900.00	\$54,900.00	\$54,900.00	\$54,900.00
	NICE Workload Manager Implementation	Per Business Unit	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00
	NICE WFM Advanced Plus Implementation	Per Business Unit	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00
	NICE Interaction Management Implementation	Per Business Unit	\$9,000.00	\$9,000.00	\$9,000.00	\$9,000.00	\$9,000.00	\$9,000.00	\$9,000.00	\$9,000.00	\$9,000.00
	CXone Pro Screen Recording Pro	One Time Implementation (NRC)	\$4,520.00	\$4,520.00	\$4,520.00	\$4,520.00	\$4,520.00	\$4,520.00	\$4,520.00	\$4,520.00	\$4,520.00
	ECHO Implementation	Per Business Unit	\$18,000.00	\$18,000.00	\$18,000.00	\$18,000.00	\$18,000.00	\$18,000.00	\$18,000.00	\$18,000.00	\$18,000.00
	ECHO Survey Creation	Per Survey	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00
	ECHO ACD Integration	Per ACD	\$6,563.00	\$6,563.00	\$6,563.00	\$6,563.00	\$6,563.00	\$6,563.00	\$6,563.00	\$6,563.00	\$6,563.00
	inView Standard Implementation	Per Business Unit	\$9,562.50	\$9,562.50	\$9,562.50	\$9,562.50	\$9,562.50	\$9,562.50	\$9,562.50	\$9,562.50	\$9,562.50
	inView Salesforce.com Integration	Per Business Unit	\$5,737.50	\$5,737.50	\$5,737.50	\$5,737.50	\$5,737.50	\$5,737.50	\$5,737.50	\$5,737.50	\$5,737.50
	inView ECHO Implementation	Per Business Unit	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00
	inContact Advanced Analytics	Per Business Unit	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00
	Inbound SMS Application Fee (Per BU) - SETUP	Per Business Unit	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00
	Inbound SMS Implementation	Per Business Unit	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00	\$1,800.00
	inContact Social Media Implementation	Per Business Unit	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00
	SMS Long Code - SETUP	Per Code	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00
	SMS Short Code - SETUP	Per Code	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00
	SMS Custom Short Code - SETUP	Per Code	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00	\$4,200.00
	SMS Toll Free Long Code - SETUP	Per Code	\$1,080.00	\$1,080.00	\$1,080.00	\$1,080.00	\$1,080.00	\$1,080.00	\$1,080.00	\$1,080.00	\$1,080.00
	Personal Connection Dialer Installation (up to 50 users)	Per Business Unit	\$3,825.00	\$3,825.00	\$3,825.00	\$3,825.00	\$3,825.00	\$3,825.00	\$3,825.00	\$3,825.00	\$3,825.00
	Personal Connection Dialer Additional User Enablement	Per User	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00
	Personal Connection 3rd party Software Integration	Per Instance	\$9,712.50	\$9,712.50	\$9,712.50	\$9,712.50	\$9,712.50	\$9,712.50	\$9,712.50	\$9,712.50	\$9,712.50
	Outbound Email Campaign Implementation	Per Campaign	\$1,200.00	\$1,200.00	\$1,200.00	\$1,200.00	\$1,200.00	\$1,200.00	\$1,200.00	\$1,200.00	\$1,200.00
	Outbound SMS Application Fee (Per BU) - SETUP	Per Business Unit	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00	\$450.00
	Outbound SMS Campaign Implementation	Per Campaign	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00
	Direct Data Access Activation	Per Business Unit	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00
	IPSec Implementation	Per Site	\$600.00	\$600.00	\$600.00	\$600.00	\$600.00	\$600.00	\$600.00	\$600.00	\$600.00

2.6.8	Carrier DataCenter Connection	Per Rack Unit	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00
	VCC Advanced Features										
	Professional Services On-Demand	Per Quarter Hour	\$72.25	\$72.25	\$72.25	\$72.25	\$72.25	\$72.25	\$72.25	\$72.25	\$72.25
	Technical Account Manager	Per Business Unit	\$3,612.50	\$3,612.50	\$3,612.50	\$3,612.50	\$3,612.50	\$3,612.50	\$3,612.50	\$3,612.50	\$3,612.50
	Automated Speech Recognition	Per Minute	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
	Auto Attendant	Per Configured User	\$8.50	\$8.50	\$8.50	\$8.50	\$8.50	\$8.50	\$8.50	\$8.50	\$8.50
	Auto Attendant Lite	Per Configured User	\$5.95	\$5.95	\$5.95	\$5.95	\$5.95	\$5.95	\$5.95	\$5.95	\$5.95
	inContact Agent for Sales Force	Per User	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75
	inContact Agent for Oracle Service Cloud	Per User	\$21.25	\$21.25	\$21.25	\$21.25	\$21.25	\$21.25	\$21.25	\$21.25	\$21.25
	CXone Pro Quality Management with Voice Record	Per Configured User (MRC)	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00
	Interaction Management	Per Configured User	\$40.80	\$40.80	\$40.80	\$40.80	\$40.80	\$40.80	\$40.80	\$40.80	\$40.80
	CXone Pro Screen Recording Pro	Per Configured User (MRC)	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
	Workforce Management Essentials	Per Configured User	\$33.15	\$33.15	\$33.15	\$33.15	\$33.15	\$33.15	\$33.15	\$33.15	\$33.15
	Workforce Management Advanced	Per Configured User	\$46.75	\$46.75	\$46.75	\$46.75	\$46.75	\$46.75	\$46.75	\$46.75	\$46.75
	Workload Manager	Per Configured User	\$5.53	\$5.53	\$5.53	\$5.53	\$5.53	\$5.53	\$5.53	\$5.53	\$5.53
	WFM Advanced Plus	Per Configured User	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75	\$12.75
	ECHO (per Agent)	Per Configured User	\$34.00	\$34.00	\$34.00	\$34.00	\$34.00	\$34.00	\$34.00	\$34.00	\$34.00
	ECHO (per Completed Survey)	Per Survey	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28	\$1.28
	ECHO Transcription Services	Per Comment	\$1.70	\$1.70	\$1.70	\$1.70	\$1.70	\$1.70	\$1.70	\$1.70	\$1.70
	ECHO Non-inContact ACD Integration	Per ACD	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00
	InView Performance Management	Per Configured User	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50
	InView Gamification	Per Configured User	\$13.60	\$13.60	\$13.60	\$13.60	\$13.60	\$13.60	\$13.60	\$13.60	\$13.60
	InView Messaging	Per Configured User	\$6.80	\$6.80	\$6.80	\$6.80	\$6.80	\$6.80	\$6.80	\$6.80	\$6.80
	InView Coaching and Learning Management	Per Configured User	\$19.55	\$19.55	\$19.55	\$19.55	\$19.55	\$19.55	\$19.55	\$19.55	\$19.55
	inContact Advanced Analytics	Per Configured User	\$31.45	\$31.45	\$31.45	\$31.45	\$31.45	\$31.45	\$31.45	\$31.45	\$31.45
	Inbound SMS Application	Per Month	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75
	Incoming SMS - messages	Per Message	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02
	SMS Long Code	Per Code	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50
	SMS Short Code	Per Code	\$2,125.00	\$2,125.00	\$2,125.00	\$2,125.00	\$2,125.00	\$2,125.00	\$2,125.00	\$2,125.00	\$2,125.00
	SMS Custom Short Code	Per Code	\$3,272.50	\$3,272.50	\$3,272.50	\$3,272.50	\$3,272.50	\$3,272.50	\$3,272.50	\$3,272.50	\$3,272.50
	SMS Toll Free Long Code	Per Code	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50	\$212.50
	SMS Toll Free Long Code - messages	Per Message	\$0.03	\$0.03	\$0.03	\$0.03	\$0.03	\$0.03	\$0.03	\$0.03	\$0.03
	inContact Social Media	Per Configured User	\$119.00	\$119.00	\$119.00	\$119.00	\$119.00	\$119.00	\$119.00	\$119.00	\$119.00
Personal Connection Dialer	Per Configured User	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50	\$25.50	
Outbound SMS Application MRC - (Per Business U	Per Month	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00	\$680.00	
Outgoing SMS - messages	Per Message	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	
Outbound Email 100K - (Recurring)	Per Month	\$170.00	\$170.00	\$170.00	\$170.00	\$170.00	\$170.00	\$170.00	\$170.00	\$170.00	
Outbound Email 1.5M- (Recurring)	Per Month	\$1,062.50	\$1,062.50	\$1,062.50	\$1,062.50	\$1,062.50	\$1,062.50	\$1,062.50	\$1,062.50	\$1,062.50	
Direct Data Access - (Per Business Unit)	Per Business Unit	\$850.00	\$850.00	\$850.00	\$850.00	\$850.00	\$850.00	\$850.00	\$850.00	\$850.00	
IP Sec	Per site	\$63.75	\$63.75	\$63.75	\$63.75	\$63.75	\$63.75	\$63.75	\$63.75	\$63.75	
Integrated Softphone - WebRTC (Integrated Softphone User)	Per Configured User	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
2.6.9	VOIP Related Services										
	Cancellation (cancellation of VoIP Service post-Order, prior to completion of Installation)	Per Location	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00
	Setup 1 – 500 telephone numbers	Per Location	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Setup >500 telephone numbers	Per Location	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Premium Service - Enterprise Activity Charge	Per Instance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Premium Service - Administrator Activity Charge	Per Instance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Premium Service - User Charge	Per Instance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Premium Service - Onsite Support	Per Hour	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Premium Service - Remote Support	Per Hour	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

Service Change - Simple	Per Event Per Location	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Service Change - Complex	Per Event Per Location	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

\$0.00	\$0.00
\$0.00	\$0.00

\$0.00	\$0.00
\$0.00	\$0.00

Usage Rates (\$)

\$1.0200

Resource Description		Metric	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6
SCI								
2.8.1	SCI Non-Committed Plan Usage	Per GB	\$2.8500	\$2.8500	\$2.8500	\$2.8500	\$2.8500	\$2.8500
VCE								
2.8.2	VCE International Long Distance Usage							
	International LD, Tier A	Per Minute	\$0.0600	\$0.0600	\$0.0600	\$0.0600	\$0.0600	\$0.0600
	International LD, Tier B	Per Minute	\$0.1000	\$0.1000	\$0.1000	\$0.1000	\$0.1000	\$0.1000
	International LD, Tier C	Per Minute	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500
	International LD, Tier D	Per Minute	\$0.5000	\$0.5000	\$0.5000	\$0.5000	\$0.5000	\$0.5000
VCE								
Conferencing								
2.8.3	Audio Conference Usage							
US Bridging Charges								
	Instant Mtg. Toll Meet Me	Per Minute	\$0.0095	\$0.0095	\$0.0095	\$0.0095	\$0.0095	\$0.0095
	Instant Mtg. Meet Me - IP Access	Per Minute	\$0.0086	\$0.0086	\$0.0086	\$0.0086	\$0.0086	\$0.0086
	Instant Mtg. Toll Meet Me - Wireless Access Option	Per Minute	\$0.0091	\$0.0091	\$0.0091	\$0.0091	\$0.0091	\$0.0091
	Unattended Toll Meet Me	Per Minute	\$0.0085	\$0.0085	\$0.0085	\$0.0085	\$0.0085	\$0.0085
	Standard Toll Meet Me	Per Minute	\$0.0690	\$0.0690	\$0.0690	\$0.0690	\$0.0690	\$0.0690
	Premier Toll Meet Me	Per Minute	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900
	Instant Meeting IP Dial Out Access - requires VZ VOIP	Per Minute	\$0.0086	\$0.0086	\$0.0086	\$0.0086	\$0.0086	\$0.0086
	Instant Mtg. Toll Free Meet Me	Per Minute	\$0.0146	\$0.0146	\$0.0146	\$0.0146	\$0.0146	\$0.0146
	Instant Mtg. Dial Out	Per Minute	\$0.0146	\$0.0146	\$0.0146	\$0.0146	\$0.0146	\$0.0146
	Instant Mtg. 8XX Meet Me - Wireless Access Option	Per Minute	\$0.0154	\$0.0154	\$0.0154	\$0.0154	\$0.0154	\$0.0154
	Unattended Toll Free Meet Me	Per Minute	\$0.0146	\$0.0146	\$0.0146	\$0.0146	\$0.0146	\$0.0146
	Standard Toll Free Meet Me	Per Minute	\$0.0780	\$0.0780	\$0.0780	\$0.0780	\$0.0780	\$0.0780
	Standard Dial Out	Per Minute	\$0.1485	\$0.1485	\$0.1485	\$0.1485	\$0.1485	\$0.1485
	Premier Toll Free Meet Me	Per Minute	\$0.0960	\$0.0960	\$0.0960	\$0.0960	\$0.0960	\$0.0960
	Premier Dial Out	Per Minute	\$0.1980	\$0.1980	\$0.1980	\$0.1980	\$0.1980	\$0.1980
Canada Bridging Charges								
	Canada Instant Mtg. Toll Free Meet Me	Per Minute	\$0.0473	\$0.0473	\$0.0473	\$0.0473	\$0.0473	\$0.0473
	Canada Instant Mtg. Dial Out	Per Minute	\$0.0473	\$0.0473	\$0.0473	\$0.0473	\$0.0473	\$0.0473
	Canada Unattended Toll Free Meet Me	Per Minute	\$0.0473	\$0.0473	\$0.0473	\$0.0473	\$0.0473	\$0.0473
	Canada Standard Toll Free Meet Me	Per Minute	\$0.1530	\$0.1530	\$0.1530	\$0.1530	\$0.1530	\$0.1530
	Canada Standard Dial Out	Per Minute	\$0.1665	\$0.1665	\$0.1665	\$0.1665	\$0.1665	\$0.1665
	Canada Premier Toll Free Meet Me	Per Minute	\$0.1980	\$0.1980	\$0.1980	\$0.1980	\$0.1980	\$0.1980
	Canada Premier Dial Out	Per Minute	\$0.2160	\$0.2160	\$0.2160	\$0.2160	\$0.2160	\$0.2160
Global Access Transport Charges								
	Local Access Transport Zone A	Per Minute	\$0.0150	\$0.0150	\$0.0150	\$0.0150	\$0.0150	\$0.0150
	Local Access Transport Zone C	Per Minute	\$0.0600	\$0.0600	\$0.0600	\$0.0600	\$0.0600	\$0.0600
	Local Access Transport Zone D	Per Minute	\$0.0700	\$0.0700	\$0.0700	\$0.0700	\$0.0700	\$0.0700
	Local Access Transport Zone E	Per Minute	\$0.2250	\$0.2250	\$0.2250	\$0.2250	\$0.2250	\$0.2250
	Local Access Transport Zone F	Per Minute	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500
	Local Access Transport Zone G	Per Minute	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500
	Freephone (IFN) Transport Zone A	Per Minute	\$0.0700	\$0.0700	\$0.0700	\$0.0700	\$0.0700	\$0.0700
	Freephone (IFN) Transport Zone C	Per Minute	\$0.1200	\$0.1200	\$0.1200	\$0.1200	\$0.1200	\$0.1200
	Freephone (IFN) Transport Zone D	Per Minute	\$0.1400	\$0.1400	\$0.1400	\$0.1400	\$0.1400	\$0.1400
	Freephone (IFN) Transport Zone E	Per Minute	\$0.2800	\$0.2800	\$0.2800	\$0.2800	\$0.2800	\$0.2800
	Freephone (IFN) Transport Zone F	Per Minute	\$0.3200	\$0.3200	\$0.3200	\$0.3200	\$0.3200	\$0.3200
	Freephone (IFN) Transport Zone G	Per Minute	\$0.3200	\$0.3200	\$0.3200	\$0.3200	\$0.3200	\$0.3200

Note: Global access charge requires a bridging charge with the transport charge.

Renewal Option 1		Renewal Option 2	
Year 1	Year 2	Year 1	Year 2
\$2.8500	\$2.8500	\$2.8500	\$2.8500
\$0.0600	\$0.0600	\$0.0600	\$0.0600
\$0.1000	\$0.1000	\$0.1000	\$0.1000
\$0.2500	\$0.2500	\$0.2500	\$0.2500
\$0.5000	\$0.5000	\$0.5000	\$0.5000
\$0.0095	\$0.0095	\$0.0095	\$0.0095
\$0.0086	\$0.0086	\$0.0086	\$0.0086
\$0.0091	\$0.0091	\$0.0091	\$0.0091
\$0.0085	\$0.0085	\$0.0085	\$0.0085
\$0.0690	\$0.0690	\$0.0690	\$0.0690
\$0.0900	\$0.0900	\$0.0900	\$0.0900
\$0.0086	\$0.0086	\$0.0086	\$0.0086
\$0.0146	\$0.0146	\$0.0146	\$0.0146
\$0.0146	\$0.0146	\$0.0146	\$0.0146
\$0.0154	\$0.0154	\$0.0154	\$0.0154
\$0.0146	\$0.0146	\$0.0146	\$0.0146
\$0.0780	\$0.0780	\$0.0780	\$0.0780
\$0.1485	\$0.1485	\$0.1485	\$0.1485
\$0.0960	\$0.0960	\$0.0960	\$0.0960
\$0.1980	\$0.1980	\$0.1980	\$0.1980
\$0.0473	\$0.0473	\$0.0473	\$0.0473
\$0.0473	\$0.0473	\$0.0473	\$0.0473
\$0.0473	\$0.0473	\$0.0473	\$0.0473
\$0.1530	\$0.1530	\$0.1530	\$0.1530
\$0.1665	\$0.1665	\$0.1665	\$0.1665
\$0.1980	\$0.1980	\$0.1980	\$0.1980
\$0.2160	\$0.2160	\$0.2160	\$0.2160
\$0.0150	\$0.0150	\$0.0150	\$0.0150
\$0.0600	\$0.0600	\$0.0600	\$0.0600
\$0.0700	\$0.0700	\$0.0700	\$0.0700
\$0.2250	\$0.2250	\$0.2250	\$0.2250
\$0.1500	\$0.1500	\$0.1500	\$0.1500
\$0.2500	\$0.2500	\$0.2500	\$0.2500
\$0.0700	\$0.0700	\$0.0700	\$0.0700
\$0.1200	\$0.1200	\$0.1200	\$0.1200
\$0.1400	\$0.1400	\$0.1400	\$0.1400
\$0.2800	\$0.2800	\$0.2800	\$0.2800
\$0.3200	\$0.3200	\$0.3200	\$0.3200
\$0.3200	\$0.3200	\$0.3200	\$0.3200

2.8.4

Audio Conference Options Usage													
Cancellation Charge		Per reserved bridge port	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000
Overbooking (after first 50 bridge ports)		Per Port	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00
Platinum Premier Service													
Setup Fee	Premier	Per Conference	#####	\$300.0000	\$300.0000	\$300.0000	\$300.0000	\$300.0000	\$300.0000	\$300.0000	\$300.0000	\$300.0000	\$300.0000
1-30 Minutes	Premier	Per 30 minutes	\$80.0000	\$80.0000	\$80.0000	\$80.0000	\$80.0000	\$80.0000	\$80.0000	\$80.0000	\$80.0000	\$80.0000	\$80.0000
Additional 15 Minute Intervals	Premier	Per 15 minutes	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000
Audio Web Streaming & Replay													
Stream 0-4	Premier, Standard	Per Conference	#####	\$775.0000	\$775.0000	\$775.0000	\$775.0000	\$775.0000	\$775.0000	\$775.0000	\$775.0000	\$775.0000	\$775.0000
Stream 5-10	Premier, Standard	Per Conference	#####	\$800.0000	\$800.0000	\$800.0000	\$800.0000	\$800.0000	\$800.0000	\$800.0000	\$800.0000	\$800.0000	\$800.0000
Stream 11-25	Premier, Standard	Per Conference	#####	\$850.0000	\$850.0000	\$850.0000	\$850.0000	\$850.0000	\$850.0000	\$850.0000	\$850.0000	\$850.0000	\$850.0000
Stream 26-50	Premier, Standard	Per Conference	#####	\$900.0000	\$900.0000	\$900.0000	\$900.0000	\$900.0000	\$900.0000	\$900.0000	\$900.0000	\$900.0000	\$900.0000
Stream 51-250	Premier, Standard	Per Conference	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Stream 251-500	Premier, Standard	Per Conference	#####	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000
Stream 500+	Premier, Standard	Per Conference	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Communications Line	Premier	Per Conference	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000
Conference Recording													
CD	Premier, Standard	Per Conference	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000
Downloadable File	Premier, Standard	Per Conference	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000
Instant Replay Plus													
Setup Fee	Premier, Standard	Per Conference	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000
Toll Free Access	Premier, Standard	Per Minute	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500
Toll Access	Premier, Standard	Per Minute	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500
Voice Response	Premier, Standard												
Setup Fee	Premier, Standard	Per Conference	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000
Per Retrieval Transcription (5 pieces max per participant)	Premier, Standard	Per retrieval	\$1.0000	\$1.0000	\$1.0000	\$1.0000	\$1.0000	\$1.0000	\$1.0000	\$1.0000	\$1.0000	\$1.0000	\$1.0000
Per 15 minutes Voice Retrieval transcription for more than 5 pieces of info)	Premier, Standard	Per 15 Minutes	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000
Voice Talent Charge to Provision Voice Response (per 5 minutes)	Premier, Standard	Per request	#####	\$199.0000	\$199.0000	\$199.0000	\$199.0000	\$199.0000	\$199.0000	\$199.0000	\$199.0000	\$199.0000	\$199.0000
Instant Meeting Instant Replay													
Setup	Instant Meeting	Per Conference	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000
Toll Free Replay Access	Instant Meeting	Per Minute	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500
Toll Replay Access	Instant Meeting	Per Minute	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500	\$0.1500
Audio CD	Instant Meeting	Per Conference	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000
.WAV CD	Instant Meeting	Per Conference	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000
.WAV File	Instant Meeting	Per Conference	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000	\$25.0000
Participant List	Premier, Standard	Per Conference	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000
Transcription, per hour	Premier, Standard	Per 15 minutes	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000
Coordinator/Help Request	Unattended	Per Request	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000
Instant Meeting Increase Conference Size	Instant Meeting	Per Request	\$20.0000	\$20.0000	\$20.0000	\$20.0000	\$20.0000	\$20.0000	\$20.0000	\$20.0000	\$20.0000	\$20.0000	\$20.0000
Downloadable Net File	Reserved Net	Per Conference	#####	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000
Net Replay													
Initial Setup Fee (First 30 days)	Premier, Standard	Per Conference	#####	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000	\$100.0000
Fee for each subsequent 30 days	Premier, Standard	Per Conference	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000	\$40.0000
Operator Hosting - Reserved Net	Premier, Standard	Per Minute	\$0.1000	\$0.1000	\$0.1000	\$0.1000	\$0.1000	\$0.1000	\$0.1000	\$0.1000	\$0.1000	\$0.1000	\$0.1000
Pre-Notification (48 hours advanced notice to participants)													
Per Domestic Participant	Premier	Per Participant	\$2.5000	\$2.5000	\$2.5000	\$2.5000	\$2.5000	\$2.5000	\$2.5000	\$2.5000	\$2.5000	\$2.5000	\$2.5000
Per Canada Participant	Premier	Per Participant	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000	\$3.5000
Per International participant	Premier	Per Participant	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000	\$50.0000
WebEx Enterprise Edition-Meeting Center, Training Center, Support Center, Event Center													
Reserved Net Conference for WebEx Event Center		Per Minute	\$0.1100	\$0.1100	\$0.1100	\$0.1100	\$0.1100	\$0.1100	\$0.1100	\$0.1100	\$0.1100	\$0.1100	\$0.1100
Cloud Connected Audio Access Minutes Global													
CCA Toll	Australia	Per Minute	\$0.4900	\$0.4900	\$0.4900	\$0.4900	\$0.4900	\$0.4900	\$0.4900	\$0.4900	\$0.4900	\$0.4900	\$0.4900
CCA Toll	Austria	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Belgium	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122

CCA Toll	Brazil	Per Minute	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477
CCA Toll	Canada	Per Minute	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096
CCA Toll	China	Per Minute	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462
CCA Toll	Czech Republic	Per Minute	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216
CCA Toll	Denmark	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Finland	Per Minute	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216
CCA Toll	France	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Germany	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Greece	Per Minute	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216
CCA Toll	Hong Kong	Per Minute	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450
CCA Toll	Hungary	Per Minute	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477
CCA Toll	India	Per Minute	\$0.0850	\$0.0850	\$0.0850	\$0.0850	\$0.0850	\$0.0850	\$0.0850	\$0.0850	\$0.0850	\$0.0850
CCA Toll	Ireland	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Italy	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Japan	Per Minute	\$0.1350	\$0.1350	\$0.1350	\$0.1350	\$0.1350	\$0.1350	\$0.1350	\$0.1350	\$0.1350	\$0.1350
CCA Toll	Korea, Republic of	Per Minute	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591
CCA Toll	Luxembourg	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Mexico	Per Minute	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550
CCA Toll	Netherlands	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	New Zealand	Per Minute	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591
CCA Toll	Norway	Per Minute	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216
CCA Toll	Philippines	Per Minute	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462	\$0.2462
CCA Toll	Portugal	Per Minute	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477	\$0.1477
CCA Toll	Romania	Per Minute	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591	\$0.0591
CCA Toll	Singapore	Per Minute	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450	\$0.0450
CCA Toll	Slovakia	Per Minute	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216	\$0.2216
CCA Toll	Spain	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Sweden	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Switzerland	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	Taiwan, Republic of	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll	UK	Per Minute	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122	\$0.0122
CCA Toll	United States	Per Minute	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096
CCA Toll Free	Argentina	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Australia	Per Minute	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550
CCA Toll Free	Austria	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll Free	Belgium	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll Free	Brazil	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Canada	Per Minute	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127
CCA Toll Free	Chile	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	China	Per Minute	\$0.2950	\$0.2950	\$0.2950	\$0.2950	\$0.2950	\$0.2950	\$0.2950	\$0.2950	\$0.2950	\$0.2950
CCA Toll Free	Colombia	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Costa Rica	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Croatia	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Czech Republic	Per Minute	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757
CCA Toll Free	Denmark	Per Minute	\$0.1650	\$0.1650	\$0.1650	\$0.1650	\$0.1650	\$0.1650	\$0.1650	\$0.1650	\$0.1650	\$0.1650
CCA Toll Free	Egypt	Per Minute	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990
CCA Toll Free	Estonia	Per Minute	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757
CCA Toll Free	Finland	Per Minute	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757
CCA Toll Free	France	Per Minute	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325
CCA Toll Free	Germany	Per Minute	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325	\$0.0325
CCA Toll Free	Greece	Per Minute	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757
CCA Toll Free	Hong Kong	Per Minute	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182
CCA Toll Free	Hungary	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	India	Per Minute	\$0.2250	\$0.2250	\$0.2250	\$0.2250	\$0.2250	\$0.2250	\$0.2250	\$0.2250	\$0.2250	\$0.2250
CCA Toll Free	Indonesia	Per Minute	\$0.3750	\$0.3750	\$0.3750	\$0.3750	\$0.3750	\$0.3750	\$0.3750	\$0.3750	\$0.3750	\$0.3750
CCA Toll Free	Ireland	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll Free	Israel	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Italy	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll Free	Japan	Per Minute	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250
CCA Toll Free	Korea, Republic of	Per Minute	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182	\$0.1182

CCA Toll Free	Latvia	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Luxembourg	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll Free	Malaysia	Per Minute	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379
CCA Toll Free	Mexico	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Netherlands	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll Free	New Zealand	Per Minute	\$0.1450	\$0.1450	\$0.1450	\$0.1450	\$0.1450	\$0.1450	\$0.1450	\$0.1450	\$0.1450	\$0.1450
CCA Toll Free	Norway	Per Minute	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757
CCA Toll Free	Panama	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Peru	Per Minute	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450
CCA Toll Free	Philippines	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Poland	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Portugal	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Russian Federati	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Saudi Arabia	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Singapore	Per Minute	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379
CCA Toll Free	Slovakia	Per Minute	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757	\$0.2757
CCA Toll Free	South Africa	Per Minute	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990	\$0.3990
CCA Toll Free	Spain	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll Free	Sweden	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll Free	Switzerland	Per Minute	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689	\$0.0689
CCA Toll Free	Taiwan, Republic	Per Minute	\$0.1850	\$0.1850	\$0.1850	\$0.1850	\$0.1850	\$0.1850	\$0.1850	\$0.1850	\$0.1850	\$0.1850
CCA Toll Free	Thailand	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Turkey	Per Minute	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379	\$0.1379
CCA Toll Free	UK	Per Minute	\$0.0265	\$0.0265	\$0.0265	\$0.0265	\$0.0265	\$0.0265	\$0.0265	\$0.0265	\$0.0265	\$0.0265
CCA Toll Free	United Arab Emirs	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	United States	Per Minute	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127
CCA Toll Free	Uruguay	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Venezuela	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Toll Free	Viet Nam	Per Minute	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151	\$0.3151
CCA Dial Out	Afghanistan	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Albania	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Algeria	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	American Samoa	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Andorra	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Angola	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Antarctica	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Antigua And Barb	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Argentina	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314
CCA Dial Out	Armenia	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Australia	Per Minute	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500
CCA Dial Out	Austria	Per Minute	\$0.2350	\$0.2350	\$0.2350	\$0.2350	\$0.2350	\$0.2350	\$0.2350	\$0.2350	\$0.2350	\$0.2350
CCA Dial Out	Azerbaijan	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Bahrain	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Bangladesh	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Belarus	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Belgium	Per Minute	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623
CCA Dial Out	Belize	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Benin	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Bermuda	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Bhutan	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Bolivia	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Bosnia And Herz	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Botswana	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Brazil	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314
CCA Dial Out	British Indian Oce	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Brunei Darussala	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Bulgaria	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Burkina Faso	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Burundi	Per Minute	\$0.7850	\$0.7850	\$0.7850	\$0.7850	\$0.7850	\$0.7850	\$0.7850	\$0.7850	\$0.7850	\$0.7850
CCA Dial Out	CUBA	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739

CCA Dial Out	Cambodia	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Cameroon	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Canada	Per Minute	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127
CCA Dial Out	Cape Verde	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Central African R	Per Minute	\$1.4200	\$1.4200	\$1.4200	\$1.4200	\$1.4200	\$1.4200	\$1.4200	\$1.4200	\$1.4200	\$1.4200
CCA Dial Out	Chad	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Chile	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	China	Per Minute	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600
CCA Dial Out	Colombia	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Comoros	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Congo	Per Minute	\$0.7050	\$0.7050	\$0.7050	\$0.7050	\$0.7050	\$0.7050	\$0.7050	\$0.7050	\$0.7050	\$0.7050
CCA Dial Out	Congo, The Dem	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Cook Islands	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Costa Rica	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314
CCA Dial Out	Croatia	Per Minute	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500
CCA Dial Out	Cyprus	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Czech Republic	Per Minute	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913
CCA Dial Out	Democratic Peop	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Denmark	Per Minute	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623
CCA Dial Out	Djibouti	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	East Timor	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Ecuador	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Egypt	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	El Salvador	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Equatorial Guine	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Eritrea	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Estonia	Per Minute	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913
CCA Dial Out	Ethiopia	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Falkland Islands	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Faroe Islands	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Fiji	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Finland	Per Minute	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913
CCA Dial Out	France	Per Minute	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280
CCA Dial Out	French Guiana	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	French Polynesia	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Gabon	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Gambia	Per Minute	\$0.9850	\$0.9850	\$0.9850	\$0.9850	\$0.9850	\$0.9850	\$0.9850	\$0.9850	\$0.9850	\$0.9850
CCA Dial Out	Georgia	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Germany	Per Minute	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280
CCA Dial Out	Ghana	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Gibraltar	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Greece	Per Minute	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913
CCA Dial Out	Greenland	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Guadeloupe	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Guam	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Guatemala	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Guinea	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Guinea-Bissau	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Guyana	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Haiti	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Honduras	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Hong Kong	Per Minute	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550	\$0.0550
CCA Dial Out	Hungary	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314
CCA Dial Out	IRAN,ISLAMIC R	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	IRAQ	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Iceland	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	India	Per Minute	\$0.1950	\$0.1950	\$0.1950	\$0.1950	\$0.1950	\$0.1950	\$0.1950	\$0.1950	\$0.1950	\$0.1950
CCA Dial Out	Indonesia	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Ireland	Per Minute	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623
CCA Dial Out	Israel	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314

CCA Dial Out	Italy	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314
CCA Dial Out	Ivory Coast	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Jamaica	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Japan	Per Minute	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845
CCA Dial Out	Jordan	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Kazakistan	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Kenya	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Kiribati	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Korea, Republic of	Per Minute	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845
CCA Dial Out	Kuwait	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Kyrgyzstan	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	LIBYA	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Lao Peoples Dem	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Latvia	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Lebanon	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Lesotho	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Liberia	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Liechtenstein	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Lithuania	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Luxembourg	Per Minute	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623
CCA Dial Out	Macao	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Macedonia, The	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Madagascar	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Malawi	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Malaysia	Per Minute	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845
CCA Dial Out	Maldives	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Mali	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Malta	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Marshall Islands	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Martinique	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Mauritania	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Mauritius	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Mayotte	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Mexico	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314
CCA Dial Out	Micronesia, Federated States of	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Moldova, Republic of	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Monaco	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Mongolia	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Montenegro	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Montserrat	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Morocco	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Mozambique	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Myanmar	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Namibia	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Nauru	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Nepal	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Netherlands	Per Minute	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623
CCA Dial Out	Netherlands Antilles	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	New Caledonia	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	New Zealand	Per Minute	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845
CCA Dial Out	Nicaragua	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Niger	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Nigeria	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Niue	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Northern Mariana Islands	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Norway	Per Minute	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913
CCA Dial Out	Oman	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Pakistan	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Palau	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Panama	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314

CCA Dial Out	Papua New Guin	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Paraguay	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Peru	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Philippines	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Poland	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314
CCA Dial Out	Portugal	Per Minute	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450	\$0.3450
CCA Dial Out	Puerto Rico	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Qatar	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Reunion	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Romania	Per Minute	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845
CCA Dial Out	Russian Federati	Per Minute	\$0.2850	\$0.2850	\$0.2850	\$0.2850	\$0.2850	\$0.2850	\$0.2850	\$0.2850	\$0.2850	\$0.2850
CCA Dial Out	Rwanda	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	SYRIAN ARAB R	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Saint Helena	Per Minute	\$6.8500	\$6.8500	\$6.8500	\$6.8500	\$6.8500	\$6.8500	\$6.8500	\$6.8500	\$6.8500	\$6.8500
CCA Dial Out	Saint Kitts And N	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Saint Lucia	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Saint Pierre And	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Samoa	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	San Marino	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Sao Tome And P	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Saudi Arabia	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Senegal	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Serbia	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Seychelles	Per Minute	\$1.1500	\$1.1500	\$1.1500	\$1.1500	\$1.1500	\$1.1500	\$1.1500	\$1.1500	\$1.1500	\$1.1500
CCA Dial Out	Sierra Leone	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Singapore	Per Minute	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845
CCA Dial Out	Slovakia	Per Minute	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913	\$0.1913
CCA Dial Out	Slovenia	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Solomon Islands	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Somalia	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	South Africa	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314
CCA Dial Out	Spain	Per Minute	\$0.0750	\$0.0750	\$0.0750	\$0.0750	\$0.0750	\$0.0750	\$0.0750	\$0.0750	\$0.0750	\$0.0750
CCA Dial Out	Sri Lanka	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Sudan	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Suriname	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Swaziland	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Sweden	Per Minute	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623	\$0.0623
CCA Dial Out	Switzerland	Per Minute	\$0.2990	\$0.2990	\$0.2990	\$0.2990	\$0.2990	\$0.2990	\$0.2990	\$0.2990	\$0.2990	\$0.2990
CCA Dial Out	Taiwan, Republic	Per Minute	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845	\$0.0845
CCA Dial Out	Tajikistan	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009
CCA Dial Out	Tanzania, United	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Thailand	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Togo	Per Minute	\$1.2500	\$1.2500	\$1.2500	\$1.2500	\$1.2500	\$1.2500	\$1.2500	\$1.2500	\$1.2500	\$1.2500
CCA Dial Out	Tokelau	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Tonga	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Trinidad And Tob	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Tunisia	Per Minute	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967	\$0.9967
CCA Dial Out	Turkey	Per Minute	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250	\$0.1250
CCA Dial Out	Turkmenistan	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873
CCA Dial Out	Tuvalu	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	UK	Per Minute	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280	\$0.0280
CCA Dial Out	Uganda	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Ukraine	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	United Arab Emira	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Uruguay	Per Minute	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314	\$0.2314
CCA Dial Out	Uzbekistan	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450
CCA Dial Out	Vanuatu	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739
CCA Dial Out	Venezuela	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Viet Nam	Per Minute	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079	\$0.3079
CCA Dial Out	Virgin Islands, Bri	Per Minute	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873	\$0.5873

2.8.6	CCA Dial Out	Virgin Islands, U.S.	Per Minute	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	\$0.4450	
	CCA Dial Out	Wallis And Futuna	Per Minute	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	\$2.4739	
	CCA Dial Out	Yemen	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	
	CCA Dial Out	Zambia	Per Minute	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	\$0.8009	
	CCA Dial Out	Zimbabwe	Per Minute	\$0.6500	\$0.6500	\$0.6500	\$0.6500	\$0.6500	\$0.6500	\$0.6500	\$0.6500	\$0.6500	
	Net Conferencing Integrated Audio CCA												
	CCA IP Meet Me/ IP Dial Out		Per Minute	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000
	CCADial Out		Per Minute	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127
	CCA Inbound Toll		Per Minute	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096	\$0.0096
	CCA Inbound Toll Free		Per Minute	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127	\$0.0127
VOIP													
2.8.8	VoIP Usage												
	Best+ CCL Overage		Per CCL	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00	\$42.00	
2.8.9	IP Contact Center Usage												
	IP Toll Free Services		Per Minute	\$0.0140	\$0.0140	\$0.0140	\$0.0140	\$0.0140	\$0.0140	\$0.0140	\$0.0140	\$0.0140	
	Local Origination Access Charges, Switched Termination, Without IP IVR		Per Minute	\$0.0241	\$0.0241	\$0.0241	\$0.0241	\$0.0241	\$0.0241	\$0.0241	\$0.0241	\$0.0241	
	Local Origination Access Charges, Switched Termination, With IP IVR		Per Minute	\$0.0170	\$0.0170	\$0.0170	\$0.0170	\$0.0170	\$0.0170	\$0.0170	\$0.0170	\$0.0170	
	Local Origination Access Charges, Dedicate/Local Termination, Without IP IVR		Per Minute	\$0.0142	\$0.0142	\$0.0142	\$0.0142	\$0.0142	\$0.0142	\$0.0142	\$0.0142	\$0.0142	
	Local Origination Access Charges, Dedicate/Local Termination, With IP IVR		Per Minute	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	
	Local Origination Access Charges, IP Termination, Without IP IVR		Per Minute	\$0.0117	\$0.0117	\$0.0117	\$0.0117	\$0.0117	\$0.0117	\$0.0117	\$0.0117	\$0.0117	
	Local Origination Access Charges, IP Termination, With IP IVR		Per Minute	\$0.0070	\$0.0070	\$0.0070	\$0.0070	\$0.0070	\$0.0070	\$0.0070	\$0.0070	\$0.0070	
	Digital CX												
2.8.1	Virtual Agent												
	Virtual Agent Overage Over 100k sessions		Per Session	\$0.0600	\$0.0600	\$0.0600	\$0.0600	\$0.0600	\$0.0600	\$0.0600	\$0.0600	\$0.0600	
	Virtual Agent Overage Over 500k sessions		Per Session	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	
	Virtual Agent Overage Over 1M sessions		Per Session	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	
	Virtual Agent Third Party API												
	Virtual Agent - Third-party API 1 - 100k sessions		Per API Call	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	
	Virtual Agent - Third-party API 100k+ - 500k sessions		Per API Call	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	
	Virtual Agent - Third-party API 500k+ - 1M sessions		Per API Call	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	
	Live Agent												
	Live Agent - Voice Per minute actual usage		Per Minute	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	
	Live Agent - Video Per minute actual usage		Per Minute	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	
	Connectors												
	Standard Connectors		Per Agent/Per Mon	\$15.08	\$15.08	\$15.08	\$15.08	\$15.08	\$15.08	\$15.08	\$15.08	\$15.08	
	Verizon Connectros		Per Agent/Per Mon	\$6.03	\$6.03	\$6.03	\$6.03	\$6.03	\$6.03	\$6.03	\$6.03	\$6.03	
	Connector - Voice Per minute actual usage		Per Minute	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	\$0.0400	
	Connector - Video Per minute actual usage		Per Minute	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	\$0.0500	
	SMS - US												
	SMS - US-based		Per SMS	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	\$0.0100	
	MMS - US												
	MMS - US-based		Per MMS	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	
	SMS/MMS												
SMS/MMS Operating Charge Per SMS or MMS		Per MMS/MMS	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200	\$0.0200		

END