

## TELECOMMUNICATIONS PRODUCTS AND SERVICES FEES AND DELIVERY INTERVALS

Effective FY11 - The information provided herein is intended as a general guideline and is subject to change. Revised 8/25/2011

Name of Product or Service	Price or Fee	Delivery Interval/Schedule Force and workload permitting All days are business days
Blue Light Phones	\$1,006.83	4-6 weeks
Line ISDN Install NEW When the Customer Has a Phone	<b>Included in the monthly line/station rate</b>	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	<b>Included in the monthly line/station rate</b>	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	See Phone ANALOG Install NEW	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	<b>Included in the monthly line/station rate</b>	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line Change Features (Soft Changes) No Equipment Needed	<b>Included in the monthly line/station rate</b>	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 = \$224.61 Model 6220 = \$280.77 NT1 = \$125.94	Up to 49 sets 21 Days 50 sets or more, Negotiable
Phone Analog Install NEW	Meridian = \$137.34 Single Line Sets = \$46.50	21 days Merlin manufactured discontinued Sets are not available
Phone Change From Analog to ISDN	See Phone ISDN Install NEW	21 Days
Line Disconnects	\$55.00 per line	45 days
Repairs during normal hours 7am-5pm	<b>Included in the monthly line/station rate</b>	Within 24 Hours
After hours repair (5:01pm)	Not to exceed \$160 per hour Minimum 4 hours	Within 2 hours
Elevator Telephone Install	Dial Tone Cable/modem Not to exceed \$900	14 Days
Red Phones (Remote Commercial Line)	Line Connection Fee = \$ 40.00 Wall or Desk Phone Set = \$ 46.50 One time installation fee = \$ 200.00	3 Weeks

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<b>NIH 102 Pager Support</b>  Pagers: - New Issue - Refurbished  Repair:  Provisioning PIN Swap RF Coverage/Expansion	\$120.00 per pager \$60.00 per pager  * Vendor dependent  Included in purchase price No charge service to IC (TSR required) Requirement dependent  **The Electronic Facility associates can provide more detail during the initial requirements and set-up	5 days 5 days  TBD – dependent upon availability of parts
<b>LMR Two-way Radios</b>  Cost  Provisioning Network Infrastructure Repair RF Coverage/Expansion  Programming: - Set-up - Per Radio	Market value – based on customer requirements (quoted per request)  Included in Purchase Price Requirement dependent Vendor dependent Requirement dependent  Included in purchase price  **The Electronic Facility associates can provide more detail during the initial requirements and set-up	Order processing timeline  N/A TBD – dependent upon availability of parts and order processing timeline  N/A N/A
Unified Communications Notification (Forward voicemail to email)	N/C –included in Voice Mail Charge	4 days
Unified Communications Notification Voice Transcription Service 508 Compliant	N/C	n/a
--Ultra Call Forward	\$200.00 per line \$6.30 per line Monthly recurring charge	5 Days
--Call Forward (Off Switch)	N/C	1 Day
Remote Commercial Line	<b>\$200.00 Non-Recurring Charge</b> Fees vary according to locations. Additional features charged separately.  Service Discontinued Contact Institute Administrative Office (AO) for processing	10 days or less (negotiable)
Voice Mail Requests – Individual/Changes/Menu's etc	<b>Included in the monthly line/station rate</b>	4-6 Days
Telecom Admin Reports	<b>Included in the monthly line/station rate</b>	Up to 5 BAC's – 11 days 6-14 BAC's 16 days or more
UCD (Universal Call Distribution) System Installation	<b>Included in the monthly line/station rate</b>	4–6 Days

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UCD (Universal Call Distribution) System Training	Included in the monthly line/station rate	4-6 Days
Expedite Processing	\$200 per order	Request to process an order outside of the standard delivery intervals
No-Access Fee	\$100	*When technician is unable to gain access to area or closet
On-Call Schedule Change Fee (1 thru 5)	\$100 per Five Changes	Changes made to the On-Call Schedule
On-Call Schedule Change Fee (Over 5)	\$50 per Change	Changes made to the On-Call Schedule (over 5 requests)

Revised 8/25/2011 For additional information contact the NIH IT Service Desk <http://itservicedesk.nih.gov/Support/>