



# Global Enterprise Services Direct End User Service Price Book US & Canada \*

## February 1, 2009

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**Custom Quote Line Items included in the Service Price Book Are Based on the Maximum Hourly Rates Listed Below:**

	<i>\$US/Hr</i>
Installer/Builder	\$82.00
Commissioner/Tester	\$102.00
Field (Site) Engineering	\$92.00
RF Drive Test	\$91.00
Integration Engineer	\$168.00
Project Manager	\$196.00
Network Engineer	\$176.00
RF Engineer	\$173.00
(Network) Software Engineer	\$173.00
Network Architect	\$225.00
Network Engineer	\$176.00
Network Engineer	\$176.00
Network Architect	\$225.00
Installer/Builder	\$82.00
Integration Engineer	\$168.00



**February 1, 2009**  
**INSTALL & INTEGRATE SERVICES**  
**IMPLEMENTATION SERVICES PACKAGES**

Nortel's Implementation Service Package for Enterprise is designed specifically for the business community as an end-to-end service offering for network infrastructure deployments. The Implementation Service Package ensures that network infrastructure is deployed and integrated to effectively support achieving organizational and business goals.

**Please note: VID Discount can be applied to WPP (=MSRP) Price.**

	<b>PRODUCT</b>	<b>ORDER NO.</b>	<b>SERVICE</b>	<b>MSRP PRICE</b>
	<b>Web Switches</b>			<b>MSRP</b>
	Web Switch 180 series, ACEdirector 3, ACEdirector 4	A0519047	Implementation Service Package - 1st unit at a site	\$5,268
		A0519048	Implementation Services Package - additional price per 2-5 units at same site	\$2,543
		N0029073	Implementation Services Package	<a href="#">Custom Quote</a>
	Link Optimizer	A0537474	Implementation Service Package - 1st unit at a site	\$4,996
		A0551274	Implementation Services Package - additional price per 2-5 units at same site	\$2,271
		N0029074	Implementation Services Package	<a href="#">Custom Quote</a>
	Ethernet Routing Switch Web Switching Module	A0519045	Implementation Service Package - 1st unit at a site	\$5,178
		A0519046	Implementation Services Package - additional price per 2-5 units at same site	\$2,453
		N0029075	Implementation Services Package	<a href="#">Custom Quote</a>
	<b>SECURITY PRODUCTS</b>			<b>MSRP</b>
21-Aug	<b>Q1 Labs</b>	N0184953	QRadar Deployment Service	\$2,500
21-Aug		N0184954	QRadar User Training at Training Center	\$1,800
21-Aug		N0184955	QRadar User Training at Customer Site	\$7,500
21-Aug		N0184956	QRadar Training: Custom	\$2,500
	Secure Multimedia Controller 2450	N0102739	Implementation Services Package	<a href="#">Custom Quote</a>
	Threat Protection System	N0027564	Implementation Services Package Threat Protection System Includes Defence Center and Intrusion Sensors. NO Real Time Intrusion Detection	\$5,700
19-Jun		N0186179	Implementation Services Package TPS Base Service (w/o RTI)	Custom Quote
19-Jun		N0186180	Implementation Services Package TPS Base Service (with RTI)	Custom Quote
		N0033187	Implementation Services Package Threat Protection System Includes Defence Center and Intrusion Sensors and Real Time Intrusion Detection	\$5,900
19-Jun		N0033188	Implementation Services Package TPS Premium Services	<a href="#">Custom Quote</a>
19-Jun		N0186185	Implementation Services Package - SNAS Premium Services	<a href="#">Custom Quote</a>
19-Jun	Nortel Secure Network Access 4050 (NSNA)	N0074997	Implementation Services Package - SNAS Base Service. Requires Customer to be able to provide Policies. If not, then Security Prof. Service is required.	<a href="#">Custom Quote</a>
	<b>Switched Firewalls</b>			<b>MSRP</b>
	Switched Firewall System: 6614, 6414, 5714, 5614, 5409, 5309 [include 1 Accelerator & 1 Director]	A0519032	Implementation Service Package - 1st SYSTEM at a site	\$5,995
		A0519034	Implementation Services Package - additional price for 2-5 Systems each at same site	\$3,270
21-Aug		N0029077	Firewall Premium Services	<a href="#">Custom Quote</a>
	Standalone Firewall - 51xx Series: 5109, 5112, 5114	N0060265	Implementation Service Package - 1st unit at a site	\$5,900
		N0060267	Implementation Services Package - additional price per 2-5 units at same site	\$3,100
21-Aug		N0060268	Standalone FW Base Service	<a href="#">Custom Quote</a>
	Switched Firewall Director or Switched Firewall Accelerator, Non-Accelerator - 5xxx Series: 5300, 5400, 5600, 5700, 6400, 6600, SDM 8660 (to be integrated into a customers existing SF System, Cluster or ERS 8600)	N0060269	Implementation Service Package - 1st unit at a site	\$5,000
		N0060270	Implementation Services Package - additional price per 2-5 units at same site	\$2,500
		N0060271	Switched Firewall Base Service	<a href="#">Custom Quote</a>
	<b>SSL Accelerators, VPN Gateways, Content Caches</b>			<b>MSRP</b>

	SSL Accelerators	A0519043	Implementation Service Package - 1st unit at a site	\$5,087
		A0519044	Implementation Services Package - additional price per 2-5 units at same site	\$2,362
		N0029076	Implementation Services Package	<a href="#">Custom Quote</a>
19-Jun	SSL VPN and VPN Gateway	A0551277	Implementation Service Package - 1st unit at a site	\$5,813
		A0551278	Implementation Services Package - additional price per 2-5 units at same site	\$3,088
		N0186178	Implementation Services Package VPN Gateway Base Service	<a href="#">Custom Quote</a>
19-Jun		N0029078	Implementation Services Package VPN Gateway Premium Services	<a href="#">Custom Quote</a>
	Content Cache	A0519035	Implementation Service Package - 1st unit at a site	\$4,360
		A0519037	Implementation Services Package - additional price per 2-5 units at same site	\$1,635
		N0029079	Implementation Services Package	<a href="#">Custom Quote</a>
	Content Manager	A0519041	Implementation Service Package - 1st unit at a site	\$4,360
		A0519042	Implementation Services Package - additional price per 2-5 units at same site	\$1,635
		N0029080	Implementation Services Package	<a href="#">Custom Quote</a>
	Content Director	A0519038	Implementation Service Package - 1st unit at a site	\$4,360
		A0519039	Implementation Services Package - additional price per 2-5 units at same site	\$1,635
		N0029081	Implementation Services Package	<a href="#">Custom Quote</a>
<b>ROUTERS</b>				<b>MSRP</b>
19-Jun	Secure Router	N0186181	Implementation Services Package -Secure Router Premium Services	<a href="#">Custom Quote</a>
		N0074985	Implementation Services Package - Secure Router Base Service	<a href="#">Custom Quote</a>
19-Jun				<a href="#">Custom Quote</a>
<b>ETHERNET SWITCH</b>				<b>MSRP</b>
	Ethernet Switch 300, 400 series, ERS 2500, 3500, 4500, 5500, 2500 series and BPS 2000	A0994241	Implementation Services Package, First STACK (up to 8 units/stack) or First UNIT Ethernet Switch 300, 400 series, Ethernet Routing Switch 2500, 3500, 4500, 5500, 2500 series and BPS 2000	\$1,929
		A0511370	Implementation Services Package - Additional Stacks at the Same site, Ethernet Switch 300, 400 series, Ethernet Routing Switch 2500, 3500, 4500, 5500, 2500 series and BPS 2000.	\$725
		N0164966	Implementation Services Package - Additional Units at the Same site, Ethernet Switch 300, 400 series, Ethernet Routing Switch 2500 & 3500 series	\$250
<b>ETHERNET ROUTING SWITCHES</b>				<b>MSRP</b>
	<b>Express Ethernet Routing Switch</b>	N0154883	Implementation Services Package - Use this code for Channel Partners, same pricing as published in this price book for the particular ERS applies	Use ESQ
	Ethernet Routing Switch 1612, 1624, 1648	A0537472	Implementation Service Package - 1st unit at a site	\$3,991
		A0537596	Implementation Services Package - additional price per 2-5 units at same site	\$1,771
		N0029089	Implementation Services Package	<a href="#">Custom Quote</a>
	Ethernet Routing Switch 8300	A0537473	Implementation Service Package - 1st unit at a site	\$3,859
		A0537597	Implementation Services Package - additional price per 2-5 units at same site	\$1,647
		N0029100	Implementation Services Package	<a href="#">Custom Quote</a>
	Ethernet Routing Switch 8600, AC unit, non-Central Office	A0994239	Implementation Service Package - 1st unit at a site	\$4,078
		A0511375	Implementation Services Package - additional price per 2-5 units at same site	\$1,858
		N0029101	Implementation Services Package	<a href="#">Custom Quote</a>
	Ethernet Routing Switch 8600, CWDM DC version	A0514257	Implementation Service Package - 1st unit at a site	\$5,465
		A0514259	Implementation Services Package - additional price per 2-5 units at same site	\$2,245
		N0029102	Implementation Services Package	<a href="#">Custom Quote</a>
	Metro Ethernet Router 8600	A0998254	Implementation Service Package - 1st unit at a site	<a href="#">Custom Quote</a>
		A0511378	Implementation Services Package - additional price per 2-5 units at same site	<a href="#">Custom Quote</a>
		N0029088	Implementation Services Package	<a href="#">Custom Quote</a>
<b>VPN ROUTERS</b>				<b>MSRP</b>
	VPN Router 221, 251	A0546343	Implementation Services Package - any number of units	<a href="#">Custom Quote</a>
	VPN Router 100, 600, 1010, 1050, 1100	A0994237	Implementation Services Package - 1st unit at a site	\$1,590
		A0511365	Implementation Services Package - additional price per 2-15 units at same site	\$1,135
		A0514282	Implementation Services Package	<a href="#">Custom Quote</a>
	VPN Router 1600, 1700, 1740, 1750, 2600, 2700	A0511366	Implementation Services Package - 1st unit at a site	\$2,464
		A0511367	Implementation Services Package - additional price per 2-15 units at same site	\$1,363
		A0514281	Implementation Services Package	<a href="#">Custom Quote</a>
	VPN Router 4600, 5000	A0511368	Implementation Services Package - 1st unit at a site	\$3,344
		A0511369	Implementation Services Package - additional price per 2-15 units at same site	\$1,499
		A0514283	Implementation Services Package	<a href="#">Custom Quote</a>
<b>OPTICAL</b>				<b>MSRP</b>

Optical Metro 1200, 1400, 1450, ESU 1800	A0998253	Implementation Service Package - 1st unit at a site	\$1,872
	A0511377	Implementation Services Package - additional price per 2-5 units at same site	\$1,628
	N0029087	Implementation Services Package	<a href="#">Custom Quote</a>
Optical Metro 3000, 5000, 6500 Series	A0991849	Optical Implementation Services Package - any number of units	<a href="#">Custom Quote</a>
	N0038207	Implementation Services Package - 1st unit at a site	\$1,500
Optical Multiservice Edge 1000, 6110	N0038208	Implementation Services Package - each additional unit at same site	\$400
	N0038209	Implementation Services Package	<a href="#">Custom Quote</a>
	Fiber Characterization (required service for all Metro Optical 3000, 5000, 6000 and Optical Longhaul products with 10G or DWDM Fiber)		
Fiber Characterization Service - Initial Site	A0814036		\$9,647
Fiber Characterization Service - each additional site	N0074982		\$1,600
Fiber Characterization Service - each fiber	N0074983		\$329
Implementation Engineering Advisor (for Optical Metro 3000, 5000, 6000 family and All Optical Longhaul products)	A0517819	Provides an implementation engineer to assist customer with the site engineering for the deployment of Nortel Networks equipment. The engineer will guide and consult with customer to ensure proper planning of the physical facilities required for Nortel Ne	\$2,800/day
Implementation Technician for Optical/Data Networks	A0861910	This service is designed for customers who want an experienced Nortel Networks engineer to work under the customer's direction to assist in the implementation of Optical and Data products. The customer determines the number of hours to be requested. Nor	\$200/hour 8 hr Min.
<b>MULTISERVICE SWITCHES</b>			<b>MSRP</b>
Multiservice Access Switch 4400 Series	A0994238	Implementation Services Package - 1st unit at a site	\$3,093
	A0511376	Implementation Services Package - additional price per 2-5 units at same site	\$2,849
	N0029094	Implementation Services Package	<a href="#">Custom Quote</a>
Multiservice Switch 6420, 6440, 7440	A0994231	Implementation Services Package - 1st unit at a site	\$9,306
	A0511298	Implementation Services Package - additional price per 2-5 units at same site	\$4,718
	N0029095	Implementation Services Package	<a href="#">Custom Quote</a>
Multiservice Switch 6480, 7480 (1-5 ports Backbone)	A0511299	Implementation Services Package - 1st unit at a site	\$14,819
	A0511343	Implementation Services Package - additional price per 2-5 units at same site	\$9,195
	N0029096	Implementation Services Package	<a href="#">Custom Quote</a>
Multiservice Switch 6480, 7480 (6+ ports Access)	A0511344	Implementation Services Package - 1st unit at a site	\$19,444
	A0511345	Implementation Services Package - additional price per 2-5 units at same site	\$11,230
	N0029098	Implementation Services Package	<a href="#">Custom Quote</a>
Multiservice Switch 15000 (1-5 ports Backbone)	N0042908	Implementation Services Package - 1st unit at a site	\$14,819
	N0042909	Implementation Services Package - additional price per 2-5 units at same site	\$9,195
	N0029103	Implementation Services Package	<a href="#">Custom Quote</a>
Multiservice Switch 15000 (6+ ports Access)	N0042910	Implementation Services Package - 1st unit at a site	\$19,444
	N0042911	Implementation Services Package - additional price per 2-5 units at same site	\$11,230
	N0029104	Implementation Services Package	<a href="#">Custom Quote</a>
Install Infrastructure IRM - Data Products (3) (for Multiservice Switch 6000, 7000, 8000, 15000 Series and Service Edge Router only)	A0994244	Installs all required Infrastructure Installation Related Materials (IRM) to successfully complete the installation of Nortel Networks Data equipment at the customer location.	\$2,900/ 10 feet
Site Engineering - Data (for Multiservice Switch 6000, 7000, 8000, 15000 Series & Service Edge Router 5500 only)	A0881075	Provides customer/site specific equipment application specifications and drawings and a list of installation related materials required for successful installation of Nortel Networks equipment at customer location.	<a href="#">Custom Quote</a>
Implementation Engineering Advisor (for Multiservice Switch 6000, 7000, 8000, 15000 Series & Service Edge Router 5500 only)	A0517820	Provides an implementation engineer to assist customer with the site engineering for the deployment of Nortel Networks equipment. The engineer will guide and consult with customer to ensure proper planning of the physical facilities required for Nortel Ne	\$2,800/day
<b>STORAGE - BUSINESS CONTINUITY SYSTEM (BCS)</b>			<b>MSRP</b>
Optical Metro 5130 (formerly BCS 3000 Data Center/Storage Networking)	N0102771	<ul style="list-style-type: none"> <li>•Physical installation of appliance and irm (cables power etc)</li> <li>•Appliance turn-up and basic OAM commissioning (Node name, IP address, license key activation etc)</li> <li>•WAN turn-up</li> <li>•Provision and activate client side ports and activate end to end channel</li> </ul>	<a href="#">Custom Quote</a>

	Business Continuity System 3000 Branch Office Core	N0102769	<ul style="list-style-type: none"> <li>•Physical installation of appliance and irm (cables power etc)</li> <li>•Appliance turn-up and basic OAM commissioning (Node name, IP address etc)</li> <li>•WAN turn-up</li> <li>•Application enablement</li> <li>•Test/validate DR functionality</li> </ul>	<a href="#">Custom Quote</a>
	Business Continuity System 3000 Branch Office Remote	N0102770	<ul style="list-style-type: none"> <li>•Physical installation of appliance and irm (cables power etc)</li> <li>•Appliance turn-up and basic OAM commissioning (Node name, IP address etc)</li> <li>•WAN turn-up</li> <li>•Application enablement</li> <li>•Test/validate DR functionality</li> <li>•Pre-population of the site specific act</li> </ul>	<a href="#">Custom Quote</a>
	Traffic Migration Support Service Optical Metro 5130 (formerly BCS 3000 Data Center)	N0108068	Nortel's Traffic Migration Support Service provides onsite BCS support during the transition of storage traffic onto the network	<a href="#">Custom Quote</a>
<b>Multimedia Solutions</b>				<b>MSRP</b>
	Enterprise VoIP Design	N0158438		<a href="#">Custom Quote</a>
	Enterprise VoIP Installation	N0158439		<a href="#">Custom Quote</a>
	Enterprise VoIP Integration & Acceptance	N0158440		<a href="#">Custom Quote</a>
	Enterprise VoIP Line & Feature Translations	N0158441		<a href="#">Custom Quote</a>
	Enterprise VoIP Knowledge Transfer and End User Training	N0175639		<a href="#">Custom Quote</a>
	Enterprise VoIP Set Placement	N0175640		<a href="#">Custom Quote</a>
	Enterprise Converged Solution Integration Advisor	N0139896	Nortel's Enterprise Converged Solution Integration Advisor Service is intended to provide on-site consultation and advice to complement Channel Partner and COAM customer training and experience. A Nortel-certified technical resource will provide guidance Minimum 1 week (40 hrs)	\$9070 for 40 Hrs
11:07	Enterprise VoIP Incremental Premium Implementation Options	N0164968	Incremental price above Base Implementation Services Package	<a href="#">Custom Quote</a>
03:08	PVQM IQ Starter Kit with Public Training Option	N0168574	The IQ Starter Kit PVQM consists of five (5) days of onsite consulting to install and configure PVQM in a pilot environment. The consultant will install and configure the NetIQ QDB, MS(s), and deploy a subset of AppManager agents. The consultant will work with the client to design and deploy a single baseline VoIP monitoring policy and provide knowledge transfer to client personnel through shadowing and collaboration. At the end of the engagement, a pilot deployment of PVQM will be completed and a report outlining actions, issues, and recommendations will be provided to the client.	\$21,200
03:08	PVQM IQ Starter Kit with Private Training Option	N0168575	Public training includes a seat for one (1) student in NetIQ's VoIP Management Essentials class. The classes are held at various NetIQ offices throughout North America and Europe.	\$35,231
03:08	PVQM IQ Starter Kit with Self Paced Training Option	N0174523	Private training includes the delivery of NetIQ's VoIP Management Essentials class onsite at the client's location for up to twelve (12) students. Self paced training includes a license for one (1) student to complete the NetIQ IQLM for PVQM.	\$20,615
	ProActive Voice Quality Monitoring (PVQM)	N0159494	Implementation Services	<a href="#">Custom Quote</a>
	Digital Mobility Solution	N0038201	Implementation Services Package	<a href="#">Custom Quote</a>
	Survivable Remote Gateway (Base)	N0042899	Implementation Services Package	<a href="#">Custom Quote</a>
	Express Survivable Remote Gateway (Base)	N0166280	Implementation Services Package	<a href="#">Custom Quote</a>
03:08	Mobile Communication (Gateway) 3100	N0171746	Implementation Services Package	Custom Quote
<b>Software Communication Server 500</b>				<b>MSRP</b>
03:08	Software Communication Server 500	N0174537	Implementation Services Package	Custom Quote

	SCS500 Base Implementation Services Package up to 5 users	N0185419		\$2,693
	SCS500 Additional Users Fixed Price	N0186245		\$11
	SCS500 Enterprise VoIP Set Placement Fixed Price	N0186246		\$20
	SCS500 High Availability Implementation Fixed Price	N0186247		\$700
	SCS500 Enterprise VoIP Knowledge Transfer and End User Training- Fixed Price	N0186248		\$144
	SCS500 Enterprise VoIP Post Cut Support Fxd price per hour	N0186249		\$144
	SCS500 Automated Call Distribution queue Implementation Fixed Price (per queue)	N0200214		\$28
	SCS500 Ingate SIParator Implementation Fixed Price	N0200215		\$554
	SCS500 for Smart Business Fixed Price	N0200216		\$504
03:09	Software Communication Server 500 Additional Gateway Fixed Price (per GW)	N0202981		\$150
03:09	Software Communication Server 500 Additional BES Switch Fixed Price (per BES)	N0202982		\$75
				<b>MSRP</b>
03:08	Agile Communications Environment (ACE)	N0174587	Implementation Services Package	Custom Quote
	Nortel Multimedia Conferencing	N0164814	Implementation Services Package, Base	<a href="#">Custom Quote</a>
<b>Communication Server 1000</b>				<b>MSRP</b>
	Communication Server 1000 (Base)	A0501335	Implementation Services Package - Base	<a href="#">Custom Quote</a>
	<a href="#">Express Communication Server 1000 (Base)</a>	N0154882	Implementation Services Package - Base	<a href="#">Custom Quote</a>
	Communication Server 1000 Upgrade Service	N0159144		<a href="#">Custom Quote</a>
	<a href="#">Express Communication Server 1000 Upgrade Service</a>	N0159146		<a href="#">Custom Quote</a>
	In-House PBX Database Conversion: Upgrade to Latest Software Release	A0555132		<a href="#">Custom Quote</a>
12:07	In House PBX Database Upgrade Release 1 to 18 to Communication Server 1000 Release 5.5	N0165729	Nortel Engineers will upgrade The customer's source PBX database in the Nortel Network's lab. This does not apply to upgrades from Option 11/Option 11E systems to Option 11C.	\$6,839
12:07	In House PBX Database Upgrade 19 to 22 to Communication Server 1000 Release 5.5	N0165730		\$5,343
12:07	In House PBX Database Upgrade 23 to 25 to Communication Server 1000 Release 5.5	N0165731		\$3,847
12:07	In House PBX Database Upgrade 3.0 to 5.0 to Communication Server 1000 Release 5.5	N0165732		\$2,097
12:07	In House 11_11E_11C PBX Database Upgrade Releases 16 to 22 to Communication Server 1000 Release 5.5	N0165733		\$4,420
	Call Pilot	N0038206	Implementation Services Package	<a href="#">Custom Quote</a>
	Call Pilot Release Upgrade Service	N0074987	This Service provides an on site upgrade to existing Call Pilot application.	\$8,100
	Enterprise Voice Installation	N0158439	This service can be used for custom Enterprise VoIP Installation	<a href="#">Custom Quote</a>
	Enterprise Voice Integration & Acceptance	N0158440	This service can be used for custom Enterprise VoIP Integration & Acceptance	<a href="#">Custom Quote</a>
<b>Nortel Remote Installation and Upgrade Support (NRIUS)</b>				

	Nortel Remote Installation and Upgrade Support (NRIUS) BCM North America	N0175782	Nortel Remote Installation and Upgrade Support (NRIUS) is available to provide Channel Partners with access to a resource based on the level of service purchased for an upgrade or installation. NRIUS provides Channel Partners with an assessment and scheduled support during the in-service cutover of a new product, upgrades to or expansion of existing equipment, or for software upgrades or migration to new software releases.	\$700
	Nortel Remote Installation and Upgrade Support (NRIUS) Data North America	N0204828		\$380
	Nortel Remote Installation and Upgrade Support (NRIUS) CS1000 North America	N0204829		\$1,800
	Nortel Remote Installation and Upgrade Support (NRIUS) Call Pilot North America	N0204830		\$1,800
	Nortel Remote Installation and Upgrade Support (NRIUS) Contact Center North America	N0175807		\$1,800
	Nortel Remote Installation and Upgrade Support (NRIUS) SCS500 North America	N0195626		\$380
	Nortel Remote Installation and Upgrade Support (NRIUS) Plus Service (CS1000, Contact Center, CallPilot) CALA	N0194612		\$1,440
	Nortel Remote Installation and Upgrade Support (NRIUS) ICA Service (OCS and ExUM) CALA	N0194613		\$2,160
<b>Business Communication Manager</b>				<b>MSRP</b>
	Business Communication Manager (BCM)	N0038052	Implementation Services Package (Custom Quote)	<a href="#">Custom Quote</a>
01:09	BCM50 Staging Only - 10 users	N0168764	Standalone Systems, up to 10 users.	\$584
	BCM 50 Additional User	N0185423	Can only be purchased with a BCM Implementation Services Package (during the same site visit)	\$11
03:09	BCM Customer Information Questionnaire Gathering Service (up to 10 user)	N0203451	Can only be purchased with a BCM Implementation Services Package (during the same site visit)	\$425
03:09	BCM Unified Messaging Implementation Fixed per 5 users	N0203452	Can only be purchased with a BCM Implementation Services Package (during the same site visit)	\$225
03:09	BCM Intelligent Contact Center Implementation Fixed Price (up to 10 agents, up to 5 queues)	N0203453	Can only be purchased with a BCM Implementation Services Package (during the same site visit)	\$1,700
	Enterprise Voice Set Placement	N0175640	Can only be purchased with a BCM Implementation Services Package (during the same site visit)	\$27
	Enterprise Voice Knowledge Transfer and End User Training	N0175639	One Hour of End User Training	\$171
<b>Multimedia Communication Server 5100</b>				<b>MSRP</b>
	Multimedia Communication Server 5100 (Base)	A0523092	Implementation Services Package - For MCS 5100 Core Hardware (Does not include Applications).	<a href="#">Custom Quote</a>
	CSE1K Remote Readiness Support for MCS Converged Desktop 2 Deployment	N0083090		<a href="#">Custom Quote</a>
	Software Upgrade Installation Service for MCS 5100	A0550530	Nortel Consultants will perform onsite software upgrade installations for Multimedia Communications Server 5100 systems. See the associated SDD for specifics	<a href="#">Custom Quote</a>
<b>Microsoft Unified Communications Services</b>				<b>MSRP</b>
Please go to the Unified Communications Svcs tab for information about Microsoft Unified Communications Services.				
<b>MESSAGING SERVERS</b>				
	Hospitality Messaging Server 400 (HMS 400)	N0022310	Implementation Services Package	<a href="#">Custom Quote</a>
<b>WIRELESS</b>				<b>MSRP</b>
<b>WIRELESS LAN 2300 SERIES</b>				

N:208  
N:208

8-Jun	WLAN Outdoor Installation of Access Point NEM	N0177690	Implementation Services Package	Custom Quote
8-Jun	WLAN 2340 Location Service Engine	N0174746	Implementation Service Package	Custom Quote
	WLAN 2300 Series Implementation (Custom)	N0042920	Custom WLAN	Custom Quote
19-Jun	CommTech Wireless Fusion	N0186176	Implementation Services Package	
19-Jun	CommTech Wireless Alarm Provisioning	N0186177	Implementation Services Package	
Mar-08	Ekahau Realtime Location Services	N0150930	Implementation Services Package	Custom Quote
Mar-08	Healthcare Solution Location Engine	N0174524	Implementation Services Package	Custom Quote
Mar-08	Ekahau Tag Models T201 & T301	N0150931	Implementation Services Package	Custom Quote
	IBSS Asset Tracking, Management, and Dispatch	N0166770	Implementation Services Package	Custom Quote
21-Aug	2350 Wireless Security Switch	N0042912	Implementation Services Package - 2350 Wireless Security Switch	Custom Quote
		N0042913	Implementation Services Package - each additional unit at same site	\$1,348
	2360/2361 (2361=Redundant PS) Wireless Security Switch	N0042914	Implementation Services Package - 1st unit at a site	\$2,220
21-Aug		N0042915	Implementation Services Package - 2360/2361 Wireless Security Switch	Custom Quote
21-Aug	2380 Wireless Security Switch	N0042918	Implementation Services Package - 2380 Wireless Security Switch	Custom Quote
		N0042919	Implementation Services Package - each additional unit at same site	\$2,979
	2382 Wireless Security Switch	N0186175	Implementation Services Package	Custom Quote
	WLAN Access Point Installation, Commissioning and Integration	N0042921		\$144
	WLAN Access Point Commissioning and Integration	N0162533		\$95
	Installation and Testing WLAN 2200 Series handset - Basic Configuration	N0038053		\$49
	Installation and Testing WLAN 6100 Series handset - Basic Configuration	N0164965		\$83
	Installation and Testing WLAN handsets - Advanced Configuration	N0074984		Custom Quote
	Implementation Services Package: IBM BladeCenter	N0164959		Custom Quote
	Remote AP Placement Service	N0167668		Custom Quote
	WLAN RF Engineering Design Service	A0511171		Custom Quote
	Wireless LAN Client - Alarm Integration	N0164960		Custom Quote
<b>WIRELESS MESH NETWORKS</b>				<b>MSRP</b>
	Network Design Service for Wireless Mesh	N0143102		Custom Quote
	Staging & Configuration Services for Wireless Mesh	N0143103		Custom Quote
	Physical Installation Services for Wireless	N0143105		Custom Quote
	Commissioning, Integration & Acceptance Services for Wireless Mesh	N0143106		Custom Quote
	Wireless Mesh Networks On Site Mentoring	N0133257		Custom Quote
<b>VOICE OVER WIRELESS</b>				Custom Quote

Wireless LAN IP Telephony Manager 2245 Includes 2245 configuration of up to 5 Handsets, does not incl configuration of voice mail. Configuration & testing of actual handsets is offered separately	A0519963	Implementation Services Package - 1st unit at a site	<a href="#">Custom Quote</a>
	A0551282	Implementation Services Package - each additional unit at same site	<a href="#">Custom Quote</a>
Wireless LAN Application Gateway 2246	A0551283	Implementation Services Package - 1st unit at a site	<a href="#">Custom Quote</a>
	A0551285	Implementation Services Package - each additional unit at same site	<a href="#">Custom Quote</a>
<b>SOFTWARE (APPLICATIONS)</b>			<b>MSRP</b>
Implementation Services for Metro Ethernet Manager	N0150928		<a href="#">Custom Quote</a>
Metro Ethernet Manager Custom Services (Development, Customization, Consulting, Training)	N0150929		<a href="#">Custom Quote</a>
Element Manager/Client Workstation Set-up & Integration (for Preside MDM and Service Edge Router 5500 SCS only)	A0917105	Provides configuration and testing of the required hardware and software platform, plus integr	<a href="#">Custom Quote</a>
Security Element Manager, VPN	A0551281	Implementation Services Package any number of units	<a href="#">Custom Quote</a>
Enterprise Network Mgmt Series (Ent. Ntwk Mgmt System, Ent Plicy Mgr, IP Adress Mgr, Ent Subscriber Mgr)	A0551284	Implementation Services Package any number of units	<a href="#">Custom Quote</a>
WLAN Mgmt System 2300 for installation and basic customization. Services not to exceed 1-day (8-hours) of on-site Engineering services.	N0075002	Implementation Services Package	Custom Quote
Multiservice Data Manager, Optical Network Manager (Formerly Preside MDM, Preside Opt. Mgmt)	A0551286	Implementation Services Package any number of units	<a href="#">Custom Quote</a>
<b>VPN GATEWAY / SECURE PORTABLE OFFICE (ALADDIN SPO)</b>			<b>MSRP</b>
VPN Gateway / Secure Portable Office (Aladdin SPO)	N0200886	SPO Design Workshop	<a href="#">Custom Quote</a>
VPN Gateway / Secure Portable Office (Aladdin SPO)	N0182854	Implementation Services Package - SPO	<a href="#">Custom Quote</a>
Token Management Server - Special Delivery	N0192570	Implementation Services Package - TMS Special	<a href="#">Custom Quote</a>
<b>NON-PRODUCT SPECIFIC SERVICES - PRODUCT AGNOSTIC</b>			<b>MSRP</b>
Data Network Element Configuration & Integration	A0917099	Configures the individual network elements and then integrates them into the complete network	<a href="#">Custom Quote</a>
Data Network Connectivity Test, Verification & Acceptance	A0917322	Nortel Networks will develop and execute a network test plan consisting of a suite of individually developed test cases whose execution results in the thorough testing of each system element and the network as a whole.	<a href="#">Custom Quote</a>
Custom Staging & Logical Configuration	A0868172	The traditional model for deploying "network solutions" involves shipping the various components to a customer's site and then assembling, installing, configuring, and testing the equipment at the site. However, many of these tasks can be done in advance	<a href="#">Custom Quote</a>
Enterprise Deployment Planning Service (Technical Governance)	N0139899	The Deployment Planning service provides network architectural design & consulting, detailed solution engineering oversight and implementation planning and oversight of converged solutions. Converged Solutions are complex in nature requiring the expertis	<a href="#">Custom Quote</a>

21-Aug

February 1, 2009



Apply NPP  
(VPP)  
discount  
(Y/N) MSRP Unit  
PRICE

Order No.	Service Description	Apply NPP (VPP) discount (Y/N)	MSRP Unit PRICE
<b>Security</b>			
N0094465	Network Threat Assessment	N	Custom Quote
N0094466	Penetration Testing Services	N	Custom Quote
N0094467	Incident Response and First Response Cyber Forensics	N	Custom Quote
N0094468	Security Health Assessment	N	Custom Quote
N0094469	Vulnerability Scanning	N	Custom Quote
N0100423	Compliance Assessment	N	Custom Quote
N0136811	RMS Compliance Assessment for Government	N	Custom Quote
N0100424	HIPAA Compliance Assessment	N	Custom Quote
N0100425	CoBIT Compliance Assessment	N	Custom Quote
N0100426	ISO17799 Compliance Assessment	N	Custom Quote
N0100427	OCTAVE Compliance Assessment	N	Custom Quote
N0100428	PCI Audit Compliance Gap Analysis,	N	Custom Quote
N0100430	Security Policy Review	N	Custom Quote
N0100431	Disaster Recovery and Business Continuity Planning Assessment	N	Custom Quote
N0100432	VoIP and Convergence Assessment	N	Custom Quote
N0100433	WiFi Assessment	N	Custom Quote
N0097484	Cust Prof Security Services	N	Custom Quote
N0024197	Network Security Design	N	Custom Quote
	Nortel provides a comprehensive, solutions oriented approach to securing your network and your information resources. A comprehensive and cost effective network security architecture limits the exposure that internal and external influences have on the organization's information resources and computing infrastructure. Nortel can help translate the organization's business objectives into a secure architecture that functions as the blue print for deploying a secure computing infrastructure.		
N0057633	Customer Database Security Audit for Meridian Systems	Y	Custom Quote
	The Customer Database Security Audit Service for Large and Small Succession includes a remote database security audit, a detailed analysis report, and a phone consultation reviewing findings and recommendations.		
<b>Consulting</b>			
N0010498	UC Business Consulting	N	Custom Quote
	Nortel delivers IT Business Consulting services to help customers meet their business needs. We help customers to; analyze the trade-off between information technology alternatives, justify new IT expenditures through a business case analysis, link business needs to communications requirements, position new solutions to IT management, create a network transition plan that minimizes business risk, position IT as a profit center or optimize the use of IT and partner resources and skills.		
<b>Multimedia Solution Services</b>			
C:0208 N:0208 N:0208	N0153121 Unified Communications Transformation Roadmap	Y	Custom Quote
	Nortel's Unified Communications Transformation Roadmap Service helps medium and large organizations make complex IT technology decisions surrounding transforming their infrastructure to unified communications. This service is targeted to provide UC Technology Consulting.		
	* This service is also listed on the Unified Communications Svcs tab.		
<b>Optical Services</b>			
N0001919	Optical Network Advisor	N	Custom Quote
	The Optical Network Advisor service is intended to supplement formal classroom training through hands-on advising and white board discussions. This service will provide guidance and consultation to the customer about performing operation, administration, maintenance and provisioning for the customer's specific network solution. This significant "hands-on" experience will accelerate development of network integration and technical expertise of the customer's personnel. This is a custom quoted service based on the required duration.		
<b>Audits &amp; Assessments</b>			
A0852113	Data Network Assessment Service	Y	Custom Quote
	The Data Network Assessment Service takes the data from the audit, then performs a thorough analysis and review of the data, and ultimately develops a comprehensive set of recommendations for the network. This activity is an essential element of a good maintenance routine and will ensure that your network is ready to support new technologies. This is a custom quote service, please contact your Nortel Regional Services Prime or Nortel Services Account Manager for custom quotes.		
N0102779	Network Audit Service	Y	Custom Quote

	Whether the focus is optimizing an existing network or readying it to support critical real-time applications like Voice over IP, Multimedia-IP and/or Mobility, Nortel recommends that the IP infrastructure be discovered and comprehensively documented.			
<b>Optical Services</b>				
A0881067	<b>Bit Error Rate Testing - 24 Hour (for Optical Metro 3000, 5000, 6000 family and All Optical Longhaul products)</b>	Y	\$2,353/Site	
	24 Hr duration stability testing that measures the number of error bits received as a proportion of the number of good bits over a 24-hr test period. Only applies to sites that contain OADM and Terminal shelves. Does not apply to Amplifier or REGEN only			
A0881068	<b>Bit Error Rate Testing - 72 Hour (for Optical Metro 3000, 5000, 6000 family and All Optical Longhaul products)</b>	Y	\$3,529/Site	
	72 Hr duration stability testing that measures the number of error bits received as a proportion of the number of good bits over a 72-hr test period. Only applies to sites that contain OADM and Terminal shelves. Does not apply to Amplifier or REGEN only			
<b>Storage Services:</b>				
N0108067	<b>WAN Stability Testing (Business Continuity System OM 5130)</b>	Y	Custom Quote	
	Nortel's WAN Stability Testing Service provides a pt to pt medium duration Nortel will run data between 2 sites to measure latency, errors, lost bits, file sizes etc for a max 4 Hr period.			
<b>Multimedia Solution Services</b>				
A0523088	<b>Network Readiness Check for Enterprise VoIP</b> <b>Mandatory Pre-requisite for MCS 5100, BCM 200, 400 and recommended with BCM 50</b>	Y	\$8,500	
	Provides a more focused version of the VoIP Network Assessment Audit. It is data network vs voice configuration oriented. It is limited to representative samplings of a few (1-5) key targeted VoIP locations and the planned VoIP traffic load. A basic report is provided including a summary of fix recommendations found during analysis. Statistical results delivered include Mean Opinion Score, One-way Delay, Percentage of Packet Loss, and Jitter & Latency. Service length is typically 1-3 days and is available only to customers in post-sales situations.			
7-Apr	N0153119	<b>Remote Network Readiness Check for Enterprise VoIP</b>	Y	\$5,000
	A0501337	<b>Voice over IP Network Assessment (Enterprise)</b>	Y	Custom Quote
		Provides a full business/technology analysis with recommendations on the readiness of voice and IP-based data networks for migration to Voice over IP (VOIP). It may include a review of the customer's Network Elements (NEs), NE software releases, NE configuration validity, and operational software & patch-level validity. Analysis is compared with previously captured network baseline analysis, if previously performed. Detailed and executive level reports are prepared. Analysis information may enable customers to plan for network expansion or deployment, solve problems by identifying their source, and plan for smooth migration to VoIP. Time on site is determined by the SOW. It is applicable in both pre and post sales situations. It includes the services delivered in the VOIP		
	A0555127	<b>Traffic Study Services - Any Size system (O11c, O61c, O81c)</b>	Y	Custom Quote
		Nortel Networks Network Consultants will remotely collect traffic data to measure system performance, trunk utilization, and console activity. From this discovery a comprehensive written report will be generated.		
	A0555129	<b>System Quality Evaluation</b>	Y	Custom Quote
		Nortel Networks Consultants will conduct a system quality evaluation regarding the customers Succession - Meridian voice systems (PBX, voice messaging, and call center applications). Consultants will visit a single customer location and compare actual conditions with Nortel Networks installation specifications, identify variances, and provide recommendations for corrective actions.		
	N0162492	<b>Dialing Plan Assessment</b>	Y	Custom Quote
		Nortel Networks Consultants provide analysis for database modifications to expand the number of digits used to call across the voice network. This service is available for Succession - Meridian 1 PBX Systems, OP11E, OP11C, OP51c, OP61c, OP81c Meridian Mail, MSM, and Call Pilot Messaging.		
	A0555131	<b>Dialing Plan Modifications</b>	Y	Custom Quote
		Nortel Networks Consultants provision database modifications based on Dialing Plan Assessment. This service is available for Succession - Meridian 1 PBX Systems, OP11E, OP11C, OP51c, OP61c, OP81c Meridian Mail, CS1000, and Call Pilot Messaging.		
	N0153118	<b>System Performance Assess PBX</b>	Y	\$5,225
<b>Mobility Services</b>				
	N0150932	<b>WLAN Assessment Service</b>	Y	Custom Quote
<b>Design Services - Network Design, Site Survey</b>				
	N0158438	<b>Enterprise VoIP Network Design</b>	Y	Custom Quote
1-Sep	N0162489	<b>Enterprise VoIP Site Survey</b>	Y	Custom Quote
	A0917098	<b>Network and Application Detailed Design</b>	Y	Custom Quote

	Nortel provides end-to-end Network and Application Detailed Design solutions. This service produces specifications for the network to ensure that the network and applications work as designed. This Service can take the results of a Network Assessment or a Strategic Network Plan and create the specific details required for a successful network. The Network and Application Detailed Design Service will also serve as critical input into a migration or implementation plan.		
A0810095	<b>Site Survey - Data (for Multiservice Switch 6000, 7000, 8000, 15000 Series and Service Edge Router BSN only)</b>	Y	\$1,500/site
	Analyzes the installation and engineering needs for a customer's Data site. The service will ensure site readiness for the applicable equipment order. A Site Survey will help define requirements needed to successfully complete the customer project per site.		
A0518813	<b>Site Survey - Optical (for Optical Metro 3000, 5000, 6000 family and All Optical Longhaul products)</b>	Y	\$1,500/site
	Analyzes the installation and engineering needs for a customer's Optical site. The service will ensure site readiness for the applicable equipment order. A Site Survey will help define requirements needed to successfully complete the customer project per site.		
<b>Mobility Site Surveys - WLAN and Wireles Mesh Networks</b>			
Mar-08	A0511171 <b>Wireless LAN Radio Frequency (RF) Engineering Design</b>	Y	Custom Quote
	The Wireless LAN Radio Frequency (RF) Engineering Design results in a detailed specification addressing equipment quantities, access point placement, electrical power considerations, and communication wiring requirements for a specific site as identified by the customer. This specification will serve as a guide for sizing and planning a Wireless LAN 802.11a/b deployment and as input to a Site installation and implementation plan. This engineering design will provide for measurement and analysis of the radio frequency ranges and interfaces which are used to determine equipment quantities and recommended equipment placement within the Site to achieve up to 100% radio coverage in areas indicated by the customer.		
Mar-08	N0164961 <b>Wireless LAN Radio Frequency (RF) Engineering Design (Nortel Express)</b>		
	Description same as Above A0511171. Express Code should be used for Channel Partner opportunities.		
Sep-07	N0017248 <b>RF Site Design and Site Validation Service (AP 7220 and 7230)</b>	Y	Custom Quote
	The Wireless Mesh Networks (WMN) Radio Frequency Site Design Planning Service results in a detailed specification addressing equipment quantities, access point placement, electrical power considerations, and communication wiring requirements for a specific site as identified by the customer in the completed WMN RF Site Design Planning Service Request Form. This specification will serve as a guide for sizing and planning a Wireless LAN 802.11a/b deployment and as input to a Site installation and implementation plan. This survey will provide for measurement and analysis of the radio frequency ranges and interfaces which are used to determine equipment quantities and recommended equipment placement within the Site to achieve up to 100% radio coverage in areas indicated by the customer on the WMN RF Site Design Planning Service Request Form.		
A0810084	<b>Network Management Data Network Design (for Preside MDM and Service Edge Router 5500 SCS only)</b>	Y	Custom Quote
	Defines the network management data network interconnection that will specify the connectivity requirements of the primary network management centers to independently manage a customer's network.		
<b>Optical Services</b>			
A0512778	<b>Optical Link Engineering</b>	Y	Custom Quote
	Provides a custom link design reports for every optical link detailing the DCM requirements, fixed padding, and amplifier provisioning.		
A0516843	<b>Optical Network Reconfiguration Service</b>	Y	Custom Quote
	Reconfigures a network infrastructure to be condensed, expanded, or made more effective.		
<b>Project Management</b>			
A0517818	<b>Project Management - Optical</b>	Y	\$1,500/day
	Nortel Networks offers the expertise of a highly skilled project manager who will act as a single point of contact to coordinate a variety of network projects. Nortel Networks does not make any commitments regarding completion of specific tasks or deliverables unless a quote is provided from the Nortel Networks service organization.		
A0917418	<b>Project Management</b>	Y	\$196/hr
	Nortel Networks offers the expertise of a highly skilled project manager who will act as a single point of contact to coordinate a variety of network projects.		

**For quotes see Contact Tab within the price book (Please provide equipment list for quotes required)**



## OTHER MAINTENANCE SERVICES

February 1, 2009

Order No.	Product Description	List Price
<b>Onsite Resident Engineering Service (Depending on local availability of a qualified engineer Travel &amp; Living expenses may apply)</b>		
N0074986	Regularly Scheduled Engineer - custom (includes regularly scheduled or yearly requirements)	<a href="#">Custom Quote</a>
N0136270	Onsite Resident Engineer Service - Voice Specialist (Basic Voice-Non-VoIP)- 1st shift, One year (1) plus travel and living if required	\$199,000/Year
N0137395	Onsite Resident Engineer Service - Data Specialist - 1st shift, One year (1) plus travel and living if required	\$220,000/Year
N0136271	Onsite Resident Engineer Service - Convergence Specialist (VoIP) - 1st shift, One year (1) plus travel and living if required	\$250,000/Year

**On-site Mentor Service**

Nortel Networks on-site services complement your staff by providing experienced, knowledgeable professionals to meet your specific requirements. The right levels of personnel cost-effectively deliver the kinds of expertise you require on a scheduled or annual basis.

A0857403	Daily	\$1,870/day
A0857403	Annual (plus travel and living if required) Provides for a networking engineer to be located at the customer's site in order to train and support the customer's operating personnel. The primary purpose of the On-site Mentor is to manage knowledge transfer of Nortel Networks products to the customer through various on-the-job activities such as one-on-one mentoring, real-time instruction and product workshops.	\$290,000/Year

**Focal Engineer**

SP5301000	Annual Provides for a Focal Engineer ("FE") to be the customer's primary point of contact within the GNTS and be responsible for monitoring all cases opened for technical support under the Technical Support Service agreement. This service is only available for customer's who annual NNSS contract exceeds \$200,000.	\$50,000/Year
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**To obtain a Custom Quote**

Click on "Click here", scroll to Service Contact Information, click of the type of business the custom quote required for, then find the contact who handles the state or service.

[Click here](#)

**PER INCIDENT SERVICES**

BX2300	Return to Factory Repair* - 10 business day turnaround upon receipt of part at NN depot (does not include BCM)	30% (1)
BY2300	Advance Replacement Repair*- Next Business Day shipment (does not include BCM)	40% (1)

**Contivity 64MB Flash Card Upgrade Services**

A0536674	Return to Factory (Shipment within 10 business days of receipt at NN depot) - 64MB Compact Flash Card Upgrade Service for Contivity 1010, 1050, or 1100 only	\$300
A0536673	Next Business Day - 64MB Compact Flash Card Upgrade Service for Contivity 1010, 1050, or 1100 only	\$400

**Passport 8600 CLPD Upgrade Service**

A0537499	Return to Factory CPLD Upgrade-only service for PP86xx I/O Blades - required for running Split MLT feature in single-CPU systems.	\$995
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**80XX High Performance Chassis Upgrade Service**

N0060024	Advance Replacement 80XX Backplane Upgrade Service - For 8010,8006 & 8010C0 Chassis only - Required for running R/RS series modules at high perf in all slots. This service provides advance replacement of an upgraded chassis only. Labor support is not included and may be purchased separately at current hourly rates. Customer is required to return their original chassis to Nortel within 30 days of receiving the upgrade or pay full chassis list price.	\$2,000
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**OTHER MAINTENANCE SERVICES**

February 1, 2009

Order No.	Product Description	List Price
<b>C-0808</b>	<b>Ethernet Routing Switch (ERS) 8393 CPU Upgrade Service</b>	
N0192403	The service N0192403, CPU Upgrade for ERS 8393 provides for the upgrade of part number DS1404076-E5 or DS1404076 on an exchange basis. Nortel will receive the customer's existing, functioning units and return equivalent units of DS1404118-E5 or DS1404118 meeting the requirements for the enhanced CPU / Switch Fabric module.	\$2,000

**C-0209 T&M SERVICES**

**(Do not apply to Installation Services)**

A0816992	Non-Contract Telephone Technical Support, hourly rate, > 2hr minimum except for cases opened against product running current or MD software > 5hr minimum except for cases opened against product running EOL software > See Lifecycle Policy for services provided based on a product's Lifecycle status	\$300/Hour
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Note: For Non-contract Technical Support, the customer will be required to provide a method of payment prior to Nortel Networks delivering the Non-contract Technical Support service. Nortel Networks offers three methods of payment: credit card, purchase order (PO), or cash on account (certified check). For customers that do not meet Nortel Networks' criteria for accepting a PO or credit card, a cash deposit will be required. The minimum requirement to cover a service request under the non-contract provision will be \$10,000(U.S.) per case. Only the actual T&M charges will be billed against the PO. Once the Non-contract Technical Support service case has been closed, charges will be calculated and invoiced against the PO and the PO will be closed. Any prepaid amount left over from a \$10000 cash on account payment will be refunded to the customer. Every time a new Non-contract Technical Support case is opened, a new method of payment with a \$10000 minimum is required.

**Passport 6xxx/7xxx/15000/2000**

**(Applies to Carrier Customers only)**

A0551346	If a Network Element is on a software load that is no longer in Production Status (i.e. Generally Available), there is a surcharge applicable to \$3,000 per network element per year cover the higher average cost of technical support.	
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**Passport/Shasta Performance Tool (netRx)**

A0533889	Passport/Shasta Performance Tool - Base version [See Note 5 re pricing]	\$1,000 per network element per year
A0533894	Passport/Shasta Performance Tool - Enhanced version	\$1,000 per network element per year

**Enhanced Support Services for Alteon and other Advanced Enterprise Data Technologies**

Note: The following services are Maintenance services targeted to customers who desire support services entitlement that is broader in scope than is covered by 5300000 Technical Support Services (which are primarily for break-fix resolution). These enhanced services expand the scope of support to include elements of consultation, knowledge transfer, network design planning, network performance, proof of concept, and other elements that may be beyond what is covered by 5300000 services. Complex network implementations involving content switching, firewall, security and other advanced technologies are what these services are targeted for, however, enhanced support can be used for any Enterprise Data products. **Note that any products covered by these Enhanced Support Services must be under an NNSS contract.** These service are not to be confused with various Implementation Services, which are event-based and project-oriented for specific scheduled product implementations.

GR5347683	<b>Enhanced Technical Support</b> - This is an annual contract service offering that entitles an unlimited number of callers to receive "expanded scope" technical support, up to an annual cap of 350 support hours. This support is provided on a 24x7 basis. Callers are provided with a unique Express Routing Code that routes calls into a Premium support group, where a designation "quad" of assigned engineers will take the call. This allows for a very personalized technical support relationship. <b>Note:</b> Enhanced Technical Support provided that is not entitled by an active contract will be charged for at the hourly rate described in the T&M section under service code A0816992. The annual contract fee covers 350 hours of support, which is a substantial discount over the non-contracted rate.	\$63,000 per year (covers up to 350 hours of support)
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**OTHER MAINTENANCE SERVICES**

**February 1, 2009**

Order No.	Product Description	List Price
GR5348683	<p><b>DesignAid Service</b> - This is an annual contracted service offering that can be added to an Enhanced Technical Support contract. (An ETS contract is a prerequisite.) For an annual fee, subscribers of this service receive proactive design support, including elements of implementation plan assistance, network design assistance, remote deployment assistance, and knowledge transfer. This assistance can be applied to a maximum of two significant network design projects occurring in the coverage year. This service will primarily be delivered on a remote basis (via regularly scheduled teleconferences) but one face-to-face meeting with a Nortel Enterprise CSAM is budgeted in the service. This service is not meant to overlap with specific Plan/Build services that provide resources for actual equipment deployments and are highly project/site/event specific.</p>	\$54,000 per year

**For Custom Quote**

**For quotes see Contact Tab within the price book (Please provide equipment list for quotes required)**

**FOOTNOTES:**

- (1) The Service List Price is calculated as that % of the published Product List Price
- (2) Shift Descriptions:
  - 1st Shift - Mon. - Fri. 8:00AM - 5:00PM Customer Local Time
  - 2nd Shift - Mon. - Fri. 5:01PM - 7:59AM Customer Local Time + Sat. all day (12:00AM - 11:59PM) Customer Local Time
  - 3rd Shift - Sun. all day (12:00AM - Mon. 7:59AM) & Nortel Networks Holidays all day (12:00AM - 7:59AM the next non-Holiday day) Customer Local Time
- (3) Shift Descriptions, :
  - 1st Shift - M-F, 8AM - 5PM Local Time
  - 2nd Shift - M-F, 5:01PM - 11:59PM, Saturdays 8AM - 5PM Local Time
  - 3rd Shift - Tuesday - Saturday, 12:00AM - 7:59AM, Saturday - Monday 5:01 PM - 7:59 AM Local Time & Holidays
- (4) 2nd shift add 50% uplift to applicable base rate; 3rd shift add 100% uplift to applicable base rate.
- (5) Fee for Passport/Shasta Performance Tool (netRx) - Base waived for customers that have purchased NNSS

**Nortel Global Services Move, Adds & Changes (MAC) Service**

The Move, Adds, & Changes (MAC) service is designed to provide a remote or On-site capability from Nortel to North American Partners or end-customers **that have an existing maintenance contract with Nortel**. The MAC service can provide for the moving, (physical relocation) of end-user equipment, moving of end-user wiring, or performing equipment room work. As well, MAC service can add new functionality in terms of software, ISMs, application additions (IRA, ICB, etc), adding new users to databases, or adding new hardware such as line cards or Telco trunking arrangements. Changes would be reflected in any mixture of the Moves or Adds described here.

MACs that can be performed through a Network Operations Center (NOC) are considered remote, while MACs that require the service of a technician to physically go to the site are considered on-site MACS.

MACs can also be classified as Minor or Major. Minor MACs are those that require less than 2 days (15 hours) work and can be completed in that time. If there is an expectation that the total work effort will be more than 2 days, then the MAC is considered to be a Major MAC.

**MAC Pricing Summary**

<b><u>On-Site MACs: Hourly rate</u></b>			
	1 <sup>st</sup> Shift	2 <sup>nd</sup> Shift	3 <sup>rd</sup> Shift
Technician	\$140	\$210	\$280
Senior Technician	\$170	\$255	\$340
Note: 4 Hr minimum.			
<b><u>Remote MACs: Hourly rate</u></b>			
	1 <sup>st</sup> Shift	2 <sup>nd</sup> Shift	3 <sup>rd</sup> Shift
Senior Technician	\$170	\$255	\$340
Note: 2Hr minimum.			
Note: Prices do not include T&L from outside the local area.			

Shift Descriptions:  
 1st Shift - Mon. - Fri. 8:00AM - 5:00PM Customer Local Time  
 2nd Shift - Mon. - Fri. 5:01PM - 7:59AM Customer Local Time + Sat. all day (12:00AM - 11:59PM) Customer Local Time  
 3rd Shift - Sun. all day (12:00AM - Mon. 7:59AM) & Nortel Networks Holidays all day (12:00AM - 7:59AM the next non-Holiday day) Customer Local Time

**Product Coverage**

MAC Service is associated with products in the VOIP market. Specifically, products and applications within the current Software N-2 phases of their lifecycle will be supported. These include:  
 Meridian 1,  
 CS 1000, including Branch and Remote Gateways,  
 MCS5100,  
 BCM/SRG,  
 CallPilot,  
 HMS 400,  
 WLAN 2200 series (IP Telephony) (Available Jan 2007),  
 Integrated Call Assistant,  
 Integrated Conference Bridge,  
 Integrated Call Director,  
 MIRAN,  
 Digital and IP Phones,  
 OTM/TM,  
 Symposium portfolio.

**Timelines**

**Minor MACs**

<i>Time Frame</i>	<i>Activity</i>	<i>Comment</i>
<i>Minimum Ten days lead time</i>	<i>Request for quote received by Nortel for processing (allow 3 days for quote response)</i>	<i>SQR and SOW required</i>
<i>Five days lead time</i>	<i>Receipt of purchase order, Nortel schedules work</i>	<i>Assumes less than 2 days work effort</i>
<i>Completion date</i>	<i>Nortel completes work specified on the SQR/PO</i>	<i>End-user representative signs off on completion</i>

**Major MACs**

<i>Time Frame</i>	<i>Activity</i>	<i>Comment</i>
<i>Minimum Fifteen days lead time</i>	<i>Request for quote received by Nortel for processing (allow 3 days for quote response)</i>	<i>SQR and SOW required</i>
<i>Minimum Ten days lead time</i>	<i>Receipt of purchase order, with SOW and SQR, Nortel schedules work</i>	
<i>Completion date</i>	<i>Nortel completes work specified on the Statement of Work associated with the PO</i>	<i>Timeline will vary depending on the amount of work quoted</i>

**Pricing Notes:**

The order codes for MAC Services are:

- N0102714 for MCS5100,
- N0102780 for CS 1000,
- N0102781 for BCM,
- N0102782 for CallPilot,

-To order the MAC Services, Fax P.O., SQR and SOW (if required), to 978-288-1584  
 -If required, Travel and Living (T&L) expenses will be included in the quote for MAC Services.  
 -The delivery terms for MAC Services will be valid for 60 days from the offer date.  
 -Special requirements, such as materials or engineering activities outside the scope of performing MAC Service or exceptions to Nortel Networks standards, will be billed separately via the Job Change Order process.

-If the site is not ready for the MAC work on the scheduled work date, or if required information is not provided, or if changes are made to the scope of work, then the schedule for completion of the MAC Service work will be changed accordingly and additional fees may apply.



5300000 Services Terms and Conditions

February 1, 2009

**Nortel Networks Support Services**

	Software Services		Technical Support Services Pack	Repair Services Pack	Managed Spares Services Pack			Managed On-Site with Spares Services Pack			&	Managed Services	
	Software Release Subscription - Basic	Software Release Subscription - Plus	Technical Support Service	Return and Replace Service	Next Business Day Service	Same Business Day (5x12) Service	4 Hour (7x24) Service	Next Business Day Service	Same Business Day (5x12) Service	4 Hour (7x24) Service		Managed Network Services "Essential"	Managed Network Services "Advanced"
<b>Service Model Number</b>	GW5300000	GU5300000	GE5300000	GL5300000	GF5300000	GG5300000	GH5300000	GJ5300000	GK5300000	GN5300000	GM5301000	GM5302000	
<b>7x24 Phone Support</b>	No	Yes	Hardware & Operational Software	Hardware & Operational Software	Hardware & Operational Software	Hardware & Operational Software	Hardware & Operational Software	Hardware & Operational Software	Hardware & Operational Software	Hardware & Operational Software	n/a	n/a	
<b>Priority Phone Access to TSC (Over Non-Contract Customers)</b>	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	n/a	n/a	
<b>Unlimited TSC Callers</b>	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	n/a	n/a	
<b>Major &amp; Minor Software Releases</b>	Applications & Operational Software	Applications & Operational Software	Operational Only	Operational Only	Operational Only	Operational Only	Operational Only	Operational Only	Operational Only	Operational Only	n/a	n/a	
<b>Software Patches</b>	Yes (does not include billable patches)	Yes (does not include billable patches)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	n/a	n/a	
<b>Electronic Support</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	n/a	n/a	
<b>Return-To-Factory Parts Shipment to Customer Site</b>	No	No	No	Yes	No	No	No	No	No	No	n/a	n/a	
<b>Advance Parts Shipment to Customer Site</b>	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	n/a	n/a	
<b>Same Part or Like Part Delivered to Customer</b>	No	No	No	Same or Like	Like	Like	Like	Like	Like	Like	n/a	n/a	
<b>On-site Labor</b>	No	No	No	No	No	No	No	Yes	Yes	Yes	n/a	n/a	
<b>Response Time</b>	No	No	Meet TL9000 escalation response times	Shipped within 10 business days upon receipt of part	Next business day parts only	4 hour same day parts only (No. Amer if site within 50 mi of parts depot, 6 hrs 51-100 mi); see availability matrix rest of world)	4 hour same day parts only (No. Amer if site within 50 mi of parts depot, 6 hrs 51-100 mi); see availability matrix rest of world)	Next business day parts & labor (No. Amer if site within 250 mi. of parts depot; see availability matrix rest of world)	4 hour same day parts & labor (No. Amer if site within 50 mi of parts depot, 6 hrs 51-100 mi); see availability matrix rest of world)	4 hour same day parts & labor (No. Amer if site within 50 mi of parts depot, 6 hrs 51-100 mi); see availability matrix rest of world)	n/a	n/a	
<b>Service Coverage Period</b>	No	No	24X7	NA	Mon - Fri (excluding holidays) 7AM - 7PM North America. See Service Definition Document for rest of world.	Mon - Fri (excluding holidays) 7AM - 7PM North America local time (8AM - 8PM rest of world)	7-day-a-week, 24-hour-a-day	Mon - Fri (excluding holidays) 7AM - 7PM North America. See Service Definition Document for rest of world.	Mon - Fri (excluding holidays) 7AM - 7PM North America local time (8AM - 8PM rest of world)	7-day-a-week, 24-hour-a-day	n/a	n/a	
<b>Response Time Terms/Conditions</b>	No	No	No	Begins upon RMA being issued by NN	If RMA issued by 7PM North America local time, otherwise 2nd business day. See Service Definition Document for rest of world	If RMA issued by 3PM Americas (4PM rest of world) local time, otherwise next business day	No Prerequisites Apply (begins upon RMA being issued by NN)	If RMA issued by 7PM North America local time, otherwise 2nd business day. See Service Definition Document for rest of world	If RMA issued by 3PM Americas (4PM rest of world) local time, otherwise next business day	No Prerequisites Apply (begins upon RMA being issued by NN)	n/a	n/a	
<b>Managed Network Services (See Managed Services Components tab for additional Optional services requirements)</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Yes	Yes	

**NORTEL NETWORKS SUPPORT SERVICES - CONTRACTED MAINTENANCE SERVICES**

February 1, 2009

Effective with the November 2004 Price List, the NNSS Pricing was migrated into the Global Product & Pricing Catalog. As part of that migration, the pricing on this tab was replaced by GPPC extracts that are available in two separate files. These files are included in the Services Price Books ZIP package that is downloaded from GPPC. The files are:

- US PL Nov 1 2006.xls      pricing for US Customers
- CAN PL Nov 1 2006.xls      pricing for Canadian Customers

**How To Access Nortel Networks U.S. Zip Code Hardware Response Time Tool**

**Partners:** follow these instructions

<a href="#">Nortel Networks Partners</a>
1) Click on "Nortel Networks Partners" above to access the "Partner Info Center (PIC)"
2) Click on "Login" and enter your User ID & Password (or select "Register" to open an account)
3) Click on "Sign In"
4) Click On "Partner Info Center"
5) Click On "Services" under Products, Services & Solutions
6) Click on "Service Tools"
7) Click on " Zip Code Data Hardware Response Time Tool"

For service availability information for Canada please contact Colleen Carrie @ ESN 333-6022 or 905-863-6022

**NOTE:** Access to the PIC for Internal Nortel Networks Users is not supported via NorPASS. Internal users can access the PIC by selecting "Partner Services" from the internal GES web site and following the login i provided.

**Internal Nortel Users**

Go to the web site url below and click on "Zip Code H/W Response Time Tool", download the tool, and follow the instructions. Once you type in the zip code of your site location, the tool will tell you what Nortel Netw Support Service can be delivered.

**Nortel Networks Zip Code Tool web site:** <http://bizsphere.us.nortel.com/?link=Sd9cb19e5-a39d-46aa-9d5c-ffab>

instructions

works



Alteon SFA-AD4 Switched Firewall Accelerator	Line item order no. 477	n/a	n/a	n/a
Alteon SFA-185 Switched Firewall Accelerator	Line item order no. 478	n/a	n/a	n/a
Alteon SFA-6400 Switched Firewall Accelerator	Line item order no. 599	n/a	n/a	n/a
Alteon ASF-5105 and 5106 Firewall	Line item order no. 479	n/a	n/a	n/a
Alteon ASF-5109 Firewall and SFD-5009	Line item order no. 480	n/a	n/a	n/a
Alteon ASF-5114 Firewall	Line item order no. 548	n/a	n/a	n/a
Alteon iSD-310 ACM-SM Alteon Content Manager	Line item order no. 483	n/a	n/a	n/a
Alteon iSD-310 ACM-LE Alteon Content Manager	Line item order no. 484	n/a	n/a	n/a
Alteon iSD-310 ACM-SP Alteon Content Manager	Line item order no. 485	n/a	n/a	n/a
Alteon ACM-SM-CA Upgrade Licence	Line item order no. 486	n/a	n/a	n/a
Alteon ACM-AG-1 Cache Management License Single	Line item order no. 487	n/a	n/a	n/a
Alteon ACM-AG-10 Cache Management License 10-Pack	Line item order no. 488	n/a	n/a	n/a
Alteon ACM-AG-25 Cache Management License 25-Pack	Line item order no. 489	n/a	n/a	n/a
Alteon ACM-AG-50 Cache Management License 50-Pack	Line item order no. 490	n/a	n/a	n/a
Alteon ACM-AG-100 Cache Management License 100-Pack	Line item order no. 491	n/a	n/a	n/a
Alteon Link Optimizer 143	Line item order no. 492	n/a	n/a	n/a
Alteon Link Optimizer 150	Line item order no. 493	n/a	n/a	n/a
Threat Protection System 2050-IS (Intrusion Sensor)	Line item order no. 878			
Threat Protection System 2070-IS (Intrusion Sensor)	Line item order no. 879			
Threat Protection System 2070-DC (Defense Center)	Line item order no. 880			
<b>AVICI ROUTERS (25)</b>				
Avici QSR 10-Slot Router Chassis	Line item order no. 756	Custom	Custom	Custom
Avici SSR 20-Slot Router Chassis	Line item order no. 757	Custom	Custom	Custom
Avici TSR 40-Slot Router Chassis	Line item order no. 758	Custom	Custom	Custom
Avici Route Controller card	Line item order no. 759	Custom	Custom	Custom
Avici Router Module Line Card Category "A"	Line item order no. 760	Custom	Custom	Custom
Avici Router Module Line Card Category "B"	Line item order no. 761	Custom	Custom	Custom
Avici Router Module Line Card Category "C"	Line item order no. 819	Custom	Custom	Custom
Avici Expansion Kit	Line item order no. 762	Custom	Custom	Custom
<b>BAYSTACK/BUSINESS POLICY SWITCH</b>				
BayStack ENET/TR to \$3199 (3)	Line item order no. 037	\$605	\$1,700	n/a
BayStack ENET/TR \$3200 - \$4999 (3)	Line item order no. 038	\$605	\$1,700	n/a
BayStack ENET/TR \$5000 + (3)	Line item order no. 094	\$605	\$1,700	n/a
Baystack 10 / 15 PSU (RPSU only)	Line item order no. 238	\$605	\$1,700	n/a
Baystack 10 UPS (Must include same service level of line 238)	Line item order no. 239	n/a	n/a	n/a
Business Policy Switch (3)	Line item order no. 286	\$605	\$1,700	
Baystack 325-24T/G	Line item order no. 777	\$605	\$1,700	
Baystack 380-24T (10/100/1000)	Line item order no. 420	\$605	\$1,700	\$500
Baystack 380-24F (Gigabit Ethernet Switch)	Line item order no. 499	\$605	\$1,700	\$500
Baystack 425-24T	Line item order no. 551	\$605	\$1,700	\$500
Baystack 425-48T	Line item order no. 029	\$605	\$1,700	
Baystack 460-24T-PWR	Line item order no. 400	\$605	\$1,700	\$500
Baystack 470-24T	Line item order no. 543	\$605	\$1,700	\$500
Baystack 470-48T	Line item order no. 376	\$605	\$1,700	\$500
Baystack 5510-24T	Line item order no. 550	\$605	\$1,700	\$500
Baystack 5510-48T	Line item order no. 549	\$605	\$1,700	\$500
Baystack 5520-24T-PWR	Line item order no. 846	\$605	\$1,700	
Baystack 5520-48T-PWR	Line item order no. 845	\$605	\$1,700	
Ethernet Routing Switch 3510-24T	Line item order no. 922			
<b>Wireless LAN 2200</b>				
Wireless LAN 2220 Access Point (Dual Mode)	Line item order no. 323	\$323	n/a	\$500
Wireless LAN 2221 Access Point (B-mode Only)	Line item order no. 594	\$323	n/a	\$500
Wireless LAN 2201, 2202 Mobile Adapter	Line item order no. 324	n/a	n/a	n/a
Wireless LAN 2250 Security Switch	Line item order no. 546	\$605	\$1,700	\$500
Wireless LAN 223x Access Port	Line item order no. 647	\$323	n/a	
Wireless LAN 2232R Remote AccessPort (26)	Line item order no. 877	\$323	n/a	
Wireless LAN 2270 Security Switch - for 12 access ports	Line item order no. 648	\$605	\$1,700	
Wireless LAN 2270 Security Switch - for 24 access ports	Line item order no. 649	\$605	\$1,700	
Wireless LAN 2270 Security Switch - for 36 access ports	Line item order no. 650	\$605	\$1,700	
Wireless LAN Handset Kit	Line item order no. 787	n/a	n/a	n/a
Wireless LAN Handsets/Headsets	Line item order no. 788	n/a	n/a	n/a
Wireless LAN 2245 IP Telephony Manager	Line item order no. 789	n/a	n/a	n/a
Wireless LAN 2246 Application Gateway - 64 Users	Line item order no. 790	n/a	n/a	n/a











N = New Line Item

D = Discontinuation of Line Item after published in Price Book for 90 days (check Quick Quote Reference Guide tab #8 to determine when 90 day Discontinuation Period began)

For a description of a Service in the Startup Services and Other Services sections, go to the Component Services Description section below and find the service description by it's A0 code number.

**MANAGED SERVICES COMPONENTS**

Order No.		CSEIK, M1 (Per Port)	ANH, ARN, PP2400, ASN	Application Switch 180/184 (formerly known as Alteon)	Multiprotocol Router 5439 (formerly PP439)	Ethernet Switch (formerly Baystack 350, 380, 420, 450, 470, BP52000, WL-AN2200 / 2250 and S510	BCM (per Port)	BCN	BLN-2	NPN Router (formerly Centivity) 1004/00/600/101/010350/1100	NPN Router (formerly Centivity) 1500/600/1700	NPN Router (formerly Centivity) 2600/2700	NPN Router (formerly Centivity) 4500/4600	Optical Ethernet 1200, 1400, 1450 (formerly Optical Metro)	Optical Metro 3000, 5000	Multiservice Access Switch (formerly Passport) 4120, 4400, 4450, 4460	Passport 6420 / 7420	Passport 6440 / 7440	Passport 6480 / 7480	Passport 15000 / 20000
<b>GM5500000 (Partner Managed)</b>																				
GM5500	Managed Services Program Startup (One Time per Chan)	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000
GM5530	Managed Services "Fault Management" Per port for some products	\$59	\$378	\$378	\$588	\$378	\$59	\$378	\$378	\$210	\$756	\$1,176	\$2,352	\$756	\$1,260	\$630	\$1,680	\$2,100	\$2,730	\$2,100
GM5534	Managed Services "System Configuration Backup" - Per System	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126	\$126
GM5531	Managed Services Configuration Changes - Per incident	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182	\$182
GM5532	Managed Voice "Soft MAC's" - Per MAC	\$30	n/a	n/a	n/a	n/a	\$30	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GM5533	Managed Services Optical Circuit Provisioning	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	\$182	\$182	n/a	n/a	n/a	n/a	n/a
GM5536	Managed Services Fiber Vendor Management	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Custom Quote	Custom Quote	n/a	n/a	n/a	n/a	n/a
GM5540	Managed Voice "ACD Port Management - Basic" - Per Port	\$244	n/a	n/a	n/a	n/a	\$244	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GM5541	Managed Voice "ACD Port Management - Enhanced" - Per Port	\$328	n/a	n/a	n/a	n/a	\$328	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GM5542	Managed Voice "CDRC & Delivery" - Per System	\$2,185	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GM5580	Managed Services POE Curcuit 32k cir - Per circuit	n/a	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400
GM5581	Managed Services POE Curcuit 64k cir - Per circuit	n/a	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800
GM5582	Managed Services POE Curcuit 128k cir - Per circuit	n/a	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840
GM5583	Managed Services POE Curcuit 256k cir - Per circuit	n/a	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240
GM5584	Managed Services POE Curcuit 768k cir - Per circuit	n/a	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480
<b>GM5300000 (Partner Passthrough)</b>																				
GM5300	Managed Services Customer Startup (One Time per customer)	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000
GM5305	Managed Voice Services (Custom Quote)	Custom Quote	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GM5306 (N1)	RAM (Remote Access Manager) - BASIC (Per user Licence) Please see note #1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	\$19.80	\$19.80	\$19.80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GM5307 (N1)	RAM (Remote Access Manager) - PREMIUM (Per user Licence) Please see note #1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	\$22.20	\$22.20	\$22.20	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GM5331	Managed Services Configuration Changes - Per incident	n/a	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221
GM5332	Managed Services "Soft MAC's" - Per MAC	n/a	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221	\$221
GM5333	Managed Services Optical Circuit Provisioning	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	\$182	\$182	n/a	n/a	n/a	n/a	n/a
GM5336	Managed Services Fiber Vendor Management	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Custom Quote	Custom Quote	n/a	n/a	n/a	n/a	n/a
GM5340	Managed Voice "ACD Port Management - Basic" - Per Port	\$244	n/a	n/a	n/a	n/a	\$244	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GM5341	Managed Voice "ACD Port Management - Enhanced" - Per Port	\$328	n/a	n/a	n/a	n/a	\$328	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

GM5342	Managed Voice "CDRC & Delivery" - Per System	\$2,185	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GM5380	Managed Services POE Circuit 32k cir - Per circuit	n/a	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400	\$8,400
GM5381	Managed Services POE Circuit 64k cir - Per circuit	n/a	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800
GM5382	Managed Services POE Circuit 128k cir - Per circuit	n/a	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840	\$21,840
GM5383	Managed Services POE Circuit 256k cir - Per circuit	n/a	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240	\$30,240
GM5384	Managed Services POE Circuit 768k cir - Per circuit	n/a	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480	\$60,480

**Order No. Service Description**

**COMPONENT SERVICES DESCRIPTIONS**

These Services provide the flexibility to design a service solution to meet the customer's unique needs. These Services consist of Customer and System Startup, Fault Management, Configuration Changes, Moves Adds & Changes, ACD Port Management, System Configuration Backup, and Call Detail Record Collection & Delivery. Once the Customer Startup and or Systems Startup has been completed, the network is ready to manage.

**SERVICES DESCRIPTIONS GM5500000 (Partner Managed) see above chart for pricing**

- GM5500 **Managed Services Program Startup - Across all Products**  
Nortel Networks will work with you to set up your facility to provide Managed Services from a channel perspective. The Start-up and Integration procedures will ensure that your network customers networks seamlessly integrates with the Nortel Networks NMC. These procedures include a survey of your network, design and implementation, a integration test plan to verify that your network is ready to provide Managed Services. Customer must purchased the Managed Services Program startup only once (GM5500 ) No discounts apply to startup.
- GM5530 **Managed Services Fault Management (Across most products see matrix above.)**  
This service provides Fault Management and surveillance 24 hours a day, 7 days a week, 365 days a year using remote network monitoring. When events and alarms are detected, Nortel Networks will handle the tracking, analysis, and resolution of any network faults escalated from the network monitoring component or by the end customer. We will also accept, review, prioritize, and escalate automated or manually entered events originating on your end customers' networks. Voice / Converged products it's per port pricing and traditional data products it's per element pricing. Note: This services cannot be purchased out side of the Partner Managed program.
- GM5534 **Managed Services System Configuration Backup - (Across most Products see matrix above.)**  
The Remote Backup service provides archiving of the system configuration files to a Nortel Networks location which is off-site to the customer's premises. System configuration files are copied on a predetermined schedule (egg, weekly or monthly) as well as following each configuration change and are retained for a specified period (e.g., retain current and last two backups).
- GM5531 **Managed Services Configuration Changes - (Across most Products see matrix above.)**  
The ability to implement configuration changes quickly and successfully is a major part of any network management offering. This optional service changes equipment configurations and system functions online. It includes: - Configuration changes for operational parameters, - Reviewing, testing, and implementing configuration changes to your customer's network devices, - Quality of Services policy and configuration changes when necessary.
- GM5532 **Managed Services Soft MAC's - (Per Mac)**  
Administering network information is as critical as managing the network itself. That's why Managed Services option includes the Moves, Adds, and Changes (MACs) service. "Soft" MACs are performed remotely – they do not require a site visit. Comprehensive tracking and implementation of remote customer-authorized moves, adds, and changes.
- GM5533 **Managed Services Optical Circuit Provisioning - (Per Circuit)**  
This service sets a permanent traffic path between any two given points on an existing optical facility. It includes the activities associated with completing the software data-fill needed to place an optical circuit in-service.
- GM5536 **Managed Services Fiber Vendor Management (Optical Only)**  
This service sets a permanent traffic path between any two given points on an existing optical facility. It includes the activities associated with completing the software data-fill needed to place an optical circuit in-service.
- GM5540 **Managed Voice ACD Port Management - Basic**  
Automatic Call Distribution (ACD) enables specific incoming calls to be directed to selected agents based on specific criteria such as agent skills, customer number identification, and time-of-day parameters. This service offers two levels of ACD Port Management: Basic and Enhanced. This being the Basic Automatic Call Distribution Port Management includes the support of the ACD services provided by the PBX. If an end-customer has a call center, Automatic Call Distribution (ACD) Port Management provides activation or deactivation, and management reports on the center's ACD ports.
- GM5541 **Managed Voice ACD Port Management - Enhanced**  
Automatic Call Distribution (ACD) enables specific incoming calls to be directed to selected agents based on specific criteria such as agent skills, customer number identification, and time-of-day parameters. This service offers two levels of ACD Port Management: Basic and Enhanced. This being the Enhanced ACD Port Management fulfills on call center management products such as Meridian Max or the Symposium Call Center Server (SCCS). All requests are completed remotely.
- GM5542 **Managed Voice "Call Detail Record Collection & Delivery"**  
The Call Detail (CDR) Collection and Delivery service enables improved billing management. This service provides call detail data from managed PBXs to assist your customers in their telephony cost allocation and billings. The Nortel Networks NMC will provide a CDR Report to a customer on an agreed-upon schedule. From there, the customer can import the CDR data into the company's billing or call accounting system to generate invoices and usage reports.
- GM5580 **Managed Services Point of Entry Circuit 32k cir - (Across most Products see matrix above.)**  
This is a Frame based circuit for a network being managed between 0-75 Network Elements with a committed information rate of 32k..
- GM5581 **Managed Services Point of Entry Circuit 64k cir - (Across most Products see matrix above.)**  
This is a Frame based circuit for a network being managed between 75-200 Network Elements with a committed information rate of 64k.
- GM5582 **Managed Services Point of Entry Circuit 128k cir - (Across most Products see matrix above.)**  
This is a Frame based circuit for a network being managed between 200-500 Network Elements with a committed information rate of 128k..
- GM5583 **Managed Services Point of Entry Circuit 256k cir - (Across most Products see matrix above.)**  
This is a Frame based circuit for a network being managed between 500-800 Network Elements with a committed information rate of 256k.
- GM5584 **Managed Services Point of Entry Circuit 768k cir - (Across most Products see matrix above.)**  
This is a Frame based circuit for a network being managed between 800-1500 Network Elements with a committed information rate of 768k.

**SERVICES DESCRIPTIONS GM5300000 (Partner Passthrough) see above chart for pricing**

- GM5300 **Managed Services Customer Startup - Across all Products**  
Nortel Networks will work with you to set up your facility to provide Managed Services. The Start-up and Integration procedures will ensure that your network seamlessly integrates with the Nortel Networks NMC. These procedures include a survey of your network, design and implementation, and an integration test plan to verify that your provide Managed Services. Customer must purchased the Managed Services Customer Startup (GM5300) only once per customer / network for this Partner Pass-through service set. Does not apply to the Managed VPN Contivity Solution
- GM5305 **Managed Voice Services (Custom Quote)**
- GM5306 **RAM - BASIC (1)**  
RAM Basic includes Customer Setup and Integration, Customer Care Management, RAM access client and Phone Book, RAM Help Desk Reporting, RAM VPN Client integration, Integrated RAM service Level Management Client, access to Nortel Networks access backend interface, Microsoft GINA functionality, Software Updates and Tech
- GM5307 **RAM PREMIUM (1)**  
RAM Premium includes all of what's in RAM Basic plus Broadband Advisor and Service Level Reporting.
- GM5331 **Managed Services Configuration Changes - (Across most Products see matrix above.)**

The ability to implement configuration changes quickly and successfully is a major part of any network management offering. This optional service changes equipment configurations and system functions online. It includes: - Configuration changes for operational parameters, - Reviewing, testing, and implementing configuration changes to your customer's network devices, - Quality of Services policy and configuration changes when necessary.

GM5332	<b>Managed Services Soft MAC's - (Per Mac)</b> Administering network information is as critical as managing the network itself. That's why Managed Services option includes the Moves, Adds, and Changes (MACs) service. "Soft" MACs are performed remotely – they do not require a site visit. Comprehensive tracking and implementation of remote customer-authorized moves, adds, and changes.
GM5333	<b>Managed Services Optical Circuit Provisioning - (Per Circuit)</b> This service sets a permanent traffic path between any two given points on an existing optical facility. It includes the activities associated with completing the software data-fill needed to place an optical circuit in-service.
GM5336	<b>Managed Services Fiber Vendor Management (Optical Only)</b> This service sets a permanent traffic path between any two given points on an existing optical facility. It includes the activities associated with completing the software data-fill needed to place an optical circuit in-service.
GM5340	<b>Managed Voice ACD Port Management - Basic</b> Automatic Call Distribution (ACD) enables specific incoming calls to be directed to selected agents based on specific criteria such as agent skills, customer number identification, and time-of-day parameters. This service offers two levels of ACD Port Management: Basic and Enhanced. This being the Basic Automatic Call Distribution Port Management includes the support of the ACD services provided by the PBX. If an end-customer has a call center, Automatic Call Distribution (ACD) Port Management provides activation or deactivation, and management reports on the center's ACD ports.
GM5341	<b>Managed Voice ACD Port Management - Enhanced</b> Automatic Call Distribution (ACD) enables specific incoming calls to be directed to selected agents based on specific criteria such as agent skills, customer number identification, and time-of-day parameters. This service offers two levels of ACD Port Management: Basic and Enhanced. This being the Enhanced ACD Port Management fulfills on call center management products such as Meridian Max or the Symposium Call Center Server (SCCS). All requests are completed remotely.
GM5342	<b>Managed Voice "Call Detail Record Collection &amp; Delivery"</b> The Call Detail (CDR) Collection and Delivery service enables improved billing management. This service provides call detail data from managed PBXs to assist your customers in their telephony cost allocation and billings. The Nortel Networks NMC will provide a CDR Report to a customer on an agreed-upon schedule. From there, the customer can import the CDR data into the company's billing or call accounting system to generate invoices and usage reports.
GM5380	<b>Managed Services Point of Entry Circuit 32k cir - (Across most Products see matrix above.)</b> This is a Frame based circuit for a network being managed between 0-75 Network Elements with a committed information rate of 32k..
GM5381	<b>Managed Services Point of Entry Circuit 64k cir - (Across most Products see matrix above.)</b> This is a Frame based circuit for a network being managed between 75-200 Network Elements with a committed information rate of 64k.
GM5382	<b>Managed Services Point of Entry Circuit 128k cir - (Across most Products see matrix above.)</b> This is a Frame based circuit for a network being managed between 200-500 Network Elements with a committed information rate of 128k..
GM5383	<b>Managed Services Point of Entry Circuit 256k cir - (Across most Products see matrix above.)</b> This is a Frame based circuit for a network being managed between 500-800 Network Elements with a committed information rate of 256k.
GM5384	<b>Managed Services Point of Entry Circuit 768k cir - (Across most Products see matrix above.)</b> This is a Frame based circuit for a network being managed between 800-1500 Network Elements with a committed information rate of 768k.

For custom quotes see Regional Services Contact Tab within the price book

**Managed VPN Router Solution** (formerly Managed VPN Contivity Solution)

**How-to-Price the Managed VPN Router Solution**

First find the product you are pricing in the product family column. Continue horizontally across the page until you find the service level you want for that product. Each VPN Router unit supported within the Managed VPN Router Solution, must be purchased with a) an Implementation Service Package, and b) a Managed Network Service (either Next Business Day or 4 Hour response). The fixed fee at the intersection of the product and service is your NNSS price for that offering for that product. The Service Number needed for ordering is also shown next to the price for each service. **For further information or for assistance with quotes, please refer to the Contacts tab of the price book. (Start up fee (GM5300 & GM5500) do not apply to this Managed VPN Router Solution.**

Mandatory Services (2):		Managed VPN Router Solution									
Product	Implementation Service Package	Managed Network Services (annual price)				Maintenance Services (annual price)					
		7x24xNBD Managed Service		4 Hour (7x24) Managed Service		Next Business Day Service (Spare only)		Next Business Day Service (Onsite with Spares)		4 Hour (7x24) Service (Onsite with Spares)	
		Service Number	Price	Service Number	Price	Service Number	Price	Service Number	Price	Service Number	Price
VPN Router 2xx (3)	GM1001389 \$500	GM5308389 \$890	GM5309389 \$1,275	GF5300389 \$48	n/a	n/a	n/a	n/a	n/a	n/a	
VPN Router 1010/1050/1100 (3)	GM1001364 \$500	GM5308364 \$1,050	GM5309364 \$1,425	n/a	n/a	GJ5300364 \$415	GN5300364 \$475	n/a	n/a	n/a	
VPN Router 17xx (3)	GM1001299 \$500	GM5308299 \$1,050	GM5309299 \$1,425	n/a	n/a	GJ5300299 \$840	GN5300299 \$1,260	n/a	n/a	n/a	
VPN Router 2700 (3)	GM1001228 \$500	n/a	n/a	GM5309228 \$2,250	n/a	n/a	n/a	GN5300228 \$3,600	n/a	n/a	
VPN Router 5000 (3)	GM1001106 Custom Quote	n/a	n/a	GM5309106 Custom Quote	n/a	n/a	n/a	n/a	GN5300106 \$8,100	n/a	
VPN Gateway 3050	GM1001339 Custom Quote	n/a	n/a	GM5309339 Custom Quote	n/a	n/a	n/a	n/a	GN5300339 \$2,350	n/a	
<b>Optional Services:</b>											
GM1002000	<b>Managed VPN Router Solution - Soft Moves, Adds, Changes and Deletes - (Per MACD)</b>										<b>\$2:</b>
	Moves, Adds, Changes and deletes (MACDs) are used to implement relocations, additions, reconfigurations and deletions. This service provides comprehensive tracking and implementation of remote customer-authorized moves, adds, changes and deletes (MACDs). "Soft" MACDs are an optional service of the Managed VPN Router Solution and are performed remotely - they do not require a site visit.										
GM1003000	<b>Managed VPN Router Solution - Onsite Support Services</b>										<b>Custom</b>
	Onsite Support Services are available as an option to the customer who has purchased the Managed VPN Router Solution Services Package. Pricing for Onsite support Services is on a custom quote basis. The types of services available include Site Surveys, Onsite Installation Services and Hard Move Add Change and Delete services that require an onsite visit. For further information or for assistance with quotes, please refer to the Regional Service Contacts tab of the price book. <b>For further information or for assistance with quotes, please refer to the Contacts tab of the price book.</b>										
GM1004000	<b>Managed VPN Router Solution - Site Prequalification Service</b>										<b>\$1:</b>
	The pre-qualification results that are provided as part of the Implementation Service Package are valid for 30 days. Should the customer's decision process exceed the 30 day timeframe a second pre-qualification will be required. If required, an additional pre-qualification fee (GMXXXXX) will be added to the Implementation Service Package fee.										
<b>Optional Managed Firewall Services for Managed VPN Router Solution:</b>											
GM1005000	<b>Managed VPN Router Solution - Managed Firewall Standard Setup</b>										<b>Custom</b>
	Initial set up and configuration of Firewall Components. Price is one time fee per unit. For further information or for assistance with quotes, please refer to the Regional Service Contacts tab of the price book.										
GM1006000	<b>Managed VPN Router Solution - Managed Firewall Custom Setup</b>										<b>Custom</b>
	Initial set up and configuration of Firewall Components. Custom Setup allows up to a maximum of 30 rules. Price is one time fee per unit. For further information or for assistance with quotes, please refer to the Regional Service Contacts tab of the price book.										
GM1007000	<b>Managed VPN Router Solution - Managed Firewall Operations</b>										<b>Custom</b>
	Service includes configuration backups on regular intervals and restoration in the event of failure. Price is annual contracted fee per unit. For further information or for assistance with quotes, please refer to the Regional Service Contacts tab of the price book.										

NOTES		
(1)	RAM	Minimum 1000 user licence per contract. This service can only be purchased in 100 user licence increments. Minimum 2 year contract first year and 1 year minimum afterwards. Please call SPLM - Allan Cameron or PLM - Jonathon Lewis for volume discounts above 2500 users.
(2)	Managed VPN Contivity Solution	Each Contivity unit supported under the Managed VPN Contivity Solution must be purchased with a) an Implementation Service Package, and b) a Managed Network Service (either Next Business Day or 4 Hour response) and c) a Maintenance Service (either Next Business Day or 4 Hour response).
(3)	Contivity Switch 2xx, 600, 1xx0, 1600, 17xx, 2x00, 4x00, 5000, & Server Farm	Contivity Extranet Switch Products 1xx0, 1600, 1700, 2x00, 4x00 and 5000 do not include support for Netscape's LDAP server. Please note that due to current U.S. encryption laws, the service offerings for the 128 bit Contivity Switch 2xx, 600, 1xx0, 1600, 1700, 2x00, 4x00 and 5000 platforms may be limited in certain regions outside the U.S. and Canada. It is recommended that you contact the service representative in your particular region if you have questions.















Ethernet Routing Switch \$100,000 (formerly Passport)
\$20,000
\$1,680
\$126
\$182
n/a
n/a
n/a
n/a
n/a
n/a
\$8,400
\$16,800
\$21,840
\$30,240
\$60,480

\$14,000
n/a
n/a
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\$221
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\$8,400
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\$21,840
\$30,240
\$60,480

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February 1, 2009

Nortel Express Contact Center Installation & Integration Services		VID Discount?	MSRP
N0155699	Nortel Express Basic CC6 CCM Installation & Integration (CCMS & CCMA)	Y	\$ 12,555
N0155655	Nortel Express CC6 CCMS Replication & Standby Server Installation & Integration	Y	\$ 4,948
N0155651	Nortel Express CC6 CCT (non-IVR) Installation & Integration	Y	\$ 4,948
N0155445	Nortel Express CC6 CCT-IVR Installation & Integration	Y	\$ 7,473
N0155647	Nortel Express CC6 NCC Installation & Integration	Y	\$ 4,948
N0155654	Nortel Express CC6 License Manager Installation & Integration (Nodal or Corporate)	Y	\$ 2,422
N0155650	Nortel Express Linkplexer Installation & Integration	Y	\$ 6,607
N0155433	Nortel Express CC6 CCMM Installation & Integration	Y	\$ 9,999
N0155435	Nortel Express SIP Contact Center Installation & Integration (component items)	Y	\$ 19,162
N0155436	Nortel Express Media Application Server software Installation & Integration	Y	\$ 5,814
N0155426	Nortel Express CC6 Web Communications Manager Installation & Integration	Y	\$ 4,948
N0155439	Nortel Express CCM6 MLS (Meridian Link Services) Installation & Integration	Y	\$ 6,607
N0155438	Nortel Express CC6 Multimedia Outbound Integration & Testing	Y	\$ 2,422
N0158303	Nortel Express CC6 Multimedia Web Chat Integration & Testing	Y	\$ 2,422
N0158304	Nortel Express CC6 Multimedia Email Integration & Testing	Y	\$ 2,422
N0158418	Nortel Express CC6 CCMM Replication Installation and Integration (1st shift)	Y	\$ 5,180
Nortel Express Contact Center Upgrade Services		VID Discount?	MSRP
N0155658	Nortel Express SCCS 4.2 or SCCS 5.0 to CC6 CCM Upgrade (CCMS & CCMA)	Y	\$ 14,977
N0155428	Nortel Express SCCS 4.0 to CC6 CCM (CCMS & CCMA)	Y	\$ 17,503
N0155657	Nortel Express TAPI3 or CCT5 to CCT6 Upgrade	Y	\$ 6,607
N0155430	Nortel Express SCCS5.0 to CC6 Replication/Standby Server Upgrade	Y	\$ 8,370
N0155431	Nortel Express NCC 5.0 to CC 6.0 NCC	Y	\$ 8,700
N0155427	Nortel Express SWCP to CC6 CCMM Installation & Integration	Y	\$ 19,162
N0155425	Nortel Express CC6 or SCCS5 Keycode Upgrade to Agent Licenses	Y	\$ 2,422
Nortel Express Contact Center Services Hourly Charges (for Custom Quotes)		VID Discount?	MSRP
N0155440	Nortel Express Contact Center Hourly Charge Business Hours (1st shift)	Y	\$ 235
N0155442	Nortel Express Contact Center Hourly Charge Evening, Saturday (2nd Shift)	Y	\$ 300
N0155444	Nortel Express Contact Center Hourly Charge Sunday, Holidays (3rd Shift)	Y	\$ 350
<b>For quotes see Contact Tab within the price book (Please provide equipment list for quotes required)</b>			

**Shift Definitions:**

1st Shift - Mon. - Fri. 8:00AM - 5:00PM Customer Local Time

2nd Shift - Mon. - Fri. 5:01PM - 7:59AM Customer Local Time + Sat. all day (12:00AM - 11:59PM) Customer Local Time

3rd Shift - Sun. all day (12:00AM - Mon. 7:59AM) & Nortel Networks Holidays all day (12:00AM - 7:59AM the next non-Holiday day) Customer Local Time



February 1, 2009

Order No.	Service Description	VID Discount?	MSRP
<b>Contact Center Installation &amp; Integration Services</b>			
N0080104	Basic CC6 CCM Installation & Integration (CCMS & CCMA)	Y	\$ 12,555
N0080105	CC6 CCMS Replication& Standby Server Installation & Integration	Y	\$ 4,948
N0080101	CC6 CCT (non-IVR) Installation & Integration	Y	\$ 4,948
N0155265	CC6 CCT-IVR Installation & Integration	Y	\$ 7,473
N0174868	CC6 CCT-IVR&CC Installation & Integration	Y	\$ 9,239
N0080097	CC6 NCC Installation & Integration	Y	\$ 4,948
N0080103	CC6 License Manager Installation & Integration (nodal or corporate)	Y	\$ 2,422
N0080100	Linkplexer Installation & Integration	Y	\$ 6,607
N0097422	CC6 CCMM Installation & Integration	Y	\$ 9,999
N0097424	SIP Contact Center Installation & Integration	Y	\$ 19,162
N0097425	Media Application Server software installation	Y	\$ 5,814
N0133636	CC6 Web Communications Manager Installation & Integration	Y	\$ 4,948
N0150446	CC6 CCM MLS (Meridian Link Services) Installation & Integration	Y	\$ 6,607
N0156721	CC6 Multimedia Outbound Integration & Testing	Y	\$ 2,422
N0156722	CC6 Multimedia Web Chat Integration & Testing	Y	\$ 2,422
N0156723	CC6 Multimedia Email Integration & Testing	Y	\$ 2,422
N0153704	CS2100 Contact Center Integration Services	N	\$ 2,943
N0158420	CC6 CCMM Replication Installation and Integration	Y	\$ 5,180
N0174743	Fee for Onsite Installation and Integration	Y	\$ 2,418
N0174869	Failover Testing for Replication and Standby Servers	Y	\$ 1,612
<b>Contact Center Upgrade Services</b>			
N0080107	SCCS4.2 or 5.0 to CC6 CCM (CCMS & CCMA)	Y	\$ 14,977
N0080109	SCCS4.0 to CC6 CCM (CCMS & CCMA)	Y	\$ 17,503
N0080106	TAPI3 or CCT5 to CCT6 upgrade	Y	\$ 6,607
N0080110	SCCS5.0 to CC6 Replication/Standby server upgrade	Y	\$ 8,370
N0080111	NCC 5.0 to CC6.0 NCC	Y	\$ 8,700
N0080108	SWCP to CC6 CCMM Installation & Integration	Y	\$ 19,162
N0133635	CC6 or SCCS 5 keycode upgrade to agent licenses	Y	\$ 2,422
N0153699	Contact Center Keycode Upgrade	N	Custom
<b>Contact Center Services Hourly Charges (for Custom Quotes)</b>			
N0153700	Contact Center Hourly Charge Business Hours (1st shift)	Y	\$ 235
N0153702	Contact Center Hourly Charge Evening, Saturday (2nd shift)	Y	\$ 300
N0153703	Contact Center Hourly Charge Sunday, Holidays (3rd shift)	Y	\$ 350

Contact Recording & Quality Monitoring Services		VID Discount?	MSRP
N0111908	IP Contact Recording Installation & Integration for CS1K only - Single Server	Y	\$ 4,205
N0111910	Contact Recording Installation & Integration (IP) for CS1K only - Secondary or Backup (per server)	Y	\$ 4,205
N0111912	Contact Recording Installation & Integration (TDM) for CS1K only - Single Server	Y	\$ 7,420
N0111913	Quality Monitoring Installation & Integration (per server) for CS1K only - Server, Client, Agent	Y	\$ 7,914
N0111914	Contact Recording & Quality Monitoring Archive Manager Installation & Integration for CS1K only	Y	\$ 5,194
N0111915	Contact Recording & Quality Monitoring Viewer Installation & Integration for CS1K only	Y	\$ 4,452
N0126219	Contact Recording Installation & Integration (TDM) for CS1K only - Secondary or Backup (per server)	Y	\$ 7,420
N0170462	IP Contact Recording upgrade 6.0 to 6.01 CS1K only - Single Server	Y	\$ 2,752
N0170463	IP Contact Recording upgrade 6.0 to 6.01 CS1K only - Secondary or Backup (per server)	Y	\$ 2,752
N0170464	Contact Recording upgrade 6.0 to 6.01 (TDM) for CS1K only - Single Server	Y	\$ 3,052
N0170465	Contact Recording upgrade 6.0 to 6.01 (TDM) for CS1K only - Secondary or Backup (per server)	Y	\$ 3,052
N0170466	Quality Monitoring upgrade 6.0 to 6.01 (per server) for CS1K only - Server, Client, Agent	Y	\$ 5,698
N0170467	Contact Recording & Quality Monitoring Archive Manager upgrade 6.0 to 6.01 for CS1K only	Y	\$ 2,289
N0170468	Contact Recording & Quality Monitoring Viewer upgrade 6.0 to 6.01 for CS1K only	Y	\$ 3,216
N0179437	Contact Recorder 6.5 Installation & Integration	Y	\$ 4,425
N0179438	Contact Recorder upgrade to 6.5	Y	\$ 3,511
N0179440	Contact Recorder 6.5 Installation & Integration - Slave or Standby	Y	\$ 4,425
N0179441	Contact Recorder upgrade to 6.5 - Slave or Standby	Y	\$ 3,511
N0179450	Quality Monitoring 6.5 Installation & Integration with Enterprise Reporting	Y	\$ 9,831
N0179451	Quality Monitoring upgrade to 6.5 with Enterprise Reporting	Y	\$ 6,906
N0179453	Archive Manager 6.5 Installation	Y	\$ 5,381
N0179454	Archive Manager upgrade to 6.5	Y	\$ 3,451
N0179456	Viewer 6.5 Installation	Y	\$ 4,686
N0179457	Viewer upgrade to 6.5	Y	\$ 4,377
N0182811	Call Recording Card Installation	Y	\$ 6,170
N0182812	TDM 6.5 Installation & Integration	Y	\$ 7,242
N0182813	TDM 6.5 upgrade	Y	\$ 4,012
N0119529	Proj Mgmt - IP - Contact Recording	N	Custom
N0119534	Proj Mgmt - Quality Monitoring	N	Custom
N0119532	Proj Mgmt - CR Expansions	N	Custom
N0119537	Proj Mgmt - Archive Manager	N	Custom
N0119539	Archive & Viewer Training	N	Custom
N0119533	CR & QM Supervisor Training	N	Custom
N0121730	Contact Recording & Quality Monitoring Forms & Admin Training	N	Custom
N0156724	Contact Recording Datafill	N	Custom
N0156725	Quality Monitoring Datafill	N	Custom
N0153698	Contact Recording & Quality Monitoring Custom Adapter	N	Custom
N0165451	Viewer Data Fill and Configuration Service	N	Custom
N0165452	TDM Tapping Services	N	Custom
N0165453	CRQM Custom Hand-off Orientation	N	Custom
Contact Center Advanced Services		VID Discount?	MSRP
N0097427	Contact Center Consulting Services Program Management	N	Custom
N0104580	Contact Center/Self-Service Solutions Services Consulting	N	Custom
N0104581	Contact Center Technical Application Audit	N	Custom
N0164995	Contact Center Work Force Management Installation and Integration Service	N	Custom
Nortel Contact Center Extended Support Service		VID Discount?	MSRP
GR1037CH3	Nortel Contact Center Extended Support Service	N	Custom

For quotes see Contact Tab within the price book (Please provide equipment list for quotes required)

**Shift Definitions:**

1st Shift - Mon. - Fri. 8:00AM - 5:00PM Customer Local Time

2nd Shift - Mon. - Fri. 5:01PM - 7:59AM Customer Local Time + Sat. all day (12:00AM - 11:59PM) Customer Local Time

3rd Shift - Sun. all day (12:00AM - Mon. 7:59AM) & Nortel Networks Holidays all day (12:00AM - 7:59AM the next non-Holiday day) Customer Local Time



March 1 2009

Order No.	Service Description	
<b>Self Service / IVR Installation &amp; Integration Services</b>		
<b>MPS 500 Installation Base Services</b>		<b>VID Discount</b>
N0169638	Base MPS 500 system Installation & Integration with HW & Cabinet	Y
N0169639	Base MPS 500 system Installation & Integration with HW but No Cabinet	Y
N0169640	Base MPS 500 system Installation & Integration with no OEM hardware and Nortel supplied	Y
N0169641	SS/IVR Incremental Server Integration (fee per server)	Y
N0169642	SS/IVR Incremental Server Installation (Nortel Supplied) (fee per server)	Y
N0169643	MPS 500 Redundant Ethernet Installation & Integration	Y
N0169644	MPS 500 N+1 redundancy Integration	Y
N0169645	MPS 500 PVI Application Installation	Y
N0169646	MPS 500 SS7 Installation & Integration	Y
N0169647	SS/IVR Nortel licenses Installation for new system (Lines, T1s, players) (fee per license)	Y
N0169648	SS/IVR 3rd party speech license/channel Installation (fee per license) (Nuance/IBM/True....)	Y
N0169649	CCT06-IVR Installation & Integration (NT) & Tool kit on MPS	Y
N0169651	SS/IVR PVI App of MPS Developer, Studio, Manager Installation on a PC	Y
N0169652	SS/IVR Service Creation Environment (SCE) development Installation on NT AP or PVI server	Y
N0169653	SS/IVR Service Creation Environment (SCE) runtime software on Customer Supplied web Server	Y
N0169655	MPS 500 SIP and VoIP Installation & Integration	Y
N0169835	SS/IVR Install Video Server	Y
N0169657	MPS 500 VXML or CCXML Installation & Integration	Y
N0169659	SS/IVR Cut Over Support - Minimum Service (8 hours + Travel)	Y
N0169660	SS/IVR Cut Over Support - Incremental Service (block of 4 hours) Add-on to the Minimum service	Y
N0169662	Fee for Onsite Installation and Integration of SS/IVR	Y
NTV860AIAA	SS/IVR installation and configuration of database client (Solaris Server)	Y
NTV860BIAA	SS/IVR installation and configuration of a database client (Windows Server)	Y
N0169664	MPS 500 Corporate Dialer installation & Integration	Y
N0174893	SS/IVR System set up fee for proactive monitoring.	
<b>MPS 500 Upgrade/Expansion Services</b>		<b>VID Discount</b>
N0181903	License Only Simple Expansion 3.0T1/E1( 24/30 ports)	Y
N0181905	License Only Simple Expansion 3.0 VoIP/SIP ( 30 Sessions)	Y
N0181907	MS500 - Upgrade Conversion or Enhanced - Solaris/Windows	Y
N0186108	MPS500 hardware upgrade/expansion (min 4 hours)	Y
<b>Custom Quoted Services</b>		<b>VID Discount</b>
N0169661	MPS 500 rel. 2.1 to 3.0 upgrade	Y
N0169663	MPS 500 Travel Surcharge (used for Non- continental NA customers)	Y
<b>MPS 1000 Installation Base Services</b>		<b>VID Discount</b>
NTV144AA	Self-Service/IVR MPS 1000 Equipment and Software Installation of new Systems	Y
NTV144AB	Self-Service/IVR MPS 1000 Add-on/upgrades	Y
NTV144AC	Self-Service/IVR MPS 1000 CPE Server Software Installation (fee per server)	Y
NTV144AD	Self-Service/IVR MPS 1000 CPE Rack Installation (fee per server)	Y
<b>Project Management (NA only)</b>		<b>VID Discount</b>
N0181162	One hour of Project Management service to oversee installation of new systems and major upgrades to existing systems	Y
<b>Interactive Communications Portal</b>		<b>VID Discount</b>
N0186095	ICP SIP Base System Installation & Integration with Customer supplied hardware	Y
N0186096	ICP SIP Base System Installation & Integration with Nortel supplied hardware	Y
N0186097	Incremental ICP Base System Installation & Integration of Customer supplied hardware	Y
N0186098	Incremental ICP Base System Installation & Integration of Nortel supplied hardware	Y
N0186101	SIP/TDM Gateway customer supplied hardware integration	Y
N0186102	SIP/TDM Gateway Nortel supplied hardware installation & integration	Y
N0186103	ICP Session license installation (fee per session)	Y
N0186105	ICP Speech channel installation (fee per channel)	Y
N0204736	ICP Incremental Server Installation (Nortel Supplied) (fee per server)	Y
N0204737	ICP Incremental Server Integration (fee per server)	Y
N0204738	ICP installation and configuration of a database client	Y

N0204739	CCT6-IVR Installation & Integration ( ICP)	Y
N0204740	CCT-IVR&CC Installation & Integration ( ICP)	Y
N0204741	ICP Service Creation Environment (SCE) development Installation	Y
N0204742	ICP Service Creation Environment (SCE) runtime software on Customer Supplied web	Y
N0204743	ICP MPS Developer, Studio, Manager Installation on a PC	Y
N0204744	ICP SNMP Licences Installation (fee per SNMP qty)	Y
N0204745	Fee for Onsite Installation & Integration of ICP	Y
N0204746	ICP Cut Over Support - Minimum Service (8 hours + Travel)	Y
N0204763	Self-Service/IVR Custom Service	Y

**For quotes see Contact Tab within the price book (Please provide equipment list for quotes required)**

**Shift Definitions:**

1st Shift - Mon. - Fri. 8:00AM - 5:00PM Customer Local Time

2nd Shift - Mon. - Fri. 5:01PM - 7:59AM Customer Local Time + Sat. all day (12:00AM - 11:59PM) Customer Local Time

3rd Shift - Sun. all day (12:00AM - Mon. 7:59AM) & Nortel Networks Holidays all day (12:00AM - 7:59AM the next non-Holiday day) Cus

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<b>MSRP</b>
\$4,681
\$5,025
\$5,369
\$525
\$172
\$864
\$864
\$444
\$5,446
\$30
\$38
\$6,662
\$296
\$864
\$358
\$1,032
\$3,964
\$884
\$1,680
\$840
\$1,680
\$1,650
\$1,650
\$3,372
\$1,500

<b>MSRP</b>
\$30
\$30
\$30
\$666

<b>MSRP</b>
Custom
Custom

<b>MSRP</b>
Custom
Custom
Custom
Custom

<b>MSRP</b>
\$215

<b>MSRP</b>
Variable
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Variable
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\$30
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March 1 2009

Order No.	Service Description		
<b>Self Service / IVR Installation &amp; Integration Services</b>			
<b>Nortel Express MPS 500 Installation Base Services</b>		<b>VID Discount</b>	<b>MSRP</b>
N0169665	Nortel Express Base MPS 500 system Installation & Integration with HW & Cabinet	Y	\$4,681
N0169666	Nortel Express Base MPS 500 system Installation & Integration with HW but No Cabinet	Y	\$5,025
N0169667	Nortel Express Base MPS 500 system Installation & Integration with no OEM hardware and N	Y	\$5,369
N0169668	Nortel Express SS/IVR Incremental Server Integration (fee per server)	Y	\$525
N0169669	Nortel Express SS/IVR Incremental Server Installation (Nortel Supplied) (fee per server)	Y	\$172
N0169670	Nortel Express MPS 500 Redundant Ethernet Installation & Integration	Y	\$864
N0169671	Nortel Express MPS 500 N+1 redundancy Integration	Y	\$864
N0169672	Nortel Express MPS 500 PVI Application Installation	Y	\$444
N0169673	Nortel Express MPS 500 SS7 Installation & Integration	Y	\$5,446
N0169674	Nortel Express SS/IVR Nortel licenses Installation for new system (Lines, T1s, players) (fee p	Y	\$30
N0169677	Nortel Express SS/IVR installation and configuration of a database client (Windows Server)	Y	\$1,650
N0169678	Nortel Express SS/IVR installation and configuration of database client (Solaris Server)	Y	\$1,650
N0169679	Nortel Express SS/IVR 3rd party speech license/channel Installation (fee per license) (Nuanc	Y	\$38
N0169680	Nortel Express CCT06-IVR Installation & Integration (NT) & Tool kit on MPS	Y	\$6,662
N0169682	Nortel Express SS/IVR PVI App of MPS Developer, Studio, Manager Installation on a PC	Y	\$296
N0169683	Nortel Express SS/IVR Service Creation Environment (SCE) development Installation on NT	Y	\$864
N0169684	Nortel Express SS/IVR Service Creation Environment (SCE) runtime software on Customer S	Y	\$358
N0169686	Nortel Express MPS 500 SIP and VoIP Installation & Integration	Y	\$1,032
N0169688	Nortel Express MPS 500 VXML or CCXML Installation & Integration	Y	\$884
N0169690	Nortel Express SS/IVR Cut Over Support - Minimum Service (8 hours + Travel)	Y	\$1,680
N0169691	Nortel Express SS/IVR Cut Over Support - Incremental Service (block of 4 hours) Add-on to	Y	\$840
N0169693	Nortel Express Fee for Onsite Installation and Integration of SS/IVR	Y	\$1,680
N0169695	Nortel Express MPS 500 Corporate Dialer installation & Integration		\$3,372
<b>Nortel Express MPS 500 Upgrade/Expansion Services</b>		<b>VID Discount</b>	<b>MSRP</b>
N0181904	Nortel Express License Only Simple Expansion 3.0T1/E1( 24/30 ports)	Y	\$30
N0181906	Nortel Express License Only Simple Expansion 3.0 VoIP/SIP ( 30 Sessions)	Y	\$30
N0181908	Nortel Express MS500 - Upgrade Conversion or Enhanced - Solaris/Windows	Y	\$30
N0186109	Nortel Express MPS500 hardware upgrade/exoansion (min 4 hours)	Y	\$666
<b>Nortel Express Custom Quoted Services</b>		<b>VID Discount</b>	<b>MSRP</b>
N0169692	Nortel Express MPS 500 rel. 2.1 to 3.0 upgrade	Y	Custom
N0169694	Nortel Express MPS 500 Travel Surcharge (used for Non- continental NA customers)	Y	Custom
<b>Nortel Express Project Management (NA only)</b>		<b>VID Discount</b>	<b>MSRP</b>
N0181161	Nortel Express One hour of Project Management service to oversee installation of new systems and major upgrades to existing systems	Y	\$215
<b>For quotes see Contact Tab within the price book (Please provide equipment list for quotes required)</b>			

**Shift Definitions:**

1st Shift - Mon. - Fri. 8:00AM - 5:00PM Customer Local Time

2nd Shift - Mon. - Fri. 5:01PM - 7:59AM Customer Local Time + Sat. all day (12:00AM - 11:59PM) Customer Local Time

3rd Shift - Sun. all day (12:00AM - Mon. 7:59AM) & Nortel Networks Holidays all day (12:00AM - 7:59AM the next non-Holiday day) Customer Local Time

**NORTEL NETWORKS SUPPORT SERVICES - MULTIMEDIA APPLICATIONS**

**February 1, 2009**

**NOTE:**

**Sale of these Services are restricted to Direct End Users and Authorized Nortel Networks Partners only**

**This pricing relates to the following:**

- Interactive Voice Response (IVR) systems, incl. the MPS-500 and legacy Periphonics VPS/is series;
- Advanced speech processing licenses related to IVR;

**NORTEL NETWORKS SUPPORT SERVICES**

	Managed On-site with Spares Services Pack			Managed Support Services		
SUPPORT SERVICES Service Model no.	Customer Care Service GT5301000	Enhanced Customer Care GT5302000	Premium Customer Care GT5303000	Managed Support GT5320000	Enhanced Managed GT5321000	Premium Managed Support GT5322000
Technical Response Center Phone Support:	M-F, 9am-5pm (local time NA)	7am-7pm, M-F (local time NA)	24x7	M-F, 9am-5pm (local time)	7am-7pm, M-F (local time)	24x7
- Hardware	Yes	Yes	Yes	Yes	Yes	Yes
- Operational Software	Yes	Yes	Yes	Yes	Yes	Yes
- Application Software	Yes	Yes	Yes	Yes	Yes	Yes
Software Releases, Updates, Fixes	No	No	No	No	No	No
Annual Preventive Maintenance Visit	Yes	Yes	Yes	Yes	Yes	Yes
Response Time (Part and Labor)						
- Remote (phone)	30 minutes - 4 business days depending upon severity level	30 minutes - 4 business days depending upon severity level	30 minutes - 4 business days depending upon severity level	30 minutes - 4 business days depending upon severity level	30 minutes - 4 business days depending upon severity level	30 minutes - 4 business days depending upon severity level
- Onsite	Geographic specific	Geographic specific	Geographic specific	Geographic specific	Geographic specific	Geographic specific
Service Coverage Period (Parts and Labor)	M-F, 9am-5pm (local time)	M-F, 7am-7pm (local time)	24 x 7	M-F, 9am-5pm (local time)	M-F, 7am-7pm (local time)	24 x 7
Contract Minimum	None	None	None	None	None	None
Price (% of Solution Net Price)	<b>10.0%</b>	<b>11.0%</b>	<b>12.0%</b>	<b>10%+\$2500 per MPS system</b>	<b>11% +\$2500 per MPS system</b>	<b>12% + \$2500 per MPS system</b>

Order No.	Product Description	List Price
<b>Second Level IVR Support</b>		
BT2304000	Specialized 2nd level support plan Highly customized program for very large IVR environments. Customer must purchase spare parts & undergo training certification, then take over 1st level support and all hardware support. Nortel Networks provides remote second level support only.	Custom Quote
BT2309000	Collateral Maintenance (24x7) Highly customized program for very large IVR environments. Customer must purchase spare parts & undergo training certification, then take over 1st lev	Custom Quote
<b>Hourly Rate (outside contracted hrs)</b>		
CE2328030	Hourly rate for customers with support contracts	\$300/hour (business hours)
<b>Hourly Rate (non-contracted)</b>		
CE2328031	Hourly rate for customers without support contracts (4 hour minimum)	\$450/hour

Custom and Packaged Application Support			
SUPPORT SERVICES	Customer Care	Enhanced Customer Care	Premium Customer Care
Application Maintenance Service Model no.	GT5312000	GT5313000	GT5314000
Prerequisite Services	Customer Care or Enhanced Customer Care	Managed Support and Enhanced Managed	Premium Customer Care and Premium Managed
	GT5301000 or GT5320000	GT5302000 or GT5321000	GT5303000 or GT5322000
Technical Response Center Phone Support:	M-F, 9am-5pm (local time NA)	7am-7pm, M-F (local time NA)	24x7
- Application Software	Yes	Yes	Yes
Response Time (Labor)	30 minutes - 4 business days depending upon severity level	30 minutes - 4 business days depending upon severity level	30 minutes - 4 business days depending upon severity level
- Remote (phone)	Geographic specific	Geographic specific	Geographic specific
- Onsite			
Service Coverage Period (Parts and Labor)	M-F, 9am-5pm (local time)	M-F, 7am-7pm (local time)	24 x 7
Price	Custom Quoted	Custom Quoted	Custom Quoted

**Warranty Notes:**

- Standard warranty terms for IVR products and services are 90 days from delivery.
  - Certain end-user customers have longer customized warranty periods. (Contact Multimedia Applications contracts team for info, ESN: 297-2048).
  - Warranty service consists of no-charge delivery of corrective intervention services that are necessary to remedy material non-conformances of Portal Solutions to their applicable specifications during normal business hours. Corrective intervention services are furnished within hours and procedures set forth in the Services Description for the Customer Care plan (BT2301), however sections 3.1 ("Preventive Services") and 4 ("Software and Information Services") are excluded from warranty services because of their respective nature. Further, Portal Networks may at its sole discretion require a written warranty claim from the customer and demonstration of the non-conformance.
- Implementation Service Notes:**
- System and application installation fees will be custom quoted. Contact IVR sales administration team, ESN: 297-2304
  - Other Implementation Services (application development, project mgmt) require a customized quotation on a project-specific basis.



February 1, 2009

# Multimedia Solutions Services Pricing

For information on any of these services contact Willis Chun at esn 444-2484 or 972-684-2484

## VCON Services Section

### Services - Installation and Maintenance

Nortel CPC	Product	Description	List Price US \$
<b>Desktop Product Services</b>			
A0777377	SRV-DSK Install	Desktop Installation	\$1,200
A0777380	SRV-ES25 B1	Escort 25 One Year Basic Service; Phone Support and Next Day Parts	\$250
A0869711	SRV-CR150 B1	Cruiser 150 One Year Basic Service; Phone Support and Next Day Parts	\$250
A0869712	SRV-CR384 B1	Cruiser 384 One Year Basic Service; Phone Support and Next Day Parts	\$750
A0869713	SRV-CR384 P1	Cruiser 384 One Year Premium Service; Install and On Site Next Day	\$1,500
A0869714	SRV-CR384 M1	Cruiser 384 One Year Premium Service minus Installation; On Site Next Day	\$1,000
A0831167	SRV-DSK M1	Desktop One Year Premium Service minus Installation. Includes On Site Next Day	\$450
<b>Falcon IP LAN Product Services</b>			
A0828475	SRV-FALL B1	Basic Service for 1 year	\$1,000
<b>MediaConnect 6000 Product Services</b>			
A0830558	SRV-MC6 Install	MediaConnect 6000 / MediaConnect 8000 Installation	\$1,495
A0830560	SRV-MC6 B1	MediaConnect 6000 One Year Basic Service; Phone Support and Next Day Parts	\$1,350
A0830562	SRV-MC6 M1	MediaConnect 6000 One Year Premium Service minus Installation. Includes On Site Next Day (NOTE: only incl. 1 year software subscription, not 3 full years SS)	\$1,700
A0830564	SRV-MC6 B3	MediaConnect 6000 Three Year Basic Service; Phone Support and Next Day Parts	\$2,700
A0830569	SRV-MC6 M3	MediaConnect 6000 Three Year Premium Service minus Installation. Includes On Site Next Day (NOTE: only incl. 1 year software subscription)	\$3,400

**Services - Installation and Maintenance**

<b>Nortel CPC</b>	<b>Product</b>	<b>Description</b>	<b>List Price US \$</b>
<b>MediaConnect 8000 Product Services</b>			
A0830558	SRV-MC8 Install	MediaConnect 8000 / MediaConnect 6000 Installation	\$1,495
A0831925	SRV-MC8 B1	MediaConnect 8000 One Year Basic Service; Phone Support and Next Day Parts	\$1,500
A0831927	SRV-MC8 M1	MediaConnect 8000 One Year Premium Service minus Installation. Includes On Site Next Day	\$2,000
A0831930	SRV-MC8 B3	MediaConnect 8000 Three Year Basic Service; Phone Support and Next Day Parts	\$3,000
A0831933	SRV-MC8 M3	MediaConnect 8000 Three Year Premium Service minus Installation. Includes On Site Next Day (NOTE: only incl. 1 year software subscription)	\$4,000
<b>Rates for VCON Per Event Services</b>			
A0831943	SRV-TECHSUP	Technical Telephone Support, per hour	\$175
A0831944	SRV-ONSITE	Additional Installation On-Site Support, per hour (see Installation p. 47)	\$175
A0831945	HW-RECERT	Hardware Recertification, per system	\$500
<b>Personal Videoconferencing Appliance Services</b>			
A0834080	SRV-VGO-B1	ViGO Standard One Year Basic Service, no Install	\$195
A0834083	SRV-VGOP-B1	ViGO Pro One Year Basic Service, no Install	\$350
A0869710	SRV-VGOE-B1	ViGO Executive One Year Basic Service, no Install	\$675
<b>Other Service Options</b>			
A0855577	SRV-MIXER-1	Audio-Technica SmartMixer One Year Basic Service: Phone Support and Next Day Parts	\$235
A0855578	SRV-MIC-1	Audio-Technica Microphones One Year basic Service: Phone Support and Next Day Parts	\$75
A0855579	SRV-ELMO-1	Service for ELMO Document Cameras	\$800
<b>MXM Support Options</b>			
A0862403	SRV-MXM	90 Day Phone Support	\$1,500
A0862405	SRV-MXM-1	One Year Phone Support	\$3,000

# Minerva Networks Services Section

## Standard Service Plan - One Year

Standard Service Plan includes: phone support 7am - 6pm PST, M-F, response time 4 hours max, repair turnaround 10 business days, free software maintenance releases (-.-x) during year

Nortel CPC	Product	Description	List Price US \$
A0861458	VNP-S100	1 year Standard Service Plan for the VNP-100	\$487
A0861459	VNP-S150	1 year Standard Service Plan for the VNP-150	\$767
A0861460	VNP-S200	1 year Standard Service Plan for the VNP-200	\$1,117
A0861461	VNP-S151	1 year Standard Service Plan for the VNP-151	\$907
A0861462	VNP-S201	1 year Standard Service Plan for the VNP-201	\$1,397
A0861463	VCP-S201	1 year Standard Service Plan for the VCP-201	\$907
A0861464	VNP-SD200	1 year Standard Service Plan for the VNP-D200	\$557
A0861466	MGW-S100	1 year Standard Service Plan for the MGW-100	\$875
A0861467	MGW-S200	1 year Standard Service Plan for the MGW-200	\$1,715

## Premium Service Plan One Year

Premium Service Plan includes: phone support 24x7x365, response time 2 hours max, repair turnaround 2 business days (North America) and 4 business days (International), free software maintenance releases (-.-z) and free minor software upgrades (-.y.z) during plan, dedicated tech support engineer point of contact, on-site support within 48 hours (North America) and 72 hours (International) as determined necessary by Minerva.

Nortel CPC	Product	Description	List Price US \$
A0828692	VNP-P100	1 year Premium Service Plan for the VNP-100	\$1,043
A0828695	VNP-P150	1 year Premium Service Plan for the VNP-150	\$1,643
A0828697	VNP-P200	1 year Premium Service Plan for the VNP-200	\$2,393
A0828698	VNP-P151	1 year Premium Service Plan for the VNP-151	\$1,943
A0828699	VNP-P201	1 year Premium Service Plan for the VNP-201	\$2,993
A0838360	VCP-P201	1 year Premium Service Plan for the VCP-201	\$1,943
A0828700	VNP-PD200	1 year Premium Service Plan for the VNP-D200	\$1,193
A0842895	VNP-P40	1 year Premium Service Plan for the VNP-40	\$450
A0842896	MGW-P100	1 year Premium Service Plan for the MGW-100	\$1,875
A0861468	MGW-P200	1 year Premium Service Plan for the MGW-200	\$3,675

## Polycom/Accord Services Section

### V-Conference SP - Installation

A0818760	SUP1206	On Site Installation (1.5 Day)	\$5,000
A0804591	SUP0715	On Site Installation (3 Day) incl. 2 days training	\$9,000

### V-Conference SP - Support

Basic Support 30 day factory return on hardware, All software releases + FTP account, Phone support 9am to 7pm EST Mon.-Fri. for remote problem analysis & resolution, Web/Help desk account, phone call back within 4 hours

Premier Support Next business day replacement hardware, All software releases + FTP account, Remote software update installation assistance & remote problem analysis & resolution, Web/Help desk account, phone call back within 2 hours

Premier Plus Support Everything in Premier Support plus on-site next day support to installing software releases & updates and performing MCU configurations

A0804593	SUP1207	Basic Support, First Year	3% of list
A0804594	SUP1208	Basic Support, Additional Years	5% of list
A0804328	SUP1209	Premier Support, First Year	6% of list
A0804329	SUP1210	Premier Support, Additional Years	8% of list
A0804336	SUP1211	Premier Plus Support, First Year	10% of list
A0868511	SUP1212	Premier Plus Support, Additional Years	12% of list
A0857039	SUP1320	Remote Installation Assistance	\$1,500

### V-Conference SP - Training

A0858193	SUP0716	3 Day Admin (Sys Mgt., H/W, SW Inst)	\$450/day
A0857040	SUP0718	On Site Training	\$2,000
A0857041	SUP1336	On Site Support	\$3500/day

## Kasenna Services Section

### SUPPORT/WARRANTY NOTES:

The warranty that comes standard with each bundle is as follows: 12 Month Hardware and 90 Day Software Warranty

### Kasenna Media Server Support & Warranty Options

#### OmniBase Media Server - Support & Warranty Options

Nortel CPC	Description	List Price US \$
	<b>NOTE: 12 Month Hardware &amp; 90 Day Software Warranty</b>	Included
A0512217	Kasenna OmniBase 12 Month Software Support	\$500
A0512219	Kasenna OmniBase Extended Hardware Warranty - 3 Year	\$500

#### SpeedBase Media Server - SMALL - Support & Warranty Options

Nortel CPC	Description	List Price US \$
	<b>NOTE: 12 Month Hardware &amp; 90 Day Software Warranty</b>	Included
A0512220	Kasenna SpeedBase Small 12 Month Software Support	\$4,500
A0512221	Kasenna SpeedBase Small Extended Hardware Warranty - 3 Year	\$2,000
A0512222	Kasenna SpeedBase Small 12 Month On-site Hardware Support/12 Month Software Support (phone)	\$8,000

#### SpeedBase Media Server - MEDIUM - Support & Warranty Options

Nortel CPC	Description	List Price US \$
	<b>NOTE: 12 Month Hardware &amp; 90 Day Software Warranty</b>	Included
A0512223	Kasenna SpeedBase Medium 12 Month Software Support	\$4,500
A0512224	Kasenna SpeedBase Medium Extended Hardware Warranty - 3 Year	\$2,500
A0512225	Kasenna SpeedBase Medium 12 Month On-site Hardware Support/12 Month Software Support (phone)	\$9,000

**SpeedBase Media Server - LARGE - Support & Warranty Options**

<b>Nortel CPC</b>	<b>Description</b>	<b>List Price US \$</b>
	<b>NOTE: 12 Month Hardware &amp; 90 Day Software Warranty</b>	Included
A0512226	Kasenna SpeedBase Large 12 Month Software Support	\$4,500
A0512227	Kasenna SpeedBase Large Extended Hardware Warranty - 3 Year	\$3,000
A0512228	Kasenna SpeedBase Large 12 Month On-site Hardware Support/12 Month Software Support (phone)	\$10,500

**GigaBase Media Server - SMALL - Support & Warranty Options**

<b>Nortel CPC</b>	<b>Description</b>	<b>List Price US \$</b>
	<b>NOTE: 12 Month Hardware &amp; 90 Day Software Warranty</b>	Included
A0512229	Kasenna GigaBase Small 12 Month Software Support	\$7,500
A0512230	Kasenna GigaBase Small Extended Hardware Warranty - 3 Year	\$3,000
A05122231	Kasenna GigaBase Small 12 Month On-site Hardware Support/12 Month Software Support (phone)	\$11,500

**GigaBase Media Server - MEDIUM - Support & Warranty Options**

<b>Nortel CPC</b>	<b>Description</b>	<b>List Price US \$</b>
	<b>NOTE: 12 Month Hardware &amp; 90 Day Software Warranty</b>	Included
A0512232	Kasenna GigaBase Medium 12 Month Software Support	\$7,500
A0512233	Kasenna GigaBase Medium Extended Hardware Warranty - 3 Year	\$4,500
A0512234	Kasenna GigaBase Medium 12 Month On-site Hardware Support/12 Month Software Support (phone)	\$14,000

**GigaBase Media Server - LARGE - Support & Warranty Options**

<b>Nortel CPC</b>	<b>Description</b>	<b>List Price US \$</b>
	<b>NOTE: 12 Month Hardware &amp; 90 Day Software Warranty</b>	Included
A0512235	Kasenna GigaBase Large 12 Month Software Support	\$7,500
A0512236	Kasenna GigaBase Large Extended Hardware Warranty - 3 Year	\$6,000
A0512237	Kasenna GigaBase Large 12 Month On-site Hardware Support/12 Month Software Support (phone)	\$18,000

<b>MultiMedia Services Pricing</b>									
	<u>Nortel CPC</u>	<u>Short Description (&lt;31 chtrs)</u>	<u>Long Description (&lt;251 chtrs)</u>	<u>Short Description</u>	<u>Long Descriptio n</u>	<u>Room Configuration</u>	<u>Term in Years</u>	<u>Term Discount</u>	<u>MSRP Discounted Annual Price/room (or hourly price where applicable)</u>
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
<b>Plus Level</b>	N0151789	Vid Conf 7700svc Exec Dsk 1yr	PLUS Managed service (1 year)- support / manage executive desktop video conferencing system, including reservations, scheduling, pre-test and pre-configuration, help desk and problem resolution; full concierge service	Managed Vid	PLUS level	Executive Desktop PLUS= BASE + Phone resevation & CSAT	1	0%	\$4,400
<b>Plus Level</b>	N0157356	Vid Conf 7700svc 1 codec 1 yr	PLUS Managed 7700service (1 year)- support/manage customers one (1) codec video conf. room including reservations, scheduling, pre-test & pre-configuration activities, help desk & problem resolution for video conference rooms; full concierge service	Managed Vid	PLUS level	1 Codec	1	0%	\$10,000
<b>Plus Level</b>	N0157359	Vid Conf PLUS 2 codec 1 yr	PLUS Managed service (1 year)- support/manage customers two (2) codec video conference room including reservations, scheduling, pre-test & pre-configuration activities, help desk & problem resolution for video conference rooms; full concierge service	Managed Vid	PLUS level	2 Codec	1	0%	\$30,000
<b>Plus Level</b>	N0194511	Vid Conf PLUS 3 codec 1 yr	PLUS Managed service (1 year)- support / manage customers three(3) codec video conf. room including reservations, scheduling, pre-test and pre-config. activities, help desk and problem resolution for videoconference rooms; full concierge service	Managed Vid	PLUS level	3 Codec	1	0%	\$35,000
<b>Plus Level</b>	N0157362	Vid Conf PLUS 4 codec 1 yr	PLUS Managed service (1 year)- support/manage customers four (4) codec video conference room including reservations, scheduling, pre-test & pre-configuration activities, help desk & problem resolution for video conference rooms; full concierge service	Managed Vid	PLUS level	4 Codec	1	0%	\$40,000
<b>Plus Level</b>	N0194512	Vid Conf 7700svc Exec Dsk 2yr	PLUS Managed service (2 years)- support / manage executive desktop video conferencing system, including reservations, scheduling, pre-test and pre-configuration, help desk and problem resolution; full concierge service	Managed Vid	PLUS level	Executive Desktop PLUS= BASE + Phone resevation & CSAT	2	0%	\$8,800

MultiMedia Services Pricing									
	Nortel CPC	Short Description (<31 chtrs)	Long Description (<251 chtrs)	Short Description	Long Descriptio n	Room Configuration	Term in Years	Term Discount	MSRP Discounted Annual Price/room (or hourly price where applicable)
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
<b>Plus Level</b>	N0157357	Vid Conf 7700svc 1 codec 2 yrs	PLUS Managed 7700service (2 years)- support/manage customers one (1) codec video conf. room including reservations, scheduling, pre-test & pre-configuration activities, help desk & problem resolution for video conference rooms; full concierge service	Managed Vid	PLUS level	1 Codec	2	5%	\$19,000
<b>Plus Level</b>	N0157360	Vid Conf PLUS 2 codec 2 yrs	PLUS Managed service (2 years)- support/manage customers two (2) codec video conference room including reservations, scheduling, pre-test & pre-configuration activities, help desk & problem resolution for video conference rooms; full concierge service	Managed Vid	PLUS level	2 Codec	2	5%	\$57,000
<b>Plus Level</b>	N0194514	Vid Conf PLUS 3 codec 2 yrs	PLUS Managed - support (2 years) / manage customers three (3)codec video conf. room including reservations, scheduling, pre-test and pre-configuration activities, help desk and problem resolution for videoconference rooms; full concierge service	Managed Vid	PLUS level	3 Codec	2	5%	\$66,500
<b>Plus Level</b>	N0157363	Vid Conf PLUS 4 codec 2 yrs	PLUS Managed service (2 years)- support/manage customers four (4) codec video conference room including reservations, scheduling, pre-test & pre-configuration activities, help desk & problem resolution for video conference rooms; full concierge service	Managed Vid	PLUS level	4 Codec	2	5%	\$76,000
<b>Plus Level</b>	N0194515	Vid Conf 7700svc Exec Dsk 3yr	PLUS Managed service - support (3 years) / manage customers executive desktop video conferencing system, including reservations, scheduling, pre-test and pre-configuration activities, help desk and problem resolution; full concierge service	Managed Vid	PLUS level	Executive Desktop PLUS= BASE + Phone reservation & CSAT	3	0%	\$13,200
<b>Plus Level</b>	N0157358	Vid Conf 7700svc 1 codec 3 yrs	PLUS Managed 7700service (3 years)- support/manage customers one (1) codec video conf. room including reservations, scheduling, pre-test & pre-configuration activities, help desk & problem resolution for video conference rooms; full concierge service	Managed Vid	PLUS level	1 Codec	3	10%	\$27,000

MultiMedia Services Pricing									
	<u>Nortel CPC</u>	<u>Short Description (&lt;31 chtrs)</u>	<u>Long Description (&lt;251 chtrs)</u>	<u>Short Description</u>	<u>Long Description</u>	<u>Room Configuration</u>	<u>Term in Years</u>	<u>Term Discount</u>	<u>MSRP Discounted Annual Price/room (or hourly price where applicable)</u>
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
<b>Plus Level</b>	N0157361	Vid Conf PLUS 2 codec 3 yrs	PLUS Managed service (3 years)- support/manage customers two (2) codec video conference room including reservations, scheduling, pre-test & pre-configuration activities, help desk & problem resolution for video conference rooms; full concierge service	Managed Vid	PLUS level	2 Codec	3	10%	\$81,000
<b>Plus Level</b>	N0194516	Vid Conf PLUS 3 codec 3 yrs	PLUS Managed service (3 years)- support / manage customers three (3) codec video conference room including reservations, scheduling, pre-test and pre-configuration activities, help desk and problem resolution; full concierge service	Managed Vid	PLUS level	3 Codec	3	10%	\$94,500
<b>Plus Level</b>	N0157364	Vid Conf PLUS 4 codec 3 yrs	PLUS Managed service (3 years)- support/manage customers four (4) codec video conference room including reservations, scheduling, pre-test & pre-configuration activities, help desk & problem resolution for video conference rooms; full concierge service	Managed Vid	PLUS level	4 Codec	3	10%	\$108,000

MultiMedia Services Pricing									
	<u>Nortel CPC</u>	<u>Short Description (&lt;31 chtrs)</u>	<u>Long Description (&lt;251 chtrs)</u>	<u>Short Description</u>	<u>Long Descriptio n</u>	<u>Room Configuration</u>	<u>Term in Years</u>	<u>Term Discount</u>	<u>MSRP Discounted Annual Price/room (or hourly price where applicable)</u>
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
<b>Base Level</b>	N0194517	Vid Conf 7600svc Exec Dsk 1yr	BASE Managed service (1 year)- support / manage customers executive desktop video conferencing system, including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	Executive Desktop BASE level	1	0%	\$3,080
<b>Base Level</b>	N0194518	Vid Conf 7600svc 1 codec 1 yr	BASE Managed 7600service (1 year)- support / manage customers single (1) codec video conference room including reservations, web based scheduling, pre-test and pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	1 Codec	1	0%	\$7,000
<b>Base Level</b>	N0194519	Vid Conf BASE 2 codec 1 yr	BASE Managed service (1 year)- support / manage customers two (2)codecs video conference room including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	2 Codec	1	0%	\$21,000
<b>Base Level</b>	N0194520	Vid Conf BASE 3 codec 1 yr	BASE Managed service (1 year)- support / manage customers three (3)codec video conference room including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	3 Codec	1	0%	\$24,500
<b>Base Level</b>	N0194521	Vid Conf BASE 4 codec 1 yr	BASE Managed service (1 year)- support / manage customers four (4)codec video conference room including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	4 Codec	1	0%	\$28,000
<b>Base Level</b>	N0194522	Vid Conf 7600svc Exec Dsk 2yrs	BASE Managed service (2 years)- support / manage customers executive desktop video conferencing system, including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	Executive Desktop BASE level	2	0%	\$6,160

<b>MultiMedia Services Pricing</b>									
	<u>Nortel CPC</u>	<u>Short Description (&lt;31 chtrs)</u>	<u>Long Description (&lt;251 chtrs)</u>	<u>Short Description</u>	<u>Long Descriptio n</u>	<u>Room Configuration</u>	<u>Term in Years</u>	<u>Term Discount</u>	<u>MSRP Discounted Annual Price/room (or hourly price where applicable)</u>
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
<b>Base Level</b>	N0194523	Vid Conf 7600svc 1 codec 2 yrs	BASE Managed 7600service (2 years)- support / manage customers single (1) codec video conference room including reservations, web based scheduling, pre-test and pre-configuration activities, help desk & problem resolution for videoconference rooms	Managed Vid	BASE level	1 Codec	2	5%	\$13,300
<b>Base Level</b>	N0194524	VidConf BASE 2 codec 2 yrs	BASE Managed service (2 years) - support / manage customers two (2)codec video conference room including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	2 Codec	2	5%	\$39,900
<b>Base Level</b>	N0194525	Vid Conf BASE 3 codec 2 yrs	BASE Managed service (2 years)- support / manage customers three (3)codec video conference room including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	3 sa	2	5%	\$46,550
<b>Base Level</b>	N0194526	Vid Conf BASE 4 codec 2 yrs	BASE Managed service (2 years)- support / manage customers four (4) codec video conference room including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	4 Codec	2	5%	\$53,200
<b>Base Level</b>	N0194527	Vid Conf 7600svc Exec Dsk 3yrs	BASE Managed service (3 years)- support / manage customers executive desktop video conferencing system, including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	Executive Desktop BASE level	3	0%	\$9,240
<b>Base Level</b>	N0194528	Vid Conf 7600svc 1 codec 3yrs	BASE Managed 7600service (3 years)- support / manage customers single (1) codec video conference room including reservations, web based scheduling, pre-test and pre-configuration activities, help desk & problem resolution for videoconference rooms	Managed Vid	BASE level	1 Codec	3	10%	\$18,900

MultiMedia Services Pricing									
	<u>Nortel CPC</u>	<u>Short Description (&lt;31 chtrs)</u>	<u>Long Description (&lt;251 chtrs)</u>	<u>Short Description</u>	<u>Long Description</u>	<u>Room Configuration</u>	<u>Term in Years</u>	<u>Term Discount</u>	<u>MSRP Discounted Annual Price/room (or hourly price where applicable)</u>
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
<b>Base Level</b>	N0194529	Vid Conf BASE 2 codec 3 yrs	BASE Managed service (3 years) - support / manage customers two (2) codec video conference room including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	2 Codec	3	10%	\$56,700
<b>Base Level</b>	N0194531	Vid Conf BASE 3 codec 3 yrs	BASE Managed service (3 years) - support / manage customers three (3)codec video conference room including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	3 Codec	3	10%	\$66,150
<b>Base Level</b>	N0194532	Vid Conf BASE 4 codec 3 yrs	BASE Managed service (3 years)- support / manage customers four (4) codec video conference room including reservations, web based scheduling, pre-test & pre-configuration activities, help desk and problem resolution for videoconference rooms	Managed Vid	BASE level	4 Codec	3	10%	\$75,600
<b>Value</b>	N0200000	Vid Conf 7500svc Exec Dsk 1yr	Video Exec. Desktop Limited service (1 year) Access to MNOC help desk 24x7x365 Issue mgmnt & 3rd party escalation Set up of a 4 port video meet-me conf. bridge number/end point Gatekeeper registered	Managed Vid	BASE level	Executive Desktop Limited PLUS service	1	0%	\$1,400
<b>Value</b>	N0200001	Vid Conf 7500svc Exec Dsk 2yr	Video Exec. Desktop Limited service (2 years) Access to MNOC help desk 24x7x365 Issue mgmnt & 3rd party escalation Set up of a 4 port video meet-me conf. bridge number/end point Gatekeeper registered	Managed Vid	BASE level	Executive Desktop Limited PLUS service	2	0%	\$1,400
<b>Value</b>	N0200002	Vid Conf 7500svc Exec Dsk 3yr	Video Exec. Desktop Limited service (3 years) Access to MNOC help desk 24x7x365 Issue mgmnt & 3rd party escalation Set up of a 4 port video meet-me conf. bridge number/end point Gatekeeper registered	Managed Vid	BASE level	Executive Desktop Limited PLUS service	3	0%	\$1,400

<b>MultiMedia Services Pricing</b>									
	<u>Nortel CPC</u>	<u>Short Description (&lt;31 chtrs)</u>	<u>Long Description (&lt;251 chtrs)</u>	<u>Short Description</u>	<u>Long Descriptio n</u>	<u>Room Configuration</u>	<u>Term in Years</u>	<u>Term Discount</u>	<u>MSRP Discounted Annual Price/room (or hourly price where applicable)</u>
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
<b>Value</b>	N0201234	Vid Conf 7500svc 1 codec 1 yr	Video Exec. Desktop Limited service (1 year) Access to MNOC help desk 24x7x365 Issue mgmnt & 3rd party escalation Set up of a 4 port video meet-me conf. bridge number/end point Gatekeeper registered	Managed Vid	BASE level	1 Codec	1	0%	\$2,500
<b>Value</b>	N0201235	Vid Conf 7500svc 1 codec 2 yrs	Video Exec. Desktop Limited service (2 years) Access to MNOC help desk 24x7x365 Issue mgmnt & 3rd party escalation Set up of a 4port video meet-me conf. bridge number/end point Gatekeeper registered			1 Codec	2	5%	\$4,750
<b>Value</b>	N0201236	Vid Conf 7500svc 1 codec 3 yrs	Video Exec. Desktop Limited service (3 years) Access to MNOC help desk 24x7x365 Issue mgmnt & 3rd party escalation Set up of a 4port video meet-me conf. bridge number/end point Gatekeeper registered			1 Codec	3	10%	\$6,750
<b>Value</b>	N0200003	Vid Conf 7300svc Exec Dsk 1yr	sub Base lvl Mngd E20 desktop svc Access to (MNOC) 24x7x365 for 1 year Issue mngmnt + 3rd party escalation NT registration of VC endpoint w/ the appropriate Ntwrk Gatekeeper node	Managed Vid	BASE level	Executive Desktop 7300 level service	1	0%	\$1,050
<b>Value</b>	N0200004	Vid Conf 7300svc Exec Dsk 2yr	sub Base lvl Mngd E20 desktop svc Access to (MNOC) 24x7x365 for 2 years Issue mngmnt + 3rd party escalation NT registration of VC endpoint w/ the appropriate Ntwrk Gatekeeper node			Executive Desktop 7300 level service	2	0%	\$3,000
<b>Value</b>	N0200005	Vid Conf 7300svc Exec Dsk 3yr	sub Base lvl Mngd E20 desktop svc Access to (MNOC) 24x7x365 for 3 years Issue mngmnt + 3rd party escalation NT registration of VC endpoint w/ the appropriate Ntwrk Gatekeeper node			Executive Desktop 7300 level service	3	0%	\$4,500

MultiMedia Services Pricing									
	<u>Nortel CPC</u>	<u>Short Description (&lt;31 chtrs)</u>	<u>Long Description (&lt;251 chtrs)</u>	<u>Short Description</u>	<u>Long Descriptio n</u>	<u>Room Configuration</u>	<u>Term in Years</u>	<u>Term Discount</u>	<u>MSRP Discounted Annual Price/room (or hourly price where applicable)</u>
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
<b>Regional Hosted Bridging Services (priced per end point type annually)</b>									
**Regional hosted bridging services available with PLUS level Managed Video Conferencing services includes the use of the Nortel bridges but does not include network connections from the Nortel POP to the customer's end points and/or use of the Nortel network between Nortel POPs"									
						<b>Hosted Bridging only quoted as a</b>			
3000	N0194735	Reg Bridge w/+Desktop1yrSrvs	Regional Hosted Bridging with PLUS level Managed services - includes use of Nortel's bridges and Nortel's PLUS level Managed Video Conferencing for executive desktop systems.Excludes POP's/endpoint network	Regional Ho	Regional H	Executive Desktop	1	0% on bridg	\$7,400
7294	N0194736	RegBridge w/+1codec1yrSrvs	Regional Hosted Bridging with PLUS Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 1 codec systems. Excludes: network charges between Nortel POP's or to customers end point.	Regional Ho	Regional H	1 Codec	1	0% on bridg	\$17,294
14588	N0194737	Reg Bridge w/+ 2codecs1yrSrvs	Regional Hosted Bridging with PLUS level Managed services - includes use of Nortel's bridges, does include Nortel's PLUS level Managed Video Conferencing for 2 codec systems.Excludes: network charges between Nortel POP's or to customers end point.	Regional Ho	Regional H	2 Codec	1	0% on bridg	\$44,588
21882	N0194738	Reg Bridge w/+ 3 codecs1yrSrvs	Regional Hosted Bridging with PLUS level Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 3 codec systems. Excludes: network charges between Nortel POP's or to customers end point	Regional Ho	Regional H	3 Codec	1	0% on bridg	\$56,882
29176	N0194739	Reg Bridge w/+ 4codecs1yrSrvs	Regional Hosted Bridging with PLUS level Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 4 codec systems. Excludes: network charges between Nortel POP's or to customers end point	Regional Ho	Regional H	4 Codec	1	0% on bridg	\$69,176

MultiMedia Services Pricing									
	<u>Nortel CPC</u>	<u>Short Description (&lt;31 chtrs)</u>	<u>Long Description (&lt;251 chtrs)</u>	<u>Short Description</u>	<u>Long Descriptio n</u>	<u>Room Configuration</u>	<u>Term in Years</u>	<u>Term Discount</u>	<u>MSRP Discounted Annual Price/room (or hourly price where applicable)</u>
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
6000	N0194740	Reg Bridge w/+ ExecDesk2yrSrvs	Regional Hosted Bridging with PLUS level Managed services - includes use of Nortel's bridges, does include Nortel's PLUS level Managed Video Conferencing for executive desktop systems. Excludes:network between Nortel POP's/to customers end point	Regional Ho	Regional H	Executive Desktop	2	0% on bridg	\$14,800
14588	N0194741	Reg Bridge w/+ 1codec2yrSrvs	Regional Hosted Bridging with PLUS level Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 1 codec systems. Excludes:network charges between Nortel POP's or to customers end point	Regional Ho	Regional H	1 Codec	2	0% on bridg	\$33,588
29176	N0194742	Reg Bridge w/+ 2codecs2yrsSrvs	Regional Hosted Bridging with PLUS level Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 2 codec systems. Excludes: network charges between Nortel POP's or to customers end point	Regional Ho	Regional H	2 Codec	2	0% on bridg	\$86,176
43764	N0194743	Reg Bridge w/+ 3codecs2yrSrvs	Regional Hosted Bridging with PLUS level Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 3 codec systems. Excludes: network charges between Nortel POP's or to customers end point	Regional Ho	Regional H	3 Codec	2	0% on bridg	\$110,264
58352	N0194744	Reg Bridge w/+ 4 codecs2yrSrvs	Regional Hosted Bridging with PLUS level Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 4 codec systems. Excludes: network charges between Nortel POP's or to customers end point	Regional Ho	Regional H	4 Codec	2	0% on bridg	\$134,352
9000	N0194778	Reg Bridge w/+ Desktop 3yrSrvs	Regional Hosted Bridging with PLUS Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for executive desktop systems. Excludes network POP's/customers end point	Regional Ho	Regional H	Executive Desktop	3	0% on bridg	\$22,200
21882	N0194779	Reg Bridge w/+ 1codec 3yrSrvs	Regional Hosted Bridging with PLUS Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 1 codec systems. Excludes network POP's/customers end point	Regional Ho	Regional H	1 Codec	3	0% on bridg	\$48,882

<b>MultiMedia Services Pricing</b>									
	<u>Nortel CPC</u>	<u>Short Description (&lt;31 chtrs)</u>	<u>Long Description (&lt;251 chtrs)</u>	<u>Short Description</u>	<u>Long Descriptio n</u>	<u>Room Configuration</u>	<u>Term in Years</u>	<u>Term Discount</u>	<u>MSRP Discounted Annual Price/room (or hourly price where applicable)</u>
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
43764	N0194780	Reg Bridge w/+ 2 codecs3yrSrv	Regional Hosted Bridging with PLUS Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 2 codec systems. Excludes network POP's/customers end point	Regional Ho	Regional H	2 Codec	3	0% on bridg	\$124,764
65646	N0194781	Reg Bridge w/+ 3codecs 3yrSrv	Regional Hosted Bridging with PLUS Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 3 codec systems. Excludes network POP's/customers end point	Regional Ho	Regional H	3 Codec	3	0% on bridg	\$160,146
87528	N0194782	Reg Bridge w/+ 4 codecs3yrSrv	Regional Hosted Bridging with PLUS Managed services - includes use of Nortel's bridges, includes Nortel's PLUS level Managed Video Conferencing for 4 codec systems. Excludes network POP's/customers end point	Regional Ho	Regional H	4 Codec	3	0% on bridg	\$195,528
<b>Ad Hoc ISDN Gateway Services (priced per end point type per HOUR)</b>									
*For use with customer rooms when they have ordered the Managed Video Conferencing services for the bulk of their rooms, but need to bring in an end point via ISDN, includes use of Nortel's ISDN gateways; does not include network connections from customer									
	N0194783	ISDN Gateway Executive Desk	ISDN Gateway Svcs-brings non-managed endpoint into a call when customer is utilizing Nortel's bridges w/ Global or Regional Hosted Bridging Svcs; per hour fee-excludes network charges or one time room pre-certification fee; for exec desktop endpoints	ISDN Gatew	ISDN Gatew	Executive Desktop	Per hour	0%	\$30
	N0194784	ISDN Gateway - 1 codec	ISDN Gateway Svcs-brings non-managed end point into a call when customer is utilizing Nortel's bridges w/ Global or Regional Hosted Bridging Services; per hr fee- excludes network charges or the one time rm pre-certification fee; 1 codec endpoints	ISDN Gatew	ISDN Gatew	1 Codec	Per hour	0%	\$50
<b>Ad Hoc IP Gateway Services (priced per end point type per HOUR)</b>									

MultiMedia Services Pricing									
Nortel CPC	Short Description (<31 chtrs)	Long Description (<251 chtrs)	Short Description	Long Description	Room Configuration	Term in Years	Term Discount	MSRP Discounted Annual Price/room (or hourly price where applicable)	
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
their rooms, but need to bring in an end point via IP, includes use of Nortel's IP gateways and network connections(only over public internet - no dedicated pipes or QOS on the included network connections) from customer end point to Nortel									
N0194788	IP Gateway - Executive Deskto	IP Gateway Srvs-brings a non-managed end point into a call when customer is utilizing Nortel's bridges w/ Global or Regional Hosted Bridging Services; per hr fee-excludes network charges or one time rm pre-certification fee; exec desktop endpoints	IP Gateway	IP Gateway	Executive Desktop	Per hour	0%	\$30	
N0194789	IP Gateway - 1 codec	IP Gateway Srvs - brings a non-managed end point into a call when customer is utilizing Nortel's bridges w/ Global or Regional Hosted Bridging Srvs; per hr fee-excludes network charges or the one time rm pre-certification fee; 1 codec endpoints	IP Gateway	IP Gateway	1 Codec	Per hour	0%	\$50	
N0194790	IP Gateway - 2 codec	IP Gateway Srvs - brings a non-managed end point into a call when customer is utilizing Nortel's bridges w/ Global or Regional Hosted Bridging Srvs; per hr fee-excludes network charges or the one time rm pre-certification fee; 2 codec endpoints	IP Gateway	IP Gateway	2 Codec	Per hour	0%	\$100	
N0194791	IP Gateway - 3 codec	IP Gateway Srvs-brings a non-managed end point into a call when customer is utilizing Nortel's bridges w/ Global or Regional Hosted Bridging Services; per hr fee -excludes network charges or the one time rm pre-certification fee; 3 codec endpoints	IP Gateway	IP Gateway	3 Codec	Per hour	0%	\$150	
N0194792	IP Gateway - 4 codec	IP Gateway Srvs - brings a non-managed end point into a call when customer is utilizing Nortel's bridges w/ Global or Regional Hosted Bridging Services; per hr fee-excludes network charges or the one time rm pre-certification fee; 4 codec endpoints	IP Gateway	IP Gateway	4 Codec	Per hour	0%	\$200	
<b>Event Recording of a Video Call - Must be managed or hosted customer (priced per HOUR)</b>									
*Recording of a live video conference call									

<b>MultiMedia Services Pricing</b>									
Nortel CPC	Short Description (<31 chtrs)	Long Description (<251 chtrs)	Short Description	Long Description	Room Configuration	Term in Years	Term Discount	MSRP Discounted Annual Price/room (or hourly price where applicable)	
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
N0194793	Event Recording Managed Video	Event Recording Services - for use with any managed or hosted video call, includes recording of the call, creation of call file, posting of file to FTP site or burning to DVD and mailing DVD to customer	Event Recording	Event Recording	All end point types	Per hour	0%	\$750	
<b>Project Management Services</b>									
*Regional project management to ensure the customer's order is ordered, shipped, installed, and turned up on MNOC services									
N0182397	Basic PM	Basic Project Management (Jr Project Manager)							Custom Quote
N0182398	Advanced PM	Advanced Project Management (Sr Project Manager)							Custom Quote
N0182399	Premium PM	Premium Project Management (Project Executive)							Custom Quote
<b>Managed or Hosted Services Ordered</b>									
<b>Non-Managed/Hosted End Point Pre-certification (one time fee per end point)</b>									
*This is the one time fee for Nortel to pre-certify a non-managed/hosted end point to pull into a video call on an ad hoc basis; this must be sold together with the Ad hoc Gateway services									
N0194794	Video room pre-certification	Fee for the pre-certification of an end point that will be pulled into a video call through the ad hoc ISDN or IP gateway services. This pre-certification includes MNOC access the end point and registration into the Nortel gatekeeper.	Room pre-certification	Fee for the	All end point types	Per End Point	0%	\$225	
<b>Room Administrator Training for Non-Nortel Installed End Points (price per 2 hour session)</b>									
* one 2 hour remote training session (via video or Centra) for customer administrators on end points that were not installed by Nortel									
N0194795	Room administrator training	Fee for a 2 hr session per end point that was not installed by Nortel. Training covers items a room administrator would need to know about an end point - how to operate the remote, zoom/move the cameras, share content, and how to make/hang up a video call.	Room administrator	Fee for one	All end point types	Price per session	0%	\$450	
<b>Time and Materials Work (priced per hour)</b>									
N0194796	Time and Material projects	Any project work that Nortel charges out on a time and materials basis.	Time and Materials	Any project	All end point types - any T	Per hour	0%	\$225	

<b>MultiMedia Services Pricing</b>									
Nortel CPC	Short Description (<31 chtrs)	Long Description (<251 chtrs)	Short Description	Long Description	Room Configuration	Term in Years	Term Discount	MSRP Discounted Annual Price/room (or hourly price where applicable)	
<b>Managed Video Conferencing Services (priced per end point type annually)</b>									
*Management of customer end points and customer bridges, does not include network or use of Nortel's bridges, any ad hoc calls, etc...									
<b>Level 2/3 Help Desk Support without Maintenance Contract (priced per hour on and T&amp;M basis)</b>									
* This is for end point support on end points that customer did not purchase a maintenance contract on									
N0194797	Level 2/3 helpdesk w/o maint	Helpdesk support for endpoints w/o maintenance contracts where Nortel is providing a Managed Video Conferencing service. This services allows the customer to receive Level 2/3 support services on a time and materials basis.	Level 2/3 help	For custom	All end point types	Per hour	0%	\$225	
<b>Custom Bridging in a Hosted environment</b>									
N0204721	Custom Hosted bridging 1 year	This service provides a custom bridging service for Hosted equipment for a term of 1 year commitment				1	0%	Custom Quote	
N0204722	Custom Hosted bridging 2 year	This service provides a custom bridging service for Hosted equipment for a term of 2 years commitment				2	0%	Custom Quote	
N0204723	Custom Hosted bridging 3 year	This service provides a custom bridging service for Hosted equipment for a term of 3 years commitment				3	0%	Custom Quote	
<b>Network Connection Charges (priced per minute and totally variable based upon the network being used)</b>									
N0182936	Network Connection Charges	Customized network connection charges for both ISDN and IP, on either a monthly/yearly or per port/usage basis (service in Un-Released status)	Network Cor	Customize d network connection charges for both ISDN and IP, on either a monthly/ye arly or per port/usage basis	All end point types	Per minute	0%	Custom Quote	
<b>Miscellaneous AV Integration Services (customized pricing per quote)</b>									



