

TELECOMMUNICATIONS PRODUCTS AND SERVICES FEES AND DELIVERY INTERVALS

Effective FY08 - The information provided herein is intended as a general guideline and is subject to change.

Name of Product or Service	Price or Fee	Delivery Interval/Schedule Force and workload permitting All days are business days
508 Compliant Equipment	Determined on an individual case basis	Determined on an individual case basis
Blue Light Phones	\$1,639	4-6 weeks
Line ISDN Install NEW When the Customer Has a Phone	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line Analog NEW When the Customer Has a Phone	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line ISDN Install NEW When a New Phone is Needed	See Phone ISDN Install NEW	21 Days
Line Analog NEW When a New Phone is Needed	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 21 Days More than 14 lines, Negotiable
Line ISDN or Analog Move/Relocate Existing - No Equipment Needed	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line Change Features (Soft Changes) No Equipment Needed	Included in the monthly line/station rate	1 line 3 Days 2-5 lines 5 Days 6-14 lines 7 Days More than 14 lines, Negotiable
Phone ISDN Install NEW	Model 6210 = \$220 Model 6220 = \$270 NT1 = \$141.63	Up to 49 sets 21 Days 50 sets or more, Negotiable
Phone Analog Install NEW	Merlin = \$40 Meridian = \$128 Single Line Sets = \$30-\$200	Merlin Manufactured Discontinued Sets are Not Available
Phone Change From Analog to ISDN	See Phone ISDN Install NEW	21 Days
Repair Activities	Included in the monthly line/station rate from 8am - 3pm \$103.01 after hours	4 Hours
Line Install Residential Analog - Tariff Item	\$200.00 Non-Recurring Charge \$ 42.00 plus \$16.00 per Min. Time and Material \$25 monthly	14-20 Days
Line Install Residential ISDN - Tariff Item	\$131.50 Non-Recurring Charge \$ 42.00 plus \$16.00 per Min. Time and Material \$0.02 per minute usage fee \$40.75 monthly	30 Days
Elevator Telephone Install	\$63 per month	14 Days
Modem Line (per elevator bank)	\$126 per month	

Voice Line in Elevator Room	\$63 per month	
Telephone Set	\$30-Non-Recurring Charge	21 Days
Red Phones	\$35-Non-Recurring Charge \$25 per month Line Fee	3 Weeks
NIH 102 Pager Support		
Provisioning	\$300.00 per pager	5 days
Repair	\$150.00 per pager	n/a
Pin Swap	\$90.00 per hour (minimum ½ hour)	n/a
RF Coverage	\$90.00 per hour	n/a
Two Way Radios		
Provisioning		
Network Infrastructure	\$150.00 per hour	n/a
Mod/Expansion	\$90.00 per hour	n/a
Equipment Repair	\$90.00 per hour (1 hour minimum)	n/a
RF Coverage Expansion	\$90.00 per hour	n/a
Radio Programming		
Per Radio	\$45.00 per item	n/a
Set-up	\$270.00 per item	n/a
Telephony Consultation	Individual Case Basis determined by contract vehicle/ negotiated terms	Negotiable
Tele-Work Solutions	See the Tele-Work Solutions Fees Schedule	
--EVM – Enhanced Voice Mail	\$200 per user	2 Days
--EVM (508 compliant)	N/C	4 Hours
--Ultra Call Forward	\$200 per line \$6.30 per line monthly recurring charge	5 Days
--Call Forward (Off Switch)	N/C	1 Day
--DSL Lines (Residential)	\$200 (approx.) To install, \$90 (approx.) monthly	35 Days
--ISDN Lines (Residential)	\$131.50 Non-Recurring Charge \$ 42.00 plus \$16.00 per Min. Time and Material \$0.02 per minute usage fee \$40.75 monthly	30 Days
--Analog Lines (Residential)	\$200.00 Non-Recurring Charge \$ 42.00 plus \$16.00 per Min. Time and Material \$25 monthly	14-20 Days
Voice Mail Requests (Individual Boxes) 5 or fewer Changes	Included in the monthly line/station rate	4 Days
Voice Mail Requests (Individual) Add a box	Included in the monthly line/station rate	4-6 Days
Voice Mail MENU Set-up only	Included in the monthly line/station rate	4-6 Days

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Product/Service	Price
Can to BAC Reconciliation	\$200 per order
Courier/Delivery Fee	\$50 per trip - \$75 roundtrip
Directory - Customized for an IC	\$15,000 + printing charges
Directory - Export the Content for an IC	\$500 export and preparation
Emergency Services Management	\$200 per hour
Expedite Processing	\$200 per order
Live Attendant	\$1,350 per week
No-Access Fee	\$100 per order
Fee For Not Using the DHHS Official Provider When Dialing Long Distance or Conference Calling	\$150 per invoice plus \$200 for expedite processing
Overtime (Change Order) Processing	\$200 per order
Call Center Management	\$75.00 per agent/monthly
On-Call Schedule Change Fee (1 thru 5)	\$100 per Five Changes
On-Call Schedule Change Fee (Over 5)	\$50 per Change
Proprietary System M,A,C (Merlin Legend, NorStar, Nurse Call, PBX)	\$500 per order + ASF direct bill
Project Management	\$50 per station
Remote-Access Account Management Fee (ISDN, Analog, DSL)	\$200 project mgmt + plan
Research and Development (New Technology Trials)	\$100 per hour
Purchase Order	\$100 per order
Survey Dial Tone - Survey Stations	\$20 per line/station
Telecom Admin Reports	\$150 per report only
Telephone Repair Expedite (Formerly 611)	\$200 per request + ASF direct bill
Ultra Call Forward Management Fee	\$200 per line \$6.30 per line monthly recurring charge
Voice Mail Menu/Tree (Programming)	\$200 per menu
Voice Mail Menu/Tree (Instructions)	\$100 per session
Voice Mail Menu/Header Greeting	\$100 per session
UCD (Universal Call Distribution) System Installation Fee	\$200 per service call
UCD (Universal Call Distribution) System Training Only Fee	\$200 per session