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IMPLEMENTATION SERVICES

IMPLEMENTATION SERVICES PACKAGES

Implementation Services Packages, for all products other than Optical Metro 3000 & 5200, are designed to provide a combination of three Component Services that comprise a typical product deployment scenario for a product. These scenarios are documented in the applicable Service Definition Document (SDD) and generally include Installation, Configuration, Integration and Logical Design (Site Survey and Site Engineering are also available. See note 1). This offering for Optical Metro's uses a different set of Optical Metro oriented bundled services. Most Implementation Services Packages have a fixed fee price for the 1st unit of a specific product and a separate per unit price for additional units when installed at the same site, on the same trip as the first unit. For 6 or more units of a specific product, pricing is Custom Quoted allowing for pricing economies of scale. Some products have only a Custom Quote price. If neither a fixed fee nor custom quote is shown for a product, the offering is not available for that product.

Please note: Service Definition Documents available for the Implementation Services Package order number for the first unit apply to the order numbers for the additional units

	ORDER NO.	SERVICE	PRICE
Application Switches (Formerly Alteon)			
Application Switch 2000 Series	A0537475	Implementation Service Package - 1st unit	\$5,268
	A0551271	Implementation Services Package - additional price per 2-5 units at same site	\$2,543
	N0029071	Implementation Services Package	Custom Quote
Application Switch 3000 Series	A0551272	Implementation Service Package - 1st unit	\$5,268
	A0551273	Implementation Services Package - additional price per 2-5 units at same site	\$2,543
	N0029072	Implementation Services Package	Custom Quote
Web Switches (Formerly Alteon)			
Web Switch 180 series, ACEdirector 3, ACEdirector 4	A0519047	Implementation Services Package - 1st unit	\$5,268
	A0519048	Implementation Services Package - additional price per 2-5 units at same site	\$2,543
	N0029073	Implementation Services Package	Custom Quote
Link Optimizer	A0537474	Implementation Services Package - 1st unit	\$4,996
	A0551274	Implementation Services Package - additional price per 2-5 units at same site	\$2,271
	N0029074	Implementation Services Package	Custom Quote
Ethernet Routing Switch Web Switching Module	A0519045	Implementation Services Package - 1st unit	\$5,178
	A0519046	Implementation Services Package - additional price per 2-5 units at same site	\$2,453
	N0029075	Implementation Services Package	Custom Quote
Switched Firewalls (Formerly Alteon)			
Switched Firewall Systems & Directors	A0519032	Implementation Services Package - 1st unit	\$5,995
	A0519034	Implementation Services Package - additional price per 2-5 units at same site	\$3,270
	N0029077	Implementation Services Package	Custom Quote
SSL Accelerators, VPN Gateways, Content Caches (Formerly Alteon)			
SSL Accelerators	A0519043	Implementation Services Package - 1st unit	\$5,087
	A0519044	Implementation Services Package - additional price per 2-5 units at same site	\$2,362
	N0029076	Implementation Services Package	Custom Quote
SSL VPN	A0551277	Implementation Services Package - 1st unit	\$5,813
	A0551278	Implementation Services Package - additional price per 2-5 units at same site	\$3,088
	N0029078	Implementation Services Package	Custom Quote
Content Cache	A0519035	Implementation Services Package - 1st unit	\$4,360
	A0519037	Implementation Services Package - additional price per 2-5 units at same site	\$1,635
	N0029079	Implementation Services Package	Custom Quote
Content Manager	A0519041	Implementation Services Package - 1st unit	\$4,360
	A0519042	Implementation Services Package - additional price per 2-5 units at same site	\$1,635
	N0029080	Implementation Services Package	Custom Quote
Content Director	A0519038	Implementation Services Package - 1st unit	\$4,360
	A0519039	Implementation Services Package - additional price per 2-5 units at same site	\$1,635
	N0029081	Implementation Services Package	Custom Quote
ROUTERS			
ARN, ANH	A0994236	Implementation Services Package - 1st unit	\$2,076
	A0511346	Implementation Services Package - additional price per 2-5 units at same site	\$1,832

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N:02.05		N0029082	Implementation Services Package	Custom Quote
	ASN	A0511347	Implementation Services Package - 1st unit	\$3,093
		A0511348	Implementation Services Package - additional price per 2-5 units at same site	\$2,849
N:02.05		N0029083	Implementation Services Package	Custom Quote
	BCN	A0511349	Implementation Services Package - 1st unit	\$5,739
		A0511350	Implementation Services Package - additional price per 2-5 units at same site	\$5,495
N:02.05		N0029084	Implementation Services Package	Custom Quote
	BLN, BLN2	A0511363	Implementation Services Package - 1st unit	\$3,907
		A0511364	Implementation Services Package - additional price per 2-5 units at same site	\$3,663
N:02.05		N0029086	Implementation Services Package	Custom Quote
	Multiprotocol Router 2430 (Formerly Passport)	A0994236	Implementation Services Package - 1st unit	\$2,076
		A0511346	Implementation Services Package - additional price per 2-5 units at same site	\$1,832
N:02.05		N0029092	Implementation Services Package	Custom Quote
	Multiprotocol Router 5430 (Formerly Passport)	A0511347	Implementation Services Package - 1st unit	\$3,093
		A0511348	Implementation Services Package - additional price per 2-5 units at same site	\$2,849
N:02.05		N0029093	Implementation Services Package	Custom Quote
ETHERNET SWITCH (Formerly Baystack/Passport)				
N:02.05	Ethernet Switches and Business Policy Switch 2000	A0994241	Implementation Services Package - 1st unit	\$1,453
		A0511370	Implementation Services Package - each additional unit	\$182
	Ethernet Switch 8100	A0511374	Implementation Services Package - 1st unit	\$3,907
		A0511372	Implementation Services Package - additional price per 2-5 units at same site	\$3,663
N:02.05		N0029099	Implementation Services Package	Custom Quote
VPN ROUTERS (Formerly Contivity)				
	VPN Router 221, 251	A0546343	Implementation Services Package - any number of units	Custom Quote
	VPN Router 100, 600, 1010, 1050, 1100	A0994237	Implementation Services Package - 1-5 units	\$2,024
		A0511365	Implementation Services Package - additional price per 6-10 units at same site	\$1,584
		A0514282	Implementation Services Package - additional price per 11-15 units at same site	\$1,474
			Implementation Services Package	Custom Quote
	VPN Router 1600, 1700, 1740, 1750, 2600, 2700	A0511366	Implementation Services Package - 1-5 units	\$2,464
		A0511367	Implementation Services Package - additional price per 6-10 units at same site	\$2,024
		A0514281	Implementation Services Package - additional price per 11-15 units at same site	\$1,804
			Implementation Services Package	Custom Quote
	VPN Router 4600, 5000	A0511368	Implementation Services Package - 1-5 units	\$3,344
		A0511369	Implementation Services Package - additional price per 6-10 units at same site	\$2,904
		A0514283	Implementation Services Package - additional price per 11-15 units at same site	\$2,464
			Implementation Services Package	Custom Quote
IP MULTIMEDIA PLATFORMS				
	Multimedia Communication Server 5100	A0523092	Implementation Services Package - any number of units	Custom Quote
OPTICAL METRO				
	Optical Metro 1000 Series	A0998253	Implementation Services Package - 1st unit	\$1,872
		A0511377	Implementation Services Package - additional price per 2-5 units at same site	\$1,628
N:02.05		N0029087	Implementation Services Package	Custom Quote
	Optical Metro 1200, 1400, 1450, ESU 1800	A0551279	Implementation Services Package - any number of units	Custom Quote
	Optical Metro 3000, 5000 Series	A0551280	Implementation Services Package - any number of units	Custom Quote
	Optical Metro 8000 AC	A0998254	Implementation Services Package - 1st unit	\$5,200
		A0511378	Implementation Services Package - additional price per 2-5 units at same site	\$4,900
N:02.05		N0029088	Implementation Services Package	Custom Quote
MULTISERVICE SWITCHES (Formerly Passport)				
	Multiservice Access Switch 4120, 4430, 4450, 4460	A0994238	Implementation Services Package - 1st unit	\$3,093
		A0511376	Implementation Services Package - additional price per 2-5 units at same site	\$2,849
		N0029094	Implementation Services Package - additional price per 6+ units at same site	Custom Quote
	Multiservice Switch 6420, 6440, 7440	A0994231	Implementation Services Package - 1st unit	\$9,306
		A0511298	Implementation Services Package - additional price per 2-5 units at same site	\$4,718
N:02.05		N0029095	Implementation Services Package	Custom Quote
	Multiservice Switch 6480, 7480 (1-5 ports Backbone)	A0511299	Implementation Services Package - 1st unit	\$14,819
		A0511343	Implementation Services Package - additional price per 2-5 units at same site	\$9,195

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N:02.05	Multiservice Switch 6480, 7480 (6+ ports Access)	N0029096	Implementation Services Package	Custom Quote
		A0511344	Implementation Services Package - 1st unit	\$19,444
N:02.05	Multiservice Switch 15000 (1-5 ports Backbone)	A0511345	Implementation Services Package - additional price per 2-5 units at same site	\$11,230
		N0029098	Implementation Services Package	Custom Quote
N:02.05	Multiservice Switch 15000 (6+ ports Access)	A0511299	Implementation Services Package - 1st unit	\$14,819
		A0511343	Implementation Services Package - additional price per 2-5 units at same site	\$9,195
N:02.05	Multiservice Switch 15000 (6+ ports Access)	N0029103	Implementation Services Package	Custom Quote
		A0511344	Implementation Services Package - 1st unit	\$19,444
N:02.05		A0511345	Implementation Services Package - additional price per 2-5 units at same site	\$11,230
		N0029104	Implementation Services Package	Custom Quote
ETHERNET ROUTING SWITCHES (Formerly Passport)				
N:02.05	Ethernet Routing Switch 1612, 1624, 1648	A0537472	Implementation Services Package - 1st unit	\$3,040
		A0537596	Implementation Services Package - additional price per 2-5 units at same site	\$2,800
		N0029089	Implementation Services Package	Custom Quote
N:02.05	Ethernet Routing Switch 8300	A0537473	Implementation Services Package - 1st unit	\$4,400
		A0537597	Implementation Services Package - additional price per 2-5 units at same site	\$4,200
N:02.05	Ethernet Routing Switch 8600, AC unit, non-Central	N0029100	Implementation Services Package	Custom Quote
		A0994239	Implementation Services Package - 1st unit	\$5,739
N:02.05	Ethernet Routing Switch 8600, CWDM AC version	A0511375	Implementation Services Package - additional price per 2-5 units at same site	\$5,495
		N0029101	Implementation Services Package	Custom Quote
N:02.05		A0514257	Implementation Services Package - 1st unit	\$8,995
		A0514259	Implementation Services Package - additional price per 2-5 units at same site	\$7,715
		N0029102	Implementation Services Package	Custom Quote
SERVICES EDGE ROUTER (Formerly Shasta)				
N:02.05	Services Edge Router 5500 Requires Element Manager/Client Workstation Set-up & Integration A0917105 for 1st install	A0994233	Implementation Services Package - 1st unit	\$10,576
		A0511373	Implementation Services Package - additional price per 2-5 units at same site	\$8,313
		N0029105	Implementation Services Package	Custom Quote
SUCCESSION				
N:02.05	Communication Server (Formerly BCM) Communication Server 1000 Rel 2.0 (Formerly Succession)	A0501033	Implementation Services Package - any number of units	Custom Quote
		A0501335	Implementation Services Package - any number of units	Custom Quote
WIRELESS LAN 2200 SERIES				
N:02.05	Wireless LAN 2220 & 2230 Access Point Series	A0519964	Implementation Services Package 3-5 units	\$1,530
		A0519966	Implementation Services Package additional price per 6-10 units at same site	\$850
		N0029106	Implementation Services Package	Custom Quote
WIRELESS LAN 2250 & 2270 SERIES				
N:02.05	Wireless LAN 2250 & 2270 Series Security Switch	A0538638	Implementation Services Package - 1st unit	\$4,990
		A0538639	Implementation Services Package - additional price per 2-5 units at same site	\$4,690
		N0029107	Implementation Services Package	Custom Quote
WIRELESS MESH NETWORKS 7220 SERIES				
N:02.05	Wireless Mesh Networks 7220 Access Point Series	N0017240	Implementation Services Package	Custom Quote
WIRELESS MESH NETWORKS 7250 SERIES				
N:02.05	Wireless Mesh Networks 7250 Gateway	N0017241	Implementation Services Package - 1-5 units	\$2,464
		N0029108	Implementation Services Package	Custom Quote
SOFTWARE (APPLICATIONS)				
N:02.05	Security Element Manager, VPN VPN Router Multi Element Manager & VPN NetRIO for Service Edge Router 5500 Optivity Series Passport Express Manager Preside	A0551281	Implementation Services Package any number of units	Custom Quote
		A0551282	Implementation Services Package any number of units	Custom Quote
		A0551283	Implementation Services Package any number of units	Custom Quote
		A0551284	Implementation Services Package any number of units	Custom Quote
		A0551285	Implementation Services Package any number of units	Custom Quote
		A0551286	Implementation Services Package any number of units	Custom Quote

Click on Cust Quote to link to the contact who will provide the custom quote

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To access a service offering SDD (Service Definition Document) click on the "Click here", scroll down the left side navigation bar to the Intranet Search box, type in the Order No /A0 (use number 0, not letter O) Code for the service, and follow the prompts to the SDD.

CUSTOM QUOTES CONTACTS

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

IVR Services

System and application installation fees will be custom quoted by Portal Solutions sales admin (ESN: 297-2304 or direct at 631-285-2204) following definition of customer requirements. Other Implementation Services (Application development, project management) require a customized quotation.

ADDITIONAL UNITS - CUSTOM QUOTES

Depending upon the product, the custom quote will be made up of a combination of Standard Installation Services, Staging and Logical Configuration Services and Enhanced Implementation Services. The quote will include the A0 Codes for the services included.

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Order No.	Service Description
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OTHER IMPLEMENTATION SERVICES

These Services provide the flexibility to design a service solution to meet the customer's unique needs. Customers who have implementation skills can complement their expertise from our portfolio of Staging and Logical Configuration, Standard Installation, and/or Enhanced Implementation Services; they may design a unique end-to-end solution delivered by Nortel Networks; or select a service that enhances an Implementation Services Package.

STAGING & LOGICAL CONFIGURATION

These Services provide a solution for customers with the skills to perform the majority of implementation tasks. We will stage and configure the product against customer-provided network information in a centralized facility prior to shipping the product to the customer site. The customer is responsible for the logical design, on-site installation and integration activities. **Minimum order quantity applies for the service, unless the service is ordered on the same Purchase Order as the hardware.**

A0995990	VPN Router 100, 600, 1010, 1050, 1100 up to 149 units	minimum order qty: 8	\$125
A0520601	VPN Router 100, 600, 1010, 1050, 1100, 150+ units		\$95
A0520602	VPN Router 1600, 1700, 1740, 1750, up to 59 units	minimum order qty: 4	\$220
A0520603	VPN Router 1600, 1700, 1740, 1750, 60+ units		\$160
A0520604	VPN Router 2600/2700,- up to 49 units	minimum order qty: 2	\$295
A0520605	VPN Router 2600/2700,- 50+ units		\$220
A0520606	VPN Router 4600/5000,- up to 29 units	minimum order qty: 2	\$450
A0520607	VPN Router 4600/5000,- 30+ units		\$335
A0998249	Optical Metro 1000 Series	minimum order qty: 5	\$150
A0998250	Ethernet Switch, ARN, ASN, Multiprotocol Routers 2430/5430	minimum order qty: 4	\$180
A0998251	Ethernet Switch 350/380, up to 99 units	minimum order qty: 7	\$160
A0520608	Ethernet Switch 350/380, 100+ units		\$115
A0520609	Ethernet Switch 410/420/450/470, BPS-2000, Up to 59 units	minimum order qty: 5	\$230
A0520610	Ethernet Switch 410/420/450/470, BPS-2000, 60+ units		\$170
A0504795	BLN, BLN-2, BCN, BCN-RLC	minimum order qty: 2	\$460
A0504796	Multiservice Access Switch	minimum order qty: 3	\$275
A0504165	Ethernet Routing Switch 8600 (using the 8003 AC chassis)up to 24 units	minimum order qty: 2	\$542
A0517773	Ethernet Routing Switch 8600 (using the 8003 AC chassis) 25+ units		\$417
A0517779	Ethernet Switch 8100, Ethernet Routing Switch 8600, OM8000 (e/w PP8006 or 8010 AC	minimum order qty: 2	\$625
A0517779	Ethernet Switch 8100, Ethernet Routing Switch 8600, OM8000 (e/w PP8006 or 8010 AC		\$458
A0517783	Ethernet Switch 8100, Ethernet Routing Switch 8600, OM8000 (e/w PP8010co	minimum order qty: 2	\$698
A0517785	Ethernet Switch 8100, Ethernet Routing Switch 8600, OM8000 (e/w PP8010co		\$521

STANDARD INSTALLATION SERVICES (1)

These Services consist of physical hardware installation, system inspection, and basic connectivity setup by Nortel Networks at the customer's site. Once this service is complete, the network is ready for configuration and integration by the customer or by Nortel Networks. This service can be sold with other Component Services to provide a comprehensive service solution or to customers who have the skills to Engineer the network, but who do not wish to perform the physical installation. This Service is available for high-end Data products (Passport and Service Edge Router 5500) only. This service includes system cabling to the termination panel only. For installation and furnishing of additional system cabling and installation infrastructure see Furnish & Install Inter-Bay Cables - Data Products Service (A0994243) and Furnish & Install Infrastructure IRM - Data Products Service (A0994244) below.

A0917339	Multiservice Switch 6440/7440 - first unit at site		\$2,000
A0917339	additional unit at same site per unit price		\$750
A0917339	Multiservice Switch 6480/7480 Single Shelf or Single Cabinet - first unit at site		\$2,750
A0917339	additional unit at same site per unit price		\$1,300
A0917339	Multiservice Switch 6480/7480 Dual Cabinet or Dual Frame - first unit at site		\$3,600
A0917339	additional unit at same site per unit price		\$2,100
A0917339	Multiservice Switch 15000 Single Shelf - first unit at site		\$3,200
A0917339	additional unit at same site per unit price		\$1,700
A0917339	Multiservice Switch 15000 Dual Shelf - first unit at site		\$4,300
A0917339	additional unit at same site per unit price		\$2,700
A0894029	Ethernet Routing Switch 8600, OM8000 (with 8010 co NEBS compliant chassis and DC power) - first unit at site		\$2,650
A0517856	additional unit at same site per unit price		\$1,000
A0517857	All other Ethernet Switch 8100 & Ethernet Routing Switch 8600 - first unit at site		\$2,100
A0517858	additional unit at same site per unit price		\$540

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A0898510	Service Edge Router BSN - first unit at site (requires Element Manager/Client Workstation Set-up & Integration A0917105 for 1st installation)	\$2,100
A0898510	additional unit at same site per unit price	\$600
A0519963	WLAN 2220 series Access Point (for 10 access points) Minimum qty 10 access points	\$1,330

ENHANCED SERVICES

These Services are individually priced services used to complement a Packaged or Standard Installation Service offering, to complement an implementation performed by a customer, or to create a unique end-to-end implementation solution when a packaged offering for that product does not fit.

A0810095	Site Survey - Data (1) (for Multiservice Switch 6000, 7000, 8000, 15000 Series and Service Edge Router BSN only) 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.	\$1,500/site
A0518813	Site Survey - Optical (1) (for Optical Metro 3000 family, Optical Metro 5000 family, and All Optical Longhaul products) 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.	\$1,500/site
A0511171	Site Survey - Wireless LAN Radio Frequency (RF) Site Survey (for Nortel Networks 2200 series Access Point family of products) The Wireless LAN Radio Frequency Site Survey 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 WLAN RF Site Survey Request Form (the "Site"). 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 WLAN RF Site Survey Request Form.	Custom Quote
N0017248	Wireless Mesh Networks Radio Frequency (RF) Site Design Planning Service (for Nortel Networks 7220 series Access Point products) 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.	Custom Quote
A0881075	Site Engineering - Data (1) (3) (for Multiservice Switch 6000, 7000, 8000, 15000 Series & Service Edge Router 5500 only) 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.	Custom Quote
A0991486	Update Office Records - for Data (FOR Multiservice Switch 6000, 7000, 8000, 15000 Series & Service Edge Router 5500 only) Provides for the update of the customer/site specific equipment application specifications and drawings supplied under Site Engineering with "As Built" information following completion of installation. Does not include changes to customer's electronic databases.	\$1020/site
A0518815	As-Built Engineering Data Package (for Optical Metro 3000 products, Optical Metro 5000 products, and All Optical Longhaul products) Provides for the update of the customer/site specific equipment application specifications and drawings supplied under Site Engineering with "As Built" information following completion of installation. Does not include changes to customer's electronic databases.	\$1500/site
	Install Inter-Bay Cables - Data Products (3) (for Multiservice 6000, 7000, 8000, 15000 Series and Service Edge Router 5500 only) Installs all required cables to successfully connect installed Nortel Networks Data equipment to the customer demarcation point. This service complements the Standard Installation Services which install system cabling to the termination panel only.	
A0994243	Small - Install all DC power/ground cables and system cables (with a maximum of 25 system cables - Fiber/DS1/DS3/Ethernet/Timing/Alarm) for ONE node with no single cable	\$2,100
A0994243	Medium - install all DC power/ground & system cables (with >25 system cables - Fiber/DS1/DS3/Ethernet/Timing/Alarm) for 1node w/no single cable > 50 ft (15m) OR Install all DC power/ground & system cables (w/maximum of 25 system cables - Fiber/DS1/DS3/Ethernet/Timing/Alarm) with cables >50 ft (15m) for ONE node with no single cable	\$4,200
A0994243	Large - Install all DC power/ground & system cables (with >25 system cables - Fiber/DS1/DS3/Ethernet/Timing/Alarm) for 1 node with cables > 50 ft (15m) with no single cable	\$6,300
A0994244	Install Infrastructure IRM - Data Products (3) (for Multiservice Switch 6000, 7000, 8000, 15000 Series and Service Edge Router only) 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
A0917105	Element Manager/Client Workstation Set-up & Integration (for Preside MDM and Service Edge Router 5500 SCS only) Provides configuration and testing of the required hardware and software platform, plus integration into the LAN.	Custom Quote
A0810084	Network Management Data Network Design (for Preside MDM and Service Edge Router 5500 SCS only) 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.	Custom Quote
	Fiber Characterization (required service for all Metro Optical 3000 and 5000 and Optical Longhaul products with 10G or DWDM Fiber)	

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A0814036	Fiber Characterization Service - Initial Site	\$9,647
A0814036	Fiber Characterization Service - each additional site	\$1,600
A0814036	Fiber Characterization Service - each fiber	\$329
A0881067	Bit Error Rate Testing - 24 Hour (for Optical Metro 3000 products, Optical Metro 5000 products, and All Optical Longhaul products) 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 sites.	\$2,353/Site
A0881068	Bit Error Rate Testing - 72 Hour (for Optical Metro 3000 products, Optical Metro 5000 products, and All Optical Longhaul products) 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 sites.	\$3,529/Site
A0517819	Implementation Engineering Advisor (for Optical Metro 3000 family, Optical Metro 5000 family, and all Optical Longhaul products) 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 Networks equipment per the applicable NTPs. 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.	\$2,800/day
A0501031	Network Expansion - Optical Metro 3000, Connect, 5000 This service bundle allows existing networks to expand to meet growing capacity and traffic requirements by providing for the basic planning and deployment of new Optical equipment into an existing operational Optical network. This service provides for rapid time to market, maximum performance, and minimum interruption to existing traffic.	Custom Quote
A0517820	Implementation Engineering Advisor (for Multiservice Switch 6000, 7000, 8000, 15000 Series & Service Edge Router 5500 only) 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 Networks equipment per the applicable NTPs.	\$2,800/day
A0917099	Data Network Element Configuration & Integration (2) Configures the individual network elements and then integrates them into the complete network logical design.	Custom Quote
A0917322	Data Network Connectivity Test, Verification & Acceptance 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.	Custom Quote
A0917098	Data Network Detailed Logical Design (2) Nortel Networks will provide logical design documentation that can include network overview illustration(s) and detailed, hierarchical network drawings and tables.	Custom Quote
A0889702	Review Customer-produced Data Network Detailed Logical Design (2) Nortel Networks will review the data network detailed logical design done by a customer, to ensure quality, and to confirm all data required is available prior to performing the Network Element & Configuration step.	Custom Quote
A0861910	Implementation Technician for Optical/Data Networks 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. Nortel Networks does not make any commitments regarding completion of specific tasks or deliverables unless a custom quote is provided from the Nortel Networks service organization.	\$200/hour (8 hour minimum)
A0917418	Project Management 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.	\$1,500/day
A0517818	Project Management - Optical 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.	\$1,500/day
A0523088	Voice Over IP Network Health Check 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.	Custom Quote
A0501337	Voice Over IP Network Assessment Audit	Custom Quote

End Users Receive a 13% Discount off List Price
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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 Health Check plus additional services.

A0868172 **Custom Staging & Logical Configuration** [Custom Quote](#)

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 in a centralized facility before shipment to the field. The solution is then shipped to the site for simple field installation, in as close to a "plug and play" mode as possible. This is the concept behind Nortel Networks Solution Integration Center (SIFC).

A0533893 **Discovery Consulting Service** [\\$4,800](#)

Nortel Networks Network Consultants will conduct a limited "discovery" evaluation regarding the customer's network environment. Consultants will visit a single customer location, hold meetings with all appropriate parties (customer & third party, if applicable), and review the customer's network to determine the best course of action to meet the customer's expectations. From this discovery analysis, a detailed Scope of Work will be generated identifying the specific actions and associated services required to resolve the customer's issues including timelines, exact deliverables, a price.

N:12.04 Security Services

N:12.04 N0024196 **Network Security Assessment** [Custom Quot](#)

The Nortel Network Security Assessment service offers an assessment of the customer's current network security practices, the security of the network and security vulnerabilities within that network. A review of the customer's desired vision for deploying network security and a gap analysis between the current and desired state will be provided. Recommendations for reducing security vulnerabilities and improving the customer's security posture are also included.

N:12.04 N0024197 **Network Security Design** [Custom Quot](#)

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.

N:12.04 N0024198 **Network Security Consulting** [Custom Quot](#)

Strategic Security Planning is essential to the long term success of an enterprise. It allows an enterprise to leverage existing and future technologies to design and implement cost effective secure networks supporting mission critical applications. The ability to anticipate and plan for new business requirements and the security technologies needed to meet them is what strategic network security planning is all about.

Voice Converged Services

These Services are individually priced services used to complement a Packaged or Standard Installation Service offering, to complement an implementation performed by a customer, or to create a unique end-to-end implementation solution when a packaged offering for that product does not fit.

A0550530 **Software Upgrade Installation Service for MCS 5100** [Custom Quot](#)

Nortel Networks Consultants will perform onsite software upgrade installations for Multimedia Communications Server 5100 systems. See the associated SDD for specifics

A0555127 **Traffic Study Services - O61c-O81c** [\\$6500/unit/site](#)

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.

A0555128 **Traffic Study Services - O11c** [\\$5,700/unit/site](#)

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 **System Quality Evaluation** [Custom Quot](#)

Nortel Networks Consultants will conduct a system quality evaluation regarding the customer's 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.

A0555130 **Customer Database Security Audit** [Custom Quot](#)

Nortel Networks Consultants will remotely conduct an audit to determine if the Meridian 1 is configured to resist unauthorized access and toll fraud. From this audit, the consultant will identify software programming parameters and make recommendations to improve security.

A0555131 **Dialing Plan Modifications** [Custom Quot](#)

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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.

A0555132 **In-House Conversion Software Upgrade**

[Custom Quot](#)

Nortel Networks Consultants will convert the customer's source database in the Nortel Network's lab. This does not apply to upgrades from Option 11/Option 11E systems to Option 11C.

For Custom Quote

See Regional Services Contact Tab within the price book

Footnotes

- (1) Site Survey information must be provided for Site Engineering (A0881075) and Standard Installation Services. The Site Survey information can be provided by the customer, but the purchase of Site Survey (A0810095) from Nortel Networks will ensure availability of the prerequisite site information.
- (2) The Data Network Detailed Logical Design Service (A0917098) or Review Customer-produced Data Network Detailed Logical Design Service (A0889702) must be purchased if the Data Network Element Configuration & Integration Service (A0917099) is purchased.
- (3) The Site Engineering Service (A0881075) must be purchased if the Furnish & Install Inter-Bay Cables - Data Products Service (A0994243) or the Furnish & Install Infrastructure IRM - Data Products Service (A0994244) is purchased.

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OTHER MAINTENANCE SERVICES

#REF!

These are Per Incident and Custom Quoted Services delivered by GES North America

Order No.	Product Description	List Price
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Data/Packet Network Audit Service

A0852113	Delivers prompt and cost effective expert analysis, assessment, and recommendations to improve data flow throughout the network	Custom Quote
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Data/Packet Network Audit Recommendation Implementation Service

A0857404	Where Nortel Networks has provided a Data/Packet Network Audit (A0852113) that examined the state of a customer network, this follow-on service implements network optimization recommendations identified in the Data/Packet Network Audit report.	Custom Quote
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Onsite Resident Engineering Service (Depending on local availability of a qualified engineer Travel & Living expenses may apply)

A0994242	Regularly Scheduled Engineer - custom (includes regularly scheduled or yearly requirements)	Custom Quote
A0994242	Resident Engineer- 1st shift, One Year (1) plus travel and living if required	\$260,000/Year
	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.	

On-site Mentor Service

A0857403	Daily	\$1,870/day
A0857403	Annual (plus travel and living if required)	\$290,000/Year
	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.	

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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T&M SERVICES

(Do not apply to Installation Services)

A0816992	Non-Contract Telephone Technical Support, hourly rate, 2 hr. minimum (2)	\$300/Hour
	Overtime 1, 2 hr. minimum (2)	\$450/Hour
	Overtime 2, 2 hr. minimum (2)	\$600/Hour

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OTHER MAINTENANCE SERVICES

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Order No.	Product Description	List Price
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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 \$5,000(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 \$5000 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 \$5000 minimum is required.

CE2328001	Data Network Engineer, hourly rate, 4 hr. min., 1st shift (base rate) (3)	\$200/Hour
CE2328003	Senior Data Network Engineer hourly rate, 4 hr. min., 1st shift (base rate) (3) 2nd shift add 50% uplift to applicable base rate: 3rd shift add 100% uplift to applicable base rate. (3)	\$300/Hour
CE2328042	Onsite Voice Engineer, hourly rate, 4 hr. min., 1st shift (base rate) (4)(3)	\$145/hour
CE2328043	Onsite Senior Voice Consultant, hourly rate, 4 hr. min., 1st shift (base rate) (4)(3)	\$225/hour

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 cover the higher average cost of technical support.	\$3,000 per network element per year
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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

TRAINING

* Minimum/Maximum amount of students may apply to training courses

5510ZEN	Instruction on operation, administration, maint. and provisioning of 3500 equipment. (\$ 2,390.00 per student)	\$22,615.00
5510ZB	R12 Instruction on operation, administration, maint. and provisioning of 3500 equipment. (\$ 2,390.00 per student)	\$22,615.00
5952ZEN	Instruction on LAN/WAN, UNI/NNI, IP and RPR provisioning of 3500 equipment. (\$ 2,615.00 per student)	\$24,900.00
5618AEN	System node configuration, and service upgrades. (\$ 1,200.00 per student)	\$11,010.00
SB03	Instruction on installation and commissioning of 3500 equipment. (\$ 345.00 per student)	\$345.00
3288YEN	Provides the knowledge and skills needed to operate, maintain and troubleshoot ATM services on Passport 7000 and 15000. (2,405.00 per student)	\$23,240.00
3181AEN	Instruction on installation and administration of the Preside MDM product toolset, including installation of Solaris. (\$ 1,805.00 per student)	\$17,430.00
3182AEN	Advanced training on MDM configuration and administration. (\$ 1,250.00 per student)	\$11,620.00
3035	Installation and configuration of Preside MDM MDP and the data collection system. (\$1,205.00 per student)	\$11,620.00
5424	Instruction on basic skills to manage optical networks using the Preside Applications Platform - specifically the graphical network browser, fault management and inventory management. (\$1,125.00 per student)	\$11,010.00
3316ZEN	Passport PVG SVoIP Operations and Configuration (3316ZEN) is the complete package for the Switched Voice over ATM (SVoIP) application of the Passport Packet Voice Gateway (PVG) curriculum path. (\$ 1,650.00 per student)	\$14,900.00
2985A	Custom On-site Training Class	Custom Quote
3340ZEN	Passport operations and maintenance using CLI and Preside MDM (\$ 2,815.00 per student)	\$25,620.00

Enhanced Support Services for Alteon and other Advanced Enterprise Data Technologies

End Users Receive a 13% Discount off List Price
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OTHER MAINTENANCE SERVICES

#REF!

These are Per Incident and Custom Quoted Services delivered by GES North America

Order No.	Product Description	List Price
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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	Enhanced Technical Support - 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. Note: 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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GR5348683	DesignAid Service - 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.	\$54,000 per year
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For Custom Quote

See Regional Services Contact Tab within the price book

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

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Type	Product Family	SLN Description	Service Line Number	GE5300 Technical Support Svc Pack	GL5300 Return & Replace Repair Svc Pack	GF5300 Mgd Spares NBD Svc Pack	GG5300 Mgd Spares SBD Svc Pack	GH5300 Mgd Spares 4Hr(24x7) Svc Pack	GJ5300 Mgd Onsite w Spares NBD Svc Pack	GK5300 Mgd Onsite w Spares SBD Svc Pack	GN5300 Mgd Onsite w Spares 4Hr (24x7) Svc Pack	GU5300 Software Rel Subscrip - Plus	GW5300 Software Rel Subscrip - Basic
Hardware	Alteon	ACC 305 Combined Streaming License	467									\$ 925	
Hardware	Alteon	ACC 305 Microsoft Streaming License	466									\$ 815	
Hardware	Alteon	ACC 310 Combined Streaming License	469									\$ 1,345	
Hardware	Alteon	ACC 310 Microsoft Streaming License	344									\$ 1,080	
Hardware	Alteon	ACC 310 Real Streaming License	468									\$ 1,080	
Hardware	Alteon	ACC 320 Combined Streaming License	472									\$ 1,675	
Hardware	Alteon	ACC 320 Microsoft Streaming License	470									\$ 1,280	
Hardware	Alteon	ACC 320 Real Streaming License	471									\$ 1,280	
Hardware	Alteon	ACC 340 Combined Streaming License	475									\$ 2,260	
Hardware	Alteon	ACC 340 Microsoft Streaming License	473									\$ 1,610	
Hardware	Alteon	ACC 340 Real Streaming License	474									\$ 1,610	
Hardware	Alteon	Alteon 180e Web switch AC power	327	\$ 1,540	\$ 1,760	\$ 2,639	\$ 3,520	\$ 3,960	\$ 3,080	\$ 3,960	\$ 4,399		\$ -
Hardware	Alteon	Alteon 184 Web switch AC power	329	\$ 2,100	\$ 2,400	\$ 3,599	\$ 4,800	\$ 5,400	\$ 4,200	\$ 5,400	\$ 5,999		\$ -
Hardware	Alteon	Alteon 184 Web switch DC power	330	\$ 2,205	\$ 2,520	\$ 3,779			\$ 4,410				\$ -
Hardware	Alteon	Alteon AAS Link Optimizer License	835									\$ 720	
Hardware	Alteon	Alteon ACC-325 Alteon Content Cache	809	\$ 1,750	\$ 2,000	\$ 2,500	\$ 6,600	\$ 6,750	\$ 3,000	\$ 6,900	\$ 7,100		
Hardware	Alteon	Alteon ACC-345 Alteon Content Cache	810	\$ 2,800	\$ 3,200	\$ 4,000	\$ 8,800	\$ 9,000	\$ 4,800	\$ 9,150	\$ 9,350		
Hardware	Alteon	Alteon ACedirector 3 Web switch AC power	332	\$ 910	\$ 1,040	\$ 1,559	\$ 2,080	\$ 2,340	\$ 1,820	\$ 2,340	\$ 2,599		\$ -
Hardware	Alteon	Alteon ACedirector 4 Web switch AC power	334	\$ 1,470	\$ 1,680	\$ 2,519	\$ 3,360	\$ 3,780	\$ 2,940	\$ 3,780	\$ 4,199		\$ -
Hardware	Alteon	Alteon ACedirector 4 Web switch DC power	335	\$ 1,575	\$ 1,800	\$ 2,699			\$ 3,150				\$ -
Hardware	Alteon	Alteon ACM-AG-1 Cache Management License Single	487									\$ 270	
Hardware	Alteon	Alteon ACM-AG-10 Cache Management License 10-Pack	488									\$ 1,585	
Hardware	Alteon	Alteon ACM-AG-100 Cache Management License 100-Pack	491									\$ 8,665	
Hardware	Alteon	Alteon ACM-AG-25 Cache Management License 25-Pack	489									\$ 3,030	
Hardware	Alteon	Alteon ACM-AG-50 Cache Management License 50-Pack	490									\$ 5,055	
Hardware	Alteon	Alteon ACM-SM-CA Upgrade License	486									\$ 3,715	
Hardware	Alteon	Alteon Application Switch 2208	318	\$ 1,120	\$ 1,280	\$ 1,600	\$ 2,240	\$ 2,560	\$ 1,920	\$ 2,560	\$ 2,880		
Hardware	Alteon	Alteon Application Switch 2216	317	\$ 1,440	\$ 1,640	\$ 2,050	\$ 2,870	\$ 3,280	\$ 2,460	\$ 3,280	\$ 3,690		
Hardware	Alteon	Alteon Application Switch 2424	311	\$ 1,995	\$ 2,280	\$ 2,850	\$ 3,990	\$ 4,560	\$ 3,420	\$ 4,560	\$ 5,130		
Hardware	Alteon	Alteon Application Switch 2424-SSL	314	\$ 2,240	\$ 2,560	\$ 3,200	\$ 4,510	\$ 5,190	\$ 3,840	\$ 5,120	\$ 5,760		
Hardware	Alteon	Alteon Application Switch 3408	312	\$ 2,795	\$ 3,195	\$ 3,995	\$ 5,595	\$ 6,390	\$ 4,795	\$ 6,390	\$ 7,190		
Hardware	Alteon	Alteon ASF-5105 and 5106 Firewall	479	\$ 495	\$ 575	\$ 625	\$ 1,460	\$ 1,680	\$ 965	\$ 1,740	\$ 1,850		
Hardware	Alteon	Alteon ASF-5109 Firewall and SFD 5009	480	\$ 840	\$ 960	\$ 1,200	\$ 1,960	\$ 2,250	\$ 1,540	\$ 2,250	\$ 2,350		
Hardware	Alteon	Alteon ASF-5114 Firewall	548	\$ 1,120	\$ 1,280	\$ 1,600	\$ 5,085	\$ 5,335	\$ 1,920	\$ 5,310	\$ 5,420		
Hardware	Alteon	Alteon ISD-305 Alteon Content Cache	461	\$ 1,490	\$ 1,610	\$ 2,090	\$ 3,435	\$ 3,665	\$ 2,330	\$ 3,665	\$ 3,770		\$ -
Hardware	Alteon	Alteon ISD-310 ACM-LE Alteon Content Manager	484	\$ 13,520	\$ 14,520	\$ 16,520	\$ 20,520	\$ 22,520	\$ 18,520	\$ 22,520	\$ 24,520		\$ -
Hardware	Alteon	Alteon ISD-310 ACM-SM Alteon Content Manager	483	\$ 6,760	\$ 7,260	\$ 8,260	\$ 10,260	\$ 11,260	\$ 9,260	\$ 11,260	\$ 12,260		\$ -
Hardware	Alteon	Alteon ISD-310 ACM-SP Alteon Content Manager	485	\$ 29,100	\$ 31,300	\$ 35,700	\$ 44,495	\$ 48,895	\$ 40,100	\$ 48,895	\$ 53,295		\$ -
Hardware	Alteon	Alteon ISD-310 Alteon Content Cache 10/100Base-T plus1000Base	349	\$ 1,848	\$ 2,112	\$ 3,168	\$ 8,540	\$ 8,770	\$ 3,696	\$ 8,770	\$ 8,880		\$ -
Hardware	Alteon	Alteon ISD-320 Alteon Content Cache	462	\$ 6,085	\$ 6,485	\$ 8,100	\$ 16,045	\$ 16,045	\$ 8,905	\$ 16,275	\$ 16,380		\$ -
Hardware	Alteon	Alteon ISD-340 Alteon Content Cache	463	\$ 9,135	\$ 9,650	\$ 11,700	\$ 25,290	\$ 25,290	\$ 12,730	\$ 25,520	\$ 25,630		\$ -
Hardware	Alteon	Alteon ISD3xx-SFD Switched Firewall Director	459	\$ 1,224	\$ 1,399	\$ 1,999	\$ 3,500	\$ 4,000	\$ 2,448	\$ 4,000	\$ 4,500		\$ -
Hardware	Alteon	Alteon ISD-x10 SSL 1000Base-SX	347	\$ 1,224	\$ 1,399	\$ 1,999	\$ 3,500	\$ 4,000	\$ 2,448	\$ 4,000	\$ 4,500		\$ -
Hardware	Alteon	Alteon ISD-x10 SSL accelerator 10/100Base-T	346	\$ 1,163	\$ 1,329	\$ 1,899	\$ 3,325	\$ 3,800	\$ 2,326	\$ 3,800	\$ 4,275		\$ -
Hardware	Alteon	Alteon Link Optimizer 143	492	\$ 1,050	\$ 1,200	\$ 1,500	\$ 2,755	\$ 3,040	\$ 1,800	\$ 3,040	\$ 3,145		
Hardware	Alteon	Alteon Link Optimizer 150	493	\$ 1,750	\$ 2,000	\$ 2,500	\$ 3,340	\$ 3,620	\$ 3,000	\$ 3,620	\$ 3,730		
Hardware	Alteon	Alteon Personal Content Director 10/100Base-T	342	\$ 1,574	\$ 1,799	\$ 2,699	\$ 6,975	\$ 7,205	\$ 3,148	\$ 7,205	\$ 7,315		\$ -
Hardware	Alteon	Alteon Personal Content Director 1000Base-SX	341	\$ 1,644	\$ 1,879	\$ 2,819	\$ 7,260	\$ 7,485	\$ 3,288	\$ 7,485	\$ 7,595		\$ -
Hardware	Alteon	Alteon SFA-184, SFA 5600, SFA 6600	350	\$ 2,100	\$ 2,400	\$ 3,599	\$ 5,040	\$ 5,760	\$ 4,200	\$ 5,760	\$ 6,480		\$ -
Hardware	Alteon	Alteon SFA-185 Switched Firewall Accelerator	478	\$ 3,080	\$ 3,520	\$ 4,400	\$ 6,160	\$ 7,040	\$ 5,280	\$ 7,040	\$ 7,920		\$ -
Hardware	Alteon	Alteon SFA-6400 Switched Firewall Accelerator	599	\$ 1,995	\$ 2,280	\$ 2,850	\$ 3,990	\$ 4,560	\$ 3,420	\$ 4,560	\$ 5,130		
Hardware	Alteon	Alteon SFA-AD4 Switched Firewall Accelerator	477	\$ 1,470	\$ 1,680	\$ 2,519	\$ 3,525	\$ 4,030	\$ 2,940	\$ 4,030	\$ 4,535		\$ -
Hardware	Alteon	Alteon VPN 3050 Gateway	339	\$ 735	\$ 840	\$ 1,200	\$ 1,960	\$ 2,250	\$ 1,470	\$ 2,250	\$ 2,350		\$ -
Hardware	Alteon	Alteon WSM	390	\$ 1,500	\$ 2,350	\$ 2,400	\$ 5,225	\$ 5,800	\$ 6,350	\$ 6,600	\$ 6,800		\$ -
Hardware	Alteon	Threat Protection System 2050-IS (Intrusion Sensor)	878	\$ 1,500	\$ 1,675	\$ 1,690	\$ 2,960	\$ 3,110	\$ 2,015	\$ 3,310	\$ 3,460		\$ -
Hardware	Alteon	Threat Protection System 2070-DC (Defense Center)	880	\$ 1,645	\$ 1,875	\$ 2,200	\$ 4,125	\$ 4,265	\$ 2,640	\$ 4,475	\$ 4,615		\$ -

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Type	Product Family	SLN Description	Service Line Number	GE5300 Technical Support Svc Pack	GL5300 Return & Replace Repair Svc Pack	GF5300 Mgd Spares NBD Svc Pack	GG5300 Mgd Spares SBD Svc Pack	GH5300 Mgd Spares 4Hr(24x7) Svc Pack	GJ5300 Mgd Onsite w Spares NBD Svc Pack	GK5300 Mgd Onsite w Spares SBD Svc Pack	GN5300 Mgd Onsite w Spares 4Hr (24x7) Svc Pack	GU5300 Software Rel Subscrip - Plus	GW5300 Software Rel Subscrip - Basic
Hardware	Alteon	Threat Protection System 2070-IS (Intrusion Sensor)	879	\$ 2,625	\$ 2,850	\$ 3,000	\$ 5,155	\$ 5,245	\$ 3,600	\$ 5,485	\$ 5,595		\$ -
Hardware	Alteon	VPN Gateway 3070	881	\$ 1,610	\$ 1,840	\$ 2,155	\$ 3,220	\$ 3,680	\$ 2,590	\$ 3,680	\$ 4,140		\$ -
Hardware	Alteon	Web OS Advanced DOS Protection License for Alteon AAS	596									\$ 1,600	
Hardware	Alteon	WebOS Bandwidth Management	345									\$ 630	
Hardware	Alteon	WebOS for Web switches	343									\$ 210	
Hardware	BayRS	ASN	005	\$ 840	\$ 960	\$ 1,200	\$ 1,680	\$ 1,920	\$ 1,440	\$ 1,920	\$ 2,160		\$ -
Hardware	BayRS	BayStack AN/ANH/ARN	001	\$ 245	\$ 280	\$ 350	\$ 490	\$ 620	\$ 420	\$ 620	\$ 850		\$ -
Hardware	BayRS	BCN 1-4 boards	011	\$ 5,600	\$ 6,400	\$ 7,000	\$ 9,800	\$ 11,200	\$ 8,400	\$ 11,200	\$ 12,600		\$ -
Hardware	BayRS	BCN 5-8 boards	012	\$ 9,200	\$ 10,514	\$ 13,140	\$ 18,400	\$ 21,030	\$ 15,760	\$ 21,030	\$ 23,650		\$ -
Hardware	BayRS	BCN 9-13 boards	013	\$ 11,340	\$ 12,960	\$ 16,210	\$ 22,690	\$ 25,930	\$ 19,450	\$ 25,930	\$ 29,170		\$ -
Hardware	BayRS	BLN, BLN2	010	\$ 3,270	\$ 3,737	\$ 4,670	\$ 6,540	\$ 7,470	\$ 5,600	\$ 7,470	\$ 8,400		\$ -
Hardware	Baystack/Business Policy Switch	Baystack 10 PSU(RPSU only)	238	\$ 210	\$ 240	\$ 300	\$ 420	\$ 480					\$ -
Hardware	Baystack/Business Policy Switch	Baystack 10 UPS (Must include same service level of line 238)	239	\$ 150	\$ 170	\$ 210	\$ 250	\$ 300					\$ -
Hardware	Baystack/Business Policy Switch	Baystack 325-24T/G	777	\$ 47	\$ 54	\$ 67	\$ 95	\$ 110	\$ 90	\$ 110	\$ 120		
Hardware	Baystack/Business Policy Switch	Baystack 380-24F (Gigabit Ethernet Switch)	499	\$ 175	\$ 250	\$ 350	\$ 830	\$ 945	\$ 550	\$ 980	\$ 1,100		
Hardware	Baystack/Business Policy Switch	Baystack 380-24T (10/100/1000)	420	\$ 125	\$ 180	\$ 250	\$ 490	\$ 570	\$ 520	\$ 645	\$ 710		\$ -
Hardware	Baystack/Business Policy Switch	Baystack 425-24T	551	\$ 50	\$ 55	\$ 70	\$ 170	\$ 175	\$ 205	\$ 260	\$ 280		
Hardware	Baystack/Business Policy Switch	Baystack 425-48T	029	\$ 50	\$ 60	\$ 80	\$ 180	\$ 190	\$ 210	\$ 280	\$ 300		
Hardware	Baystack/Business Policy Switch	Baystack 460-24T-PWR	400	\$ 150	\$ 210	\$ 260	\$ 370	\$ 420	\$ 400	\$ 460	\$ 510		
Hardware	Baystack/Business Policy Switch	Baystack 470-24T	543	\$ 80	\$ 115	\$ 140	\$ 245	\$ 260	\$ 250	\$ 325	\$ 345		
Hardware	Baystack/Business Policy Switch	Baystack 470-48T	376	\$ 95	\$ 135	\$ 190	\$ 250	\$ 310	\$ 295	\$ 360	\$ 410		\$ -
Hardware	Baystack/Business Policy Switch	Baystack 5510-24T	550	\$ 130	\$ 155	\$ 200	\$ 440	\$ 460	\$ 450	\$ 660	\$ 705		
Hardware	Baystack/Business Policy Switch	Baystack 5510-48T	549	\$ 180	\$ 215	\$ 280	\$ 620	\$ 640	\$ 685	\$ 920	\$ 985		
Hardware	Baystack/Business Policy Switch	Baystack 5520-24T-PWR	846	\$ 155	\$ 185	\$ 240	\$ 525	\$ 550	\$ 455	\$ 660	\$ 725		
Hardware	Baystack/Business Policy Switch	Baystack 5520-48T-PWR	845	\$ 230	\$ 275	\$ 360	\$ 795	\$ 820	\$ 690	\$ 995	\$ 1,100		
Hardware	Baystack/Business Policy Switch	BayStack ENET/TR \$3200 - \$4999 (3)	038	\$ 175	\$ 200	\$ 245	\$ 340	\$ 490	\$ 315	\$ 490	\$ 560		\$ -
Hardware	Baystack/Business Policy Switch	BayStack ENET/TR \$5000 + (3)	094	\$ 420	\$ 480	\$ 600	\$ 840	\$ 960	\$ 720	\$ 960	\$ 1,080		\$ -
Hardware	Baystack/Business Policy Switch	BayStack ENET/TR to \$3199 (3)	037	\$ 50	\$ 57	\$ 70	\$ 100	\$ 140	\$ 90	\$ 140	\$ 160		\$ -
Hardware	Baystack/Business Policy Switch	Business Policy Switch (3)	286	\$ 60	\$ 100	\$ 135	\$ 195	\$ 240	\$ 225	\$ 270	\$ 295		\$ -
Hardware	Baystack/Business Policy Switch	Ethernet Routing Switch 3510-24T	922	\$ 60	\$ 70	\$ 95	\$ 210	\$ 225	\$ 240	\$ 330	\$ 350		\$ -
Hardware	BCM	BCM 200 Base System	234	\$ 600	\$ 700	\$ 800	\$ 1,150	\$ 1,350	\$ 120	\$ 1,500	\$ 1,750		
Hardware	BCM	BCM Expansion Cabinets (7)	233	\$ 250	\$ 300	\$ 375	\$ 550	\$ 600	\$ 475	\$ 610	\$ 750		\$ -
Hardware	BCM	BCM400 Base System (7)	232	\$ 750	\$ 900	\$ 1,125	\$ 1,650	\$ 1,800	\$ 1,425	\$ 1,840	\$ 2,250		\$ -
Hardware	Communication Server 1000-Rel 3.0/4.0	Call Server Gateway Expansion Kit	563	\$ 174		\$ 191		\$ 290	\$ 313		\$ 381		
Hardware	Communication Server 1000-Rel 3.0/4.0	Circuit Cards Category A	891	\$ 45		\$ 53		\$ 100	\$ 75		\$ 113		
Hardware	Communication Server 1000-Rel 3.0/4.0	Circuit Cards Category B	892	\$ 75		\$ 88		\$ 166	\$ 125		\$ 188		
Hardware	Communication Server 1000-Rel 3.0/4.0	Circuit Cards Category C	893	\$ 105		\$ 123		\$ 233	\$ 175		\$ 263		

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Hardware	Communication Server 1000-Rel 3.0/4.0	Circuit Cards Category D	894	\$ 135		\$ 158		\$ 299	\$ 225		\$ 338		
Hardware	Communication Server 1000-Rel 3.0/4.0	Circuit Cards Category E	895	\$ 159		\$ 186		\$ 352	\$ 265		\$ 398		
Hardware	Communication Server 1000-Rel 3.0/4.0	Circuit Cards Category F	896	\$ 180		\$ 210		\$ 399	\$ 300		\$ 450		
Hardware	Communication Server 1000-Rel 3.0/4.0	Circuit Cards Category G	897	\$ 240		\$ 280		\$ 532	\$ 400		\$ 600		
Hardware	Communication Server 1000-Rel 3.0/4.0	Circuit Cards Category H	898	\$ 435		\$ 508		\$ 964	\$ 725		\$ 1,088		
Hardware	Communication Server 1000-Rel 3.0/4.0	Communication Server 1000 - Base System Package (0 Line, 0 Trunk)	560	\$ 174		\$ 274		\$ 736	\$ 956		\$ 1,927		
Hardware	Communication Server 1000-Rel 3.0/4.0	Communication Server 1000E - (Buffy)	847	\$ 2,550		\$ 3,850		\$ 5,331	\$ 4,850		\$ 6,294		
Hardware	Communication Server 1000-Rel 3.0/4.0	Integrated Products Category A	884	\$ 96		\$ 112		\$ 213	\$ 160		\$ 240		
Hardware	Communication Server 1000-Rel 3.0/4.0	Integrated Products Category B	885	\$ 270		\$ 315		\$ 599	\$ 450		\$ 675		
Hardware	Communication Server 1000-Rel 3.0/4.0	Integrated Products Category C	886	\$ 540		\$ 630		\$ 1,197	\$ 900		\$ 1,350		
Hardware	Communication Server 1000-Rel 3.0/4.0	Integrated Products Category D	887	\$ 900		\$ 1,050		\$ 1,995	\$ 1,500		\$ 2,250		
Hardware	Communication Server 1000-Rel 3.0/4.0	Integrated Products Category E	888	\$ 1,440		\$ 1,680		\$ 3,192	\$ 2,400		\$ 3,600		
Hardware	Communication Server 1000-Rel 3.0/4.0	Integrated Products Category F	889	\$ 2,040		\$ 2,380		\$ 4,522	\$ 3,400		\$ 5,100		
Hardware	Communication Server 1000-Rel 3.0/4.0	Integrated Products Category G	890	\$ 3,120		\$ 3,640		\$ 6,916	\$ 5,200		\$ 7,800		
Hardware	Communication Server 1000-Rel 3.0/4.0	Media Gateway 1000 Expansion	562	\$ 174		\$ 191		\$ 290	\$ 313		\$ 381		
Hardware	Communication Server 1000-Rel 3.0/4.0	Media Gateway 1000B	567	\$ 349		\$ 413		\$ 695	\$ 527		\$ 1,196		
Hardware	Communication Server 1000-Rel 3.0/4.0	Media Gateway 1000S	561	\$ 174		\$ 212		\$ 432	\$ 344		\$ 857		
Hardware	Communication Server 1000-Rel 3.0/4.0	Media Gateway 1000T	848	\$ 174		\$ 425		\$ 1,668	\$ 881		\$ 2,149		
Hardware	Communication Server 1000-Rel 3.0/4.0	Power Products Category A	899	\$ 120		\$ 140		\$ 266	\$ 200		\$ 300		
Hardware	Communication Server 1000-Rel 3.0/4.0	Power Products Category B	900	\$ 315		\$ 368		\$ 698	\$ 525		\$ 788		
Hardware	Communication Server 1000-Rel 3.0/4.0	Power Products Category C	901	\$ 510		\$ 595		\$ 1,131	\$ 850		\$ 1,275		
Hardware	Communication Server 1000-Rel 3.0/4.0	Power Products Category D	902	\$ 840		\$ 980		\$ 1,862	\$ 1,400		\$ 2,100		
Hardware	Communication Server 1000-Rel 3.0/4.0	Power Products Category E	903	\$ 1,350		\$ 1,575		\$ 2,993	\$ 2,250		\$ 3,375		
Hardware	Communication Server 1000-Rel 3.0/4.0	Signalling Server	564	\$ 174		\$ 194		\$ 455	\$ 315		\$ 880		
Hardware	Communication Server 1000-Rel 3.0/4.0	Voice Gateway Media Card-32 Port	565	\$ 174		\$ 237		\$ 381	\$ 349		\$ 473		
Hardware	Communication Server 1000-Rel 3.0/4.0	Voice Gateway Media Card-8 Port	566	\$ 174		\$ 217		\$ 324	\$ 333		\$ 415		
Hardware	Contivity / Instant Internet	Contivity Switch 600 (5)	246	\$ 130	\$ 150	\$ 190	\$ 260	\$ 300	\$ 570	\$ 650	\$ 730		\$ -
Hardware	Contivity / Instant Internet	Contivity 100	259	\$ 80	\$ 105	\$ 130	\$ 235	\$ 255	\$ 265	\$ 375	\$ 450		\$ -
Hardware	Contivity / Instant Internet	Contivity 2xx (5)	389	\$ 34	\$ 38	\$ 48							
Hardware	Contivity / Instant Internet	Contivity Switch 1010/1050/1100 (5)	364	\$ 90	\$ 120	\$ 125	\$ 240	\$ 265	\$ 415	\$ 440	\$ 475		

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Hardware	Contivity / Instant Internet	Contivity Switch 1700/1740 (5)	299	\$ 490	\$ 560	\$ 700	\$ 980	\$ 1,120	\$ 840	\$ 1,120	\$ 1,260		\$ -
Hardware	Contivity / Instant Internet	Contivity Switch 2700 (5)	228	\$ 1,400	\$ 1,600	\$ 2,000	\$ 2,800	\$ 3,200	\$ 2,400	\$ 3,200	\$ 3,600		\$ -
Hardware	Contivity / Instant Internet	Contivity Switch 5000 (5)	106	\$ 3,150	\$ 3,600	\$ 4,500	\$ 6,300	\$ 7,200	\$ 5,400	\$ 7,200	\$ 8,100		\$ -
Hardware	Contivity / Instant Internet	SSL VPN 1000 Module	817	\$ 490	\$ 560	\$ 700	\$ 980	\$ 1,120	\$ 840	\$ 1,120	\$ 1,260		
Hardware	Hospitality Messaging Server (HMS) 400	HMS 400 Base Server Package	868	\$ 1,150		\$ 1,350		\$ 1,605	\$ 1,850		\$ 2,391		
Hardware	Hospitality Messaging Server (HMS) 400	HMS 400 Voice Channel Expansion Packages	869	\$ 202		\$ 400		\$ 600	\$ 500		\$ 769		
Hardware	IP Telephony	Internet Telephones i2002/i2004	289			\$ 20							\$ -
Hardware	MCS 5100	MCP MRV iTouch 8020 Terminal Server	657	\$ 375	\$ 400	\$ 475		\$ 775	\$ 600		\$ 890		
Hardware	MCS 5100	MCP MRV iTouch LX 16 Terminal Server	857	\$ 245	\$ 280	\$ 350		\$ 560	\$ 420		\$ 630		
Hardware	MCS 5100	MCP MRV iTouch LX 8 Terminal Server	856	\$ 180	\$ 240	\$ 250		\$ 465	\$ 300		\$ 510		
Hardware	MCS 5100	MCP RTP Media Portal	571	\$ 3,440	\$ 4,600	\$ 5,800		\$ 9,350	\$ 6,250		\$ 11,420		
Hardware	MCS 5100	MCP RTP Media Portal Resource Cards	865	\$ 440	\$ 600	\$ 700		\$ 1,100	\$ 750		\$ 1,420		
Hardware	MCS 5100	MCP SIP Audio Server	570	Custom	Custom	Custom		Custom	Custom		Custom		
Hardware	MCS 5100	MCP SIP PRI Gateway	572	Custom	Custom	Custom		Custom	Custom		Custom		
Hardware	MCS 5100	MCP SIP RTP Media Portal/PRI GW/Audio Chassis	864	\$ 3,000	\$ 4,000	\$ 5,100		\$ 8,250	\$ 5,500		\$ 10,000		
Hardware	MCS 5100	MCS 5100 Base Client Services Package	568	\$ 1,825	\$ 1,925	\$ 2,200		\$ 3,300	\$ 2,600		\$ 4,250		
Hardware	MCS 5100	MCS 5100 Evaluation Kit	573	\$ 2,465	\$ 1,605	\$ 2,980		\$ 4,550	\$ 3,525		\$ 5,810		
Hardware	MCS 5100	MCS 5100 Gateway (T1 CAS/QSIG/PRI) - Dual Span	580	\$ 350	\$ 1,175	\$ 1,160		\$ 2,810	\$ 1,475		\$ 3,570		
Hardware	MCS 5100	MCS 5100 Gateway (T1 CAS/QSIG/PRI) - EightSpan	582	\$ 350	\$ 2,305	\$ 2,275		\$ 6,200	\$ 2,330		\$ 6,960		
Hardware	MCS 5100	MCS 5100 Gateway (T1 CAS/QSIG/PRI) - FourSpan	581	\$ 350	\$ 1,410	\$ 1,395		\$ 3,940	\$ 1,650		\$ 4,700		
Hardware	MCS 5100	MCS 5100 Gateway (T1 CAS/QSIG/PRI) - Single Span	579	\$ 350	\$ 815	\$ 810		\$ 1,535	\$ 960		\$ 2,140		
Hardware	MCS 5100	MCS 5100 Gateway (T1 CAS/QSIG/PRI) - Sixteen Span	583	\$ 350	\$ 3,390	\$ 3,345		\$ 9,340	\$ 3,500		\$ 10,100		
Hardware	MCS 5100	MCS 5100 Media Application Server Blade Ctr	860	\$ 395	\$ 460	\$ 550		\$ 850	\$ 680		\$ 900		
Hardware	MCS 5100	MCS 5100 Media Application Server Blade Ctr Redundant	863	\$ 1,190	\$ 1,360	\$ 1,700		\$ 2,720	\$ 2,040		\$ 3,060		
Hardware	MCS 5100	MCS 5100 Media Application Server Xblade	861	\$ 490	\$ 560	\$ 700		\$ 1,120	\$ 840		\$ 1,360		
Hardware	MCS 5100	MCS 5100 Media Application Server Xblade Combo	862	\$ 665	\$ 960	\$ 970		\$ 1,720	\$ 1,340		\$ 2,010		
Hardware	MCS 5100	MCS 5100 Media Applications Server X306	859	\$ 275	\$ 335	\$ 380		\$ 725	\$ 500		\$ 950		
Hardware	MCS 5100	MCS 5100 Media Applications Server X335	658	\$ 640	\$ 680	\$ 780		\$ 1,250	\$ 975		\$ 1,560		
Hardware	MCS 5100	MCS 5100 Media Conference Server	569	\$ 640	\$ 680	\$ 780		\$ 1,250	\$ 975		\$ 1,560		
Hardware	MCS 5100	MCS 5100 N240 Core Platform	858	\$ 1,190	\$ 1,360	\$ 2,110		\$ 3,020	\$ 2,340		\$ 3,460		
Hardware	MCS 5100	MCS 5100 V100 Core Platform	656	\$ 360	\$ 390	\$ 440		\$ 650	\$ 500		\$ 875		
Hardware	Optical Metro / Optical Metro 1000 Series	Optical Metro 1200 Ethernet Service Module	430	\$ 100	\$ 171	\$ 245	\$ 358	\$ 396	\$ 370	\$ 435	\$ 488		\$ -
Hardware	Optical Metro / Optical Metro 1000 Series	Optical Metro 1400 Ethernet Service Module	352	\$ 555	\$ 635	\$ 795	\$ 1,110	\$ 1,270	\$ 995	\$ 1,270	\$ 1,430		
Hardware	Optical Metro / Optical Metro 1000 Series	Optical Metro 1450 Ethernet Service Module	353	\$ 1,120	\$ 1,280	\$ 1,650	\$ 2,500	\$ 2,600	\$ 1,920	\$ 2,750	\$ 2,850		
Hardware	Optical Metro / Optical Metro 1000 Series	Optical Metro ESU 18x0	662	\$ 205	\$ 235	\$ 295	\$ 505	\$ 530	\$ 480	\$ 710	\$ 745		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category A	666		\$ 15	\$ 20	\$ 40	\$ 40	\$ 25	\$ 45	\$ 45		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category B	667		\$ 40	\$ 50	\$ 100	\$ 100	\$ 60	\$ 110	\$ 110		

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Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category C	668		\$ 40	\$ 50	\$ 300	\$ 300	\$ 60	\$ 360	\$ 360		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category D	669		\$ 40	\$ 50	\$ 500	\$ 500	\$ 60	\$ 550	\$ 550		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category E	670		\$ 80	\$ 100	\$ 200	\$ 200	\$ 110	\$ 220	\$ 220		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category F	671		\$ 80	\$ 100	\$ 1,500	\$ 1,500	\$ 110	\$ 1,650	\$ 1,650		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category G	672		\$ 140	\$ 180	\$ 360	\$ 360	\$ 200	\$ 400	\$ 400		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category H	673		\$ 220	\$ 290	\$ 1,600	\$ 1,600	\$ 320	\$ 1,750	\$ 1,750		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category I	674		\$ 220	\$ 290	\$ 4,350	\$ 4,350	\$ 320	\$ 4,780	\$ 4,780		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3000 Components Category J	675		\$ 300	\$ 360	\$ 720	\$ 720	\$ 400	\$ 790	\$ 790		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical metro 3100 Shelf Processor	665	\$ 420	\$ 440	\$ 680	\$ 750	\$ 750	\$ 2,680	\$ 2,750	\$ 2,750		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3300/3400 Shelf Processor	664	\$ 630	\$ 640	\$ 880	\$ 950	\$ 950	\$ 4,420	\$ 4,490	\$ 4,490		
Hardware	Optical Metro / Optical Metro 3000 Series	Optical Metro 3500 Shelf Processor	663	\$ 1,410	\$ 1,480	\$ 1,680	\$ 1,710	\$ 1,710	\$ 5,620	\$ 5,650	\$ 5,650		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 10GB/S Fixed Transponder	045		\$ 1,100	\$ 1,380	\$ 12,500	\$ 12,800	\$ 1,420	\$ 12,800	\$ 12,900		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 2.5Gb/s OCLD	044		\$ 200	\$ 220	\$ 700	\$ 720	\$ 240	\$ 720	\$ 750		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 Components Category A	047		\$ 50	\$ 60	\$ 200	\$ 250	\$ 80	\$ 250	\$ 280		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 Components Category B	048		\$ 100	\$ 120	\$ 1,200	\$ 1,350	\$ 140	\$ 1,350	\$ 1,400		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 Components Category C	049		\$ 100	\$ 150	\$ 800	\$ 950	\$ 180	\$ 950	\$ 1,050		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 Components Category D	050		\$ 200	\$ 220	\$ 2,000	\$ 2,250	\$ 240	\$ 2,250	\$ 2,300		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 Components Category E	051		\$ 1,100	\$ 1,400	\$ 4,000	\$ 4,500	\$ 1,500	\$ 4,500	\$ 4,700		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 Components Category F	052		\$ 300	\$ 350	\$ 3,800	\$ 4,000	\$ 390	\$ 4,000	\$ 4,300		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 OFA C Band	046		\$ 700	\$ 780	\$ 1,500	\$ 1,700	\$ 800	\$ 1,700	\$ 1,750		

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Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 Optical Channel Mgr (OCM) 2.5Gb/s	043		\$ 100	\$ 120	\$ 400	\$ 500	\$ 170	\$ 500	\$ 550		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 Shelf	042		\$ 100	\$ 150	\$ 650	\$ 800	\$ 250	\$ 800	\$ 900		
Hardware	Optical Metro / Optical Metro 5000 Series	Optical Metro 5000 Shelf Processor	041	\$ 3,295	\$ 3,395	\$ 3,445	\$ 3,595	\$ 3,695	\$ 5,295	\$ 5,545	\$ 5,645		
Hardware	Optical Metro / Optical Metro 8000 Series	Gigabit Interface Converters (GBICs). XD and ZX types	363	\$ -	\$ 60	\$ 180	\$ 455	\$ 540	\$ 180	\$ 455	\$ 540		
Hardware	Optical Metro / Optical Metro 8000 Series	OM8000 Base Systems (22)	361	\$ 4,480	\$ 5,120	\$ 6,400	\$ 8,960	\$ 10,240	\$ 7,680	\$ 10,240	\$ 11,520		
Hardware	Optical Metro / Optical Metro 8000 Series	OM8000 OSM Modules	362	\$ -	\$ 400	\$ 1,200	\$ 3,745	\$ 4,305	\$ 1,200	\$ 3,745	\$ 4,305		
Hardware	Optical Metro / Optical MUX Products	Optical 4-Port MUX	806	\$ 1,260	\$ 1,440	\$ 1,800	\$ 2,520	\$ 2,880	\$ 2,160	\$ 2,880	\$ 3,240		
Hardware	Optical Metro / Optical MUX Products	Optical 8-Port MUX	807	\$ 1,750	\$ 2,000	\$ 2,500	\$ 3,500	\$ 4,000	\$ 3,000	\$ 4,000	\$ 4,500		
Hardware	Optical Metro / Optical MUX Products	Optical Add/Drop MUX	808	\$ 700	\$ 800	\$ 1,000	\$ 1,425	\$ 1,500	\$ 1,200	\$ 1,625	\$ 1,700		
Hardware	Optical Multiservice Edge 6500	OME 6500 Components Category A	912		\$ 60	\$ 80	\$ 470	\$ 470	\$ 90	\$ 520	\$ 520		
Hardware	Optical Multiservice Edge 6500	OME 6500 Components Category B	913		\$ 80	\$ 100	\$ 190	\$ 190	\$ 110	\$ 210	\$ 210		
Hardware	Optical Multiservice Edge 6500	OME 6500 Components Category C	914		\$ 80	\$ 100	\$ 620	\$ 620	\$ 110	\$ 680	\$ 680		
Hardware	Optical Multiservice Edge 6500	OME 6500 Components Category D	915		\$ 120	\$ 170	\$ 1,680	\$ 1,680	\$ 190	\$ 1,850	\$ 1,850		
Hardware	Optical Multiservice Edge 6500	OME 6500 Components Category E	916		\$ 150	\$ 210	\$ 2,100	\$ 2,100	\$ 230	\$ 2,310	\$ 2,310		
Hardware	Optical Multiservice Edge 6500	OME 6500 Components Category F	917		\$ 200	\$ 280	\$ 2,800	\$ 2,800	\$ 310	\$ 3,080	\$ 3,080		
Hardware	Optical Multiservice Edge 6500	OME 6500 Components Category G	918		\$ 350	\$ 490	\$ 4,900	\$ 4,900	\$ 540	\$ 5,390	\$ 5,390		
Hardware	Optical Multiservice Edge 6500	OME 6500 Shelf Processor	911	\$ 2,040	\$ 2,110	\$ 2,120	\$ 2,210	\$ 2,210	\$ 4,590	\$ 4,680	\$ 4,680		\$ -
Hardware	Passport	8683XLR 3-PORT 10GE LAN RSM	905	\$ -	\$ 780	\$ 1,050	\$ 5,600	\$ 5,915	\$ 1,050	\$ 6,400	\$ 6,705		\$ -
Hardware	Passport	Passport 100	078	\$ 2,800	\$ 3,200	\$ 4,000	\$ 5,600	\$ 6,350	\$ 4,750	\$ 6,350	\$ 7,100		\$ -
Hardware	Passport	Passport 10xx/ 11xx	089	\$ 1,550	\$ 1,771	\$ 2,200	\$ 3,100	\$ 3,550	\$ 2,650	\$ 3,550	\$ 4,000		\$ -
Hardware	Passport	Passport 1424T	366	\$ 435	\$ 480	\$ 600	\$ 925	\$ 960	\$ 810	\$ 1,150	\$ 1,240		
Hardware	Passport	Passport 15000 AC Power One shelf B0256893	306	\$ 610	\$ 700	\$ 870	\$ 1,220	\$ 1,390	\$ 1,040	\$ 1,390	\$ 1,570		
Hardware	Passport	Passport 15000 AC Power Two shelf B0256894	307	\$ 910	\$ 1,040	\$ 1,300	\$ 1,820	\$ 2,080	\$ 1,560	\$ 2,080	\$ 2,340		
Hardware	Passport	Passport 15000 Base Unit dual shelf, 4 Control Processors	301	\$ 12,600	\$ 14,400	\$ 18,000	\$ 25,200	\$ 28,800	\$ 21,600	\$ 28,800	\$ 32,400		\$ -
Hardware	Passport	Passport 15000 Base Unit single shelf, 2 Cntrl Processors	300	\$ 6,300	\$ 7,200	\$ 9,000	\$ 12,600	\$ 14,400	\$ 10,800	\$ 14,400	\$ 16,200		\$ -
Hardware	Passport	Passport 15000 Functional Processors, Category A	302	\$ 2,100	\$ 2,400	\$ 3,000	\$ 4,200	\$ 4,800	\$ 3,600	\$ 4,800	\$ 5,400		
Hardware	Passport	Passport 15000 Functional Processors, Category B	303	\$ 3,850	\$ 4,400	\$ 5,500	\$ 7,700	\$ 8,800	\$ 6,600	\$ 8,800	\$ 9,900		
Hardware	Passport	Passport 15000 Functional Processors, Category C	304	\$ 6,300	\$ 7,200	\$ 9,000	\$ 12,600	\$ 14,400	\$ 10,800	\$ 14,400	\$ 16,200		
Hardware	Passport	Passport 15000 Functional Processors, Category D	305	\$ 8,400	\$ 9,600	\$ 12,000	\$ 16,800	\$ 19,200	\$ 14,400	\$ 19,200	\$ 21,600		
Hardware	Passport	Passport 1612G	537	\$ 1,010	\$ 1,155	\$ 1,445	\$ 2,020	\$ 2,310	\$ 1,735	\$ 2,310	\$ 2,600		
Hardware	Passport	Passport 1624G	538	\$ 1,530	\$ 1,750	\$ 2,190	\$ 3,065	\$ 3,500	\$ 2,625	\$ 3,500	\$ 3,940		
Hardware	Passport	Passport 1648T	536	\$ 615	\$ 705	\$ 880	\$ 1,235	\$ 1,410	\$ 1,055	\$ 1,410	\$ 1,585		
Hardware	Passport	Passport 20000 Base Unit (dual shelf)	545	\$ 13,100	\$ 14,980	\$ 18,720	\$ 26,210	\$ 29,950	\$ 22,460	\$ 29,950	\$ 33,700		\$ -
Hardware	Passport	Passport 20000 Base Unit (single shelf)	544	\$ 6,550	\$ 7,490	\$ 9,360	\$ 13,100	\$ 14,980	\$ 11,230	\$ 14,980	\$ 16,850		\$ -
Hardware	Passport	Passport 2430	205	\$ 150	\$ 175	\$ 215	\$ 305	\$ 345	\$ 510	\$ 595	\$ 690		\$ -
Hardware	Passport	Passport 4120	171	\$ 240	\$ 270	\$ 340	\$ 480	\$ 550	\$ 410	\$ 550	\$ 620		\$ -
Hardware	Passport	Passport 4430	172	\$ 530	\$ 610	\$ 760	\$ 1,065	\$ 1,220	\$ 920	\$ 1,220	\$ 1,370		\$ -

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Hardware	Passport	Passport 4450	173	\$ 710	\$ 815	\$ 1,015	\$ 1,425	\$ 1,625	\$ 1,220	\$ 1,625	\$ 1,825		\$ -
Hardware	Passport	Passport 4455	198	\$ 850	\$ 975	\$ 1,215	\$ 1,700	\$ 1,950	\$ 1,460	\$ 1,950	\$ 2,190		\$ -
Hardware	Passport	Passport 4460 (16)	287	\$ 560	\$ 640	\$ 800	\$ 1,120	\$ 1,280	\$ 960	\$ 1,280	\$ 1,440		\$ -
Hardware	Passport	Passport 5430	209	\$ 1,050	\$ 1,200	\$ 1,500	\$ 2,100	\$ 2,400	\$ 1,800	\$ 2,400	\$ 2,700		\$ -
Hardware	Passport	Passport 6420/7420 Base Unit	552	\$ 1,900	\$ 2,100	\$ 2,780	\$ 2,940	\$ 3,050	\$ 2,940	\$ 3,160	\$ 3,270		\$ -
Hardware	Passport	Passport 6440/7440 Base Unit	553	\$ 2,400	\$ 2,700	\$ 4,190	\$ 4,400	\$ 4,540	\$ 4,400	\$ 4,670	\$ 4,810		\$ -
Hardware	Passport	Passport 6480/7480/7460 Base Unit (dual shelf)	555	\$ 9,000	\$ 9,540	\$ 10,360	\$ 11,160	\$ 11,700	\$ 11,160	\$ 12,240	\$ 12,780		\$ -
Hardware	Passport	Passport 6480/7480/7460 Base Unit (single shelf)	554	\$ 4,500	\$ 4,770	\$ 5,180	\$ 5,580	\$ 5,850	\$ 5,580	\$ 6,120	\$ 6,390		\$ -
Hardware	Passport	Passport 6K/7K Function Processors, Category A	556	\$ 600	\$ 790	\$ 990	\$ 1,190	\$ 1,330	\$ 1,190	\$ 1,460	\$ 1,600		\$ -
Hardware	Passport	Passport 6K/7K Function Processors, Category B	557	\$ 750	\$ 1,050	\$ 1,500	\$ 1,950	\$ 2,250	\$ 1,950	\$ 2,550	\$ 2,850		\$ -
Hardware	Passport	Passport 6K/7K Function Processors, Category C	558	\$ 850	\$ 1,410	\$ 2,250	\$ 3,090	\$ 3,650	\$ 3,090	\$ 4,210	\$ 4,770		\$ -
Hardware	Passport	Passport 6K/7K Function Processors, Category D	559	\$ 1,000	\$ 1,800	\$ 3,000	\$ 4,200	\$ 5,000	\$ 4,200	\$ 5,800	\$ 6,600		\$ -
Hardware	Passport	Passport 8100 10 slot	206	\$ 2,760	\$ 3,160	\$ 3,950	\$ 5,530	\$ 6,320	\$ 4,740	\$ 6,320	\$ 7,110		\$ -
Hardware	Passport	Passport 8100 6 slot	211	\$ 2,620	\$ 3,000	\$ 3,750	\$ 5,250	\$ 6,000	\$ 4,500	\$ 6,000	\$ 6,750		\$ -
Hardware	Passport	Passport 8300 10 Slot	589	\$ 600	\$ 700	\$ 800	\$ 1,400	\$ 1,500	\$ 1,200	\$ 1,900	\$ 2,000		\$ -
Hardware	Passport	Passport 8300 6 Slot	588	\$ 600	\$ 700	\$ 800	\$ 1,400	\$ 1,500	\$ 1,200	\$ 1,900	\$ 2,000		\$ -
Hardware	Passport	Passport 8300 I/O Blades	591	\$ 75	\$ 155	\$ 160	\$ 220	\$ 230	\$ 160	\$ 220	\$ 250		\$ -
Hardware	Passport	Passport 8300 SwitchFabric Module (8393SF)	590	\$ 190	\$ 370	\$ 385	\$ 530	\$ 560	\$ 385	\$ 530	\$ 615		\$ -
Hardware	Passport	Passport 8600 10 Slot and Metro Ethernet Passport 10 Slot (22)	187	\$ 4,710	\$ 5,380	\$ 6,720	\$ 9,410	\$ 10,760	\$ 8,070	\$ 10,760	\$ 12,100		\$ -
Hardware	Passport	Passport 8600 3 Slot (22)	351	\$ 1,875	\$ 2,150	\$ 3,150	\$ 4,575	\$ 5,050	\$ 3,950	\$ 5,710	\$ 6,300		\$ -
Hardware	Passport	Passport 8600 6 Slot and Metro Ethernet Passport 6 Slot (22)	186	\$ 3,130	\$ 3,580	\$ 5,250	\$ 7,613	\$ 8,400	\$ 6,563	\$ 9,518	\$ 10,500		\$ -
Hardware	Passport	Passport 8600 Layer 2 Bundles (9) (22)	481	\$ 1,610	\$ 2,390	\$ 2,550	\$ 3,590	\$ 3,890	\$ 3,935	\$ 4,050	\$ 4,065		\$ -
Hardware	Passport	Passport 8XXX Category "E" Boards (formerly called High Density Boards) (service priced separately)	482	\$ 550	\$ 650	\$ 830	\$ 1,295	\$ 1,480	\$ 1,020	\$ 1,390	\$ 1,575		\$ -
Hardware	Passport	Passport 8XXX Category "G" Boards (formerly called 10 Gig Ethernet Interface Modules) (service priced separately)	528		\$ 1,335	\$ 1,800	\$ 15,995	\$ 18,390	\$ 1,800	\$ 15,995	\$ 18,390		\$ -
Hardware	Remote Annex	Remote Annex 2000	055	\$ 240	\$ 274	\$ 350							\$ -
Hardware	Remote Annex	Remote Annex 4000	056	\$ 320	\$ 365	\$ 460							\$ -
Hardware	Remote Annex	Remote Annex 6100/6300	057	\$ 1,400	\$ 1,600	\$ 2,000							\$ -
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	10 G System Bundle	404	\$ 3,800	\$ 4,400	\$ 5,600		\$ 1	\$ 6,900		\$ 1		\$ -
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	2.5 G System Bundle	402	\$ 2,000	\$ 2,400	\$ 3,100		\$ 1	\$ 3,700		\$ 1		\$ -
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	5 G System Bundle	403	\$ 2,600	\$ 3,000	\$ 3,900		\$ 1	\$ 4,700		\$ 1		\$ -
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	AC Power Kit	408	\$ 500	\$ 500	\$ 700		\$ 1	\$ 800		\$ 1		\$ -
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	Redundant CMC Control & Mgmt Card 1G (22)	797	\$ 1,200	\$ 1,400	\$ 1,800			\$ 2,200				\$ -
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	Redundant CMC Control & Mgmt Card 4G (22)	798	\$ 2,100	\$ 2,500	\$ 3,200			\$ 3,900				\$ -
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	Redundant CMC Control & Mgmt Card 512 MB (22)	785	\$ 700	\$ 800	\$ 1,000			\$ 1,200				\$ -
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	Redundant SFC Switch Fabric Card 10 Gbps (22)	407	\$ 2,300	\$ 2,700	\$ 3,500		\$ 1	\$ 4,200		\$ 1		\$ -
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	Redundant SFC Switch Fabric Card 2.5 Gbps (22)	405	\$ 800	\$ 900	\$ 1,200		\$ 1	\$ 1,500		\$ 1		\$ -

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Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	Redundant SFC Switch Fabric Card 5 Gbps (22)	406	\$ 1,300	\$ 1,500	\$ 2,000		\$ 1	\$ 2,400		\$ 1		
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	SER 5500 Access line card Category 'A'	411	\$ 1,300	\$ 1,500	\$ 2,000		\$ 1	\$ 2,400		\$ 1		
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	SER 5500 Access line card Category 'B'	412	\$ 2,200	\$ 2,500	\$ 3,300		\$ 1	\$ 4,000		\$ 1		
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	SER 5500 Access line card Category 'C'	413	\$ 4,000	\$ 4,600	\$ 5,900		\$ 1	\$ 7,300		\$ 1		
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	SER 5500 Access line card Category 'D'	414	\$ 4,900	\$ 5,800	\$ 7,400		\$ 1	\$ 9,100		\$ 1		
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	SER 5500 Chassis (if ordered standalone) (22)	796	\$ 600	\$ 700	\$ 900			\$ 1,100				
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	Series 1 SSC (Subscriber Services Card)	409	\$ 2,200	\$ 2,600	\$ 3,400		\$ 1	\$ 4,100		\$ 1		
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	Series 2 SSC (Subscriber Services Card)	410	\$ 3,300	\$ 3,800	\$ 4,900		\$ 1	\$ 6,000		\$ 1		
Hardware	Services Edge Router 5500 (formerly Shasta BSN 5000)	Series 3 SSC (Subscriber Services Card)	784	\$ 5,900	\$ 6,950	\$ 8,900			\$ 10,900				
Hardware	Wireless LAN 2200	Wireless LAN 2201, 2202 Mobile Adapter	324	\$ 11	\$ 13	\$ 16							
Hardware	Wireless LAN 2200	Wireless LAN 2220 Access Point (Dual Mode)	323	\$ 70	\$ 90	\$ 100	\$ 140	\$ 160	\$ 160	\$ 165	\$ 180		
Hardware	Wireless LAN 2200	Wireless LAN 2221 Access Point (B-mode Only)	594	\$ 55	\$ 70	\$ 75	\$ 110	\$ 130	\$ 130	\$ 135	\$ 145		
Hardware	Wireless LAN 2200	Wireless LAN 2232R Remote AccessPort (26)	877	\$ 70	\$ 90	\$ 100							\$ -
Hardware	Wireless LAN 2200	Wireless LAN 223x Access Port	647	\$ 70	\$ 90	\$ 100	\$ 140	\$ 160	\$ 160	\$ 165	\$ 180		
Hardware	Wireless LAN 2200	Wireless LAN 2245 IP Telephony Manager	789			\$ 250		\$ 290	\$ 320		\$ 390		
Hardware	Wireless LAN 2200	Wireless LAN 2246 Application Gateway - 10,000 Users	795			\$ 2,400		\$ 2,652	\$ 2,856		\$ 4,080		
Hardware	Wireless LAN 2200	Wireless LAN 2246 Application Gateway - 1024 Users	794			\$ 1,400		\$ 1,547	\$ 1,666		\$ 2,380		
Hardware	Wireless LAN 2200	Wireless LAN 2246 Application Gateway - 128 Users	791			\$ 280		\$ 309	\$ 333		\$ 476		
Hardware	Wireless LAN 2200	Wireless LAN 2246 Application Gateway - 256 Users	792			\$ 420		\$ 464	\$ 500		\$ 714		
Hardware	Wireless LAN 2200	Wireless LAN 2246 Application Gateway - 512 Users	793			\$ 750		\$ 829	\$ 893		\$ 1,275		
Hardware	Wireless LAN 2200	Wireless LAN 2246 Application Gateway - 64 Users	790			\$ 160		\$ 177	\$ 190		\$ 272		
Hardware	Wireless LAN 2200	Wireless LAN 2250 Security Switch	546	\$ 600	\$ 715	\$ 800	\$ 1,580	\$ 1,660	\$ 1,050	\$ 1,810	\$ 1,915		
Hardware	Wireless LAN 2200	Wireless LAN 2270 Security Switch - for 12 access ports	648	\$ 1,100	\$ 1,300	\$ 1,430	\$ 4,010	\$ 4,215	\$ 1,650	\$ 4,255	\$ 4,345		
Hardware	Wireless LAN 2200	Wireless LAN 2270 Security Switch - for 24 access ports	649	\$ 1,500	\$ 1,650	\$ 1,950	\$ 5,230	\$ 5,495	\$ 2,250	\$ 5,475	\$ 5,565		
Hardware	Wireless LAN 2200	Wireless LAN 2270 Security Switch - for 36 access ports	650	\$ 1,800	\$ 1,980	\$ 2,340	\$ 6,165	\$ 6,470	\$ 2,700	\$ 6,405	\$ 6,500		
Hardware	Wireless LAN 2200	Wireless LAN Handset Kit	787			\$ 40							
Hardware	Wireless LAN 2200	Wireless LAN Handsets/Headsets	788			\$ 20							
Hardware	Wireless Mesh Network Solutions	Wireless Access Point 7220	841	\$ 245	\$ 280	\$ 350	\$ 490	\$ 560					
Hardware	Wireless Mesh Network Solutions	Wireless Gateway 7250	842	\$ 490	\$ 560	\$ 700	\$ 980	\$ 1,120	\$ 840	\$ 1,120	\$ 1,260		
Software	Alteon IP SEC	Alteon IPSEC License - 1000 User	871									\$ 2,000	\$ 1,300
Software	Alteon IP SEC	Alteon IPSEC License - 250 User	872									\$ 600	\$ 390
Software	Alteon IP SEC	Alteon IPSEC License - 500 User	870									\$ 1,000	\$ 650
Software	Alteon IP SEC	Alteon Portal Guard	874									\$ 1,199	\$ 780
Software	Alteon IP SEC	Alteon Secure Services partitioning software	873									\$ 1,999	\$ 1,299
Software	Alteon Security Manager	Alteon Security Manager - Stand Alone Version	593									\$ 300	\$ 195
Software	Alteon Security Manager	Alteon Security Manager - Unlimited Nodes	530									\$ 800	\$ 515
Software	Alteon SSL VPN	Alteon SSL VPN - 100 user license	539									\$ 2,000	\$ 1,300
Software	Alteon SSL VPN	Alteon SSL VPN - 1000 User license	542									\$ 8,000	\$ 5,200

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Software	Alteon SSL VPN	Alteon SSL VPN - 250 user license	540									\$ 3,000	\$ 1,950
Software	Alteon SSL VPN	Alteon SSL VPN - 50 user license	592									\$ 1,200	\$ 780
Software	Alteon SSL VPN	Alteon SSL VPN - 500 User license	541									\$ 5,000	\$ 3,250
Software	BCM Network Configuration Manager(NCM)	BCM NCM (1000 Systems)	427									\$ 2,400	\$ 1,650
Software	BCM Network Configuration Manager(NCM)	BCM NCM (2000 Systems)	428									\$ 4,100	\$ 2,800
Software	BCM Network Configuration Manager(NCM)	BCM NCM (250 Systems)	426									\$ 800	\$ 650
Software	Contivity Configuration Manager	Contivity - CES Easy Install Software	875									\$ 259	\$ 168
Software	Contivity Configuration Manager	Contivity Configuration Manager, Up to 250 Devices	367									\$ 3,180	\$ 2,130
Software	Contivity Configuration Manager	Contivity Configuration Manager, 1-50 Devices	775									\$ 950	\$ 650
Software	Contivity Configuration Manager	Contivity Configuration Manager, License Upgrade 250 to 2500	783									\$ 4,500	\$ 2,930
Software	Contivity Configuration Manager	Contivity Configuration Manager, License Upgrade 50 to 250 Devices	776									\$ 2,000	\$ 1,300
Software	Contivity Configuration Manager	Contivity Configuration Manager, Up to 2500 Devices	368									\$ 7,680	\$ 5,060
Software	Contivity VPN	Contivity VPN Client Administrator (CVCA) 5000 User Lic	597									\$ 3,600	
Software	Contivity VPN	Contivity VPN Client Administrator (CVCA)1000 User Lic	598									\$ 720	
Software	Contivity VPN	Contivity VPN Client for Macintosh and Unix, 1000-User	393									\$ 5,000	
Software	Contivity VPN	Contivity VPN Client for Macintosh and Unix, 100-User	392									\$ 917	
Software	Contivity VPN	Contivity VPN Client for Macintosh and Unix, 20-User	497									\$ 300	
Software	Contivity VPN	Contivity VPN Client for Macintosh and Unix, Single User	391									\$ 16	
Software	Contivity VPN	Contivity VPN Client for Macintosh and Unix, Site License	498									\$ 20,000	
Software	Contivity VPN	Contivity VPN Client for PocketPC 100 User	832									\$ 500	
Software	Contivity VPN	Contivity VPN Client for PocketPC 1000 User	833									\$ 3,333	
Software	Contivity VPN	Contivity VPN Client for PocketPC Site License	834									\$ 8,333	
Software	Contivity VPN	Contivity VPN Client for PocketPC 20 User	831									\$ 150	
Software	MCS 5100	MCS 5100 Category A Software	574									\$ 75	
Software	MCS 5100	MCS 5100 Category B Software	575									\$ 200	
Software	MCS 5100	MCS 5100 Category C Software	576									\$ 500	
Software	MCS 5100	MCS 5100 Category D Software	577									\$ 1,000	
Software	MCS 5100	MCS 5100 Category E Software	578									\$ 2,000	
Software	MCS 5100	MCS 5100 Category F Software	849									\$ 6,200	
Software	MCS 5100	MCS 5100 Category G Software	850									\$ 13,000	
Software	MCS 5100	MCS 5100 Category H Software	851									\$ 23,000	
Software	MCS 5100	MCS 5100 Category I Software	852									\$ 50,000	
Software	MCS 5100	MCS 5100 Category J Software	853									\$ 60,000	
Software	MCS 5100	MCS 5100 Category K Software	854									\$ 75,000	
Software	MCS 5100	MCS 5100 Category L Software	855									\$ 100,000	
Software	Multiservice Switch (formerly Passport) 6K/7K/15K/20K Appl'n S/W	Passport 6K/7K/15K/20K S/W Network-wide Category "A"	741									\$ 1,250	
Software	Multiservice Switch (formerly Passport) 6K/7K/15K/20K Appl'n S/W	Passport 6K/7K/15K/20K S/W Network-wide Category "B"	742									\$ 5,000	
Software	Multiservice Switch (formerly Passport) 6K/7K/15K/20K Appl'n S/W	Passport 6K/7K/15K/20K S/W Network-wide Category "C"	743									\$ 8,750	

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Software	Multiservice Switch (formerly Passport) 6K/7K/15K/20K Appl'n S/W	Passport 6K/7K/15K/20K S/W Per-FP Category "A"	735									\$ 250	
Software	Multiservice Switch (formerly Passport) 6K/7K/15K/20K Appl'n S/W	Passport 6K/7K/15K/20K S/W Per-FP Category "B"	736									\$ 875	
Software	Multiservice Switch (formerly Passport) 6K/7K/15K/20K Appl'n S/W	Passport 6K/7K/15K/20K S/W Per-FP Category "C"	737									\$ 1,875	
Software	Multiservice Switch (formerly Passport) 6K/7K/15K/20K Appl'n S/W	Passport 6K/7K/15K/20K S/W Per-Ntwk Elem Category "A"	738									\$ 250	
Software	Multiservice Switch (formerly Passport) 6K/7K/15K/20K Appl'n S/W	Passport 6K/7K/15K/20K S/W Per-Ntwk Elem Category "B"	739									\$ 1,500	
Software	Multiservice Switch (formerly Passport) 6K/7K/15K/20K Appl'n S/W	Passport 6K/7K/15K/20K S/W Per-Ntwk Elem Category "C"	740									\$ 3,750	
Software	NetRIO for Services Edge Router 5500 (formerly Shasta BSN 5000)	NetRIO Service Management Center (SMC) 1-4 BSNs	415									\$ 6,000	
Software	NetRIO for Services Edge Router 5500 (formerly Shasta BSN 5000)	NetRIO Service Management Center (SMC) 21-50 BSNs	417									\$ 41,250	
Software	NetRIO for Services Edge Router 5500 (formerly Shasta BSN 5000)	NetRIO Service Management Center (SMC) 51-100 BSNs	418									\$ 63,750	
Software	NetRIO for Services Edge Router 5500 (formerly Shasta BSN 5000)	NetRIO Service Management Center (SMC) 5-20 BSNs	416									\$ 22,500	
Software	Optivity NetID	Optivity NetID 1500 Limited Use Package	115									\$ 906	\$ 725
Software	Optivity NetID	Optivity NetID 2500 Address License Addition	121									\$ 906	\$ 520
Software	Optivity NetID	Optivity NetID 25000 Address License Addition	122									\$ 6,200	\$ 4,160
Software	Optivity NetID	Optivity NetID 5000 Address License Addition	083									\$ 1,250	\$ 910
Software	Optivity NetID	Optivity NetID Base Package	082									\$ 2,775	\$ 1,820
Software	Optivity Network Management System	Optivity Campus NMS (formerly Optivity Campus)	159									\$ 1,000	\$ 650
Software	Optivity Network Management System	Optivity Enterprise NMS (formerly Optivity NMS)	156									\$ 2,800	\$ 1,820
Software	Optivity Policy Services	OPS 250 Additional Device Licenses	165									\$ 800	\$ 520
Software	Optivity Policy Services	OPS Base Package	258									\$ 2,400	\$ 1,560
Software	Optivity Switch Manager (OSM)	Optivity Switch Manager	401									\$ 500	\$ 325
Software	Passport Express Manager	Passport 6400 Express Manager NT	231									\$ 500	\$ 325
Software	Preside	PRESIDE MDM BASE PACKAGE (Base service price applicable to all MDM management service contracts (8))	659									\$ 2,000	

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Type	Product Family	SLN Description	Service Line Number	GE5300 Technical Support Svc Pack	GL5300 Return & Replace Repair Svc Pack	GF5300 Mgd Spares NBD Svc Pack	GG5300 Mgd Spares SBD Svc Pack	GH5300 Mgd Spares 4Hr(24x7) Svc Pack	GJ5300 Mgd Onsite w Spares NBD Svc Pack	GK5300 Mgd Onsite w Spares SBD Svc Pack	GN5300 Mgd Onsite w Spares 4Hr (24x7) Svc Pack	GU5300 Software Rel Subscrip - Plus	GW5300 Software Rel Subscrip - Basic
Software	Preside	PRESIDE MDM CATEGORY A (In addition to the base price, MDM service pricing is priced per node for management of Passport 4120 & (6000, 7000, 15000, 15000-VSS, 20000) series, DPN) (8)	660									\$ 100	
Software	Preside	PRESIDE MDM CATEGORY B (In addition to the base price, MDM service pricing is priced per node for management of Passport 4400 & 8600, Shasta, Baystack 450 & 420, BPS 2000, BAYRS(PP2430,PP5430,ARN,ASN,BLN,BCN), Juniper M5, M10, M20, M40, M160)	661									\$ 50	
Software	WLAN Management Software & Site Survey	WLAN Management Software 100 Access Ports	765									\$ 2,018	\$ 1,458
Software	WLAN Management Software & Site Survey	WLAN Management Software 250 Access Ports	766									\$ 3,216	\$ 2,323
Software	WLAN Management Software & Site Survey	WLAN Management Software 500 Access Ports	767									\$ 5,422	\$ 3,917
Software	WLAN Management Software & Site Survey	WLAN Management Software 1000 Access Ports	768									\$ 8,575	\$ 6,195
Software	WLAN Management Software & Site Survey	WLAN Management Software Base Lic 36 Ports	764									\$ 1,260	\$ 910

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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 services have 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 design and implementation, and an integration test plan to verify that your network is ready to provide Managed Services. Customer must purchase 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 its per port pricing and traditional data products its 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 (egg., 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 ACD Port Management fulfills your requests 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.

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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 initial test plan to verify that your network is ready to provide Managed Services. Customer must purchase 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 for Software Updates and Technical Support.
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	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.
GM5333	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.
GM5336	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.
GM5340	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.
GM5341	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 your requests on call center management products such as Meridian Max or the Symposium Call Center Server (SCCS). All requests are completed remotely.
GM5342	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.
GM5380	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..
GM5381	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.
GM5382	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..
GM5383	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.
GM5384	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.

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

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Managed VPN Contivity Solution													
How-to-Price the Managed VPN Contivity 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 Contivity unit supported within the Managed VPN Contivity Solution, must be purchased with a) an Implementation Service Package, and b) a Network Service (either Next Business Day or 4 Hour response) and c) a Maintenance 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 each service. For further information or for assistance with quotes, please refer to the Regional Service Contacts tab of the price book. Customer Start up fee (GM5300 & GM5500) do not apply to this Managed VPN Contivity Solution.													
Mandatory Services (2):		Managed VPN Contivity Solution											
Implementation		Managed Network Services (annual price)				Maintenance Services (annual price)							
Implementation Service Package		7x24xNBD Managed Service		4 Hour (7x24) Managed Service		Next Business Day Service (Spares only)		Next Business Day Service (Onsite with Spares)		4 Hour (7x24) Service (Onsite with Spares)			
Product	Service Number	Price	Service Number	Price	Service Number	Price	Service Number	Price	Service Number	Price	Service Number	Price	
C:1004	Contivity 2xx (3)	GM1001389	\$500	GM5308389	\$890	GM5309389	\$1,275	GF5300389	\$48	n/a	n/a	n/a	
C:1004	Contivity Switch 1010/1050/1100 (3)	GM1001364	\$500	GM5308364	\$1,050	GM5309364	\$1,425	n/a	n/a	GJ5300364	\$415	GN5300364	\$475
C:1004	Contivity Switch 17xx (3)	GM1001299	\$500	GM5308299	\$1,050	GM5309299	\$1,425	n/a	n/a	GJ5300299	\$840	GN5300299	\$1,260
C:1004	Contivity Switch 2700 (3)	GM1001228	\$500	n/a	n/a	GM5309228	\$2,250	n/a	n/a	n/a	n/a	GN5300228	\$3,600
	Contivity Switch 5000 (3)	GM1001106	Custom Quote	n/a	n/a	GM5309106	Custom Quote	n/a	n/a	n/a	n/a	GN5300106	\$8,100
N:1104	VPN Gateway 3050	GM1001339	Custom Quote	n/a	n/a	GM5309339	Custom Quote	n/a	n/a	n/a	n/a	GN5300339	\$2,350
Optional Services:													
GM1002000	Managed VPN Contivity Solution - Soft Moves, Adds, Changes and Deletes - (Per MACD)												\$2:
	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 Contivity Solution and are performed remotely – they do not require a site visit.												
GM1003000	Managed VPN Contivity Solution - Onsite Support Services												Custom
	Onsite Support Services are available as an option to the customer who has purchased the Managed VPN Contivity 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. For further information or for assistance with quotes, please refer to the Regional Service Contacts tab of the price book.												
GM1004000	Managed VPN Contivity Solution - Site Prequalification Service												\$1:
	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.												

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Optional Managed Firewall Services for Managed VPN Contivity Solution:			
N:1104	GM1005000	Managed VPN Contivity Solution - Managed Firewall Standard Setup	Custom
		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.	
N:1104	GM1006000	Managed VPN Contivity Solution - Managed Firewall Custom Setup	Custom
		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.	
N:1104	GM1007000	Managed VPN Contivity Solution - Managed Firewall Operations	Custom
		Service includes configuraion 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 per purchased in 100 user licence increments. Miunimum 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, 17x0, 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.	

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Passport 8100,6600

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NORTEL NETWORKS SUPPORT SERVICES - PORTAL SOLUTIONS PRODUCTS

#REF!

NOTE:

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

This pricing relates to Periphonics products and limited Symposium products including the following:

- Interactive Voice Response (IVR) and Computer-Telephony Integration (CTI) systems;
- Advanced speech processing platforms and technology (speech recognition, verification, text-to-speech, etc.)
- Related Software Applications and Project Management
- Symposium Web Center Portal (SWCP), and TAPI/Symposium Agent (service offering for major distributors only)

WHATS NEW:

This Price Book revision includes the following additional programs or program changes:

- Fees for all IVR customer care plans have been sharply reduced for MPS series Systems; this change does not affect VPS system support contracts
- Three new IVR "Managed Support" programs are available (Svc Models GT5320000, GT5321000 and GT5322000)
- The IVR Collateral Maintenance Program is now available on a 24x7 basis (Svc model 2309000)
- The former "MPS100 Distributor Care Plan" is renamed / resurrected under a new "MPS100 Remote Support Program" (BT2307000 and BT2308000)
- Installation fee for MPS-100 is now common to both MPS-100 & MPS-500 systems (Service model BT2300010)
- Obsolete Services have been deleted (System monitoring / System backup services)

NORTEL NETWORKS SUPPORT SERVICES

SUPPORT SERVICES Service Model no.	Software Services	Managed On-site with Spares Services Pack			Managed Support Services		
	Software Release Subscription - Basic GT5300000	Customer Care Service GT5301000	Enhanced Customer Care GT5302000	Premium Customer Care GT5303000	Managed Support Program GT5320000	Enhanced Managed Support GT5321000	Premium Managed 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 NA)	7am-7pm, M-F (local time NA)	24x7
- Hardware	No	Yes	Yes	Yes	Yes	Yes	Yes
- Operational Software	No	Yes	Yes	Yes	Yes	Yes	Yes
- Application Software	No	Yes	Yes	Yes	Yes	Yes	Yes
Software Releases, Updates, Fixes	Yes	No	No	No	No	No	No
Annual Preventive Maintenance Visit	No	Yes	Yes	Yes	Yes	Yes	Yes
Response Time (Part and Labor)							
- Remote (phone)	n/a	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	n/a	Geographic specific	Geographic specific	Geographic specific	Geographic specific	Geographic specific	Geographic specific
Service Coverage Period (Parts and Labor)	n/a	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	n/a	None	None	None	None	None	None
Price (% of Solution Net Price)	NC ¹	10.0%	11.0%	12.0%	10%+\$2500 per MPS system	11% +2500 per MPS system	12% + \$2500 per MPS system

¹ NC: No charge if ordered with a Managed Onsite with Spares Services offering; cannot be purchased separately (i.e.: independently from a Managed Onsite with Spares Service)

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Order No.	Product Description	List Price
Customer Care for Symposium Web Center Portal		
GT5307000	Annual remote software support for major distributors of SYVCP. Service may be "sold through" to end users for pre-qualified SYVCP sites.	
Customer Care: TAPI/Sympos. Agent		
GT5308000	Annual remote software support for major distributors of TAPI/SA. Service may be "sold through" to end users for pre-qualified TAPI/SA sites.	
Collateral Maintenance (IVR)		
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	Custom Quote
System Monitoring Service (IVR)		
D BT2305000	Add-on Plan (remote system monitoring) Highly customized annual program under which a customer's IVR systems/applications are remotely tested (at least hourly) by a third party test facility that replicates a caller experience, and then reports potential IVR/application failures to Nortel Networks. Requires an underlying support plan.	Custom Quote
System Back-up Service (IVR)		
D BT2306000	Add-on Plan (system back-up field visits) Service offering under which Nortel Networks field engineers will visit customer IVR site either monthly or quarterly to back-up system files on	Custom Quote
Hourly Rate (outside contracted hrs)		
CE2328030	Hourly rate for customers with support contracts	\$240/hour
Hourly Rate (non-contracted)		
CE2328031	Hourly rate for customers without support contracts (4 hour minimum)	\$400/hour
MPS100 Remote Support Program, Digital		
BT2307000	2nd Level Support for Certified Distributors Service offering that consists of remote second-level support only for trained "Certified Representatives"; no hardware services of any kind included.	\$2500/system
MPS100 Remote Support Program, Analog		
BT2308000	2nd Level Support for Certified Distributors Service offering that consists of remote second-level support only for trained "Certified Representatives"; no hardware services of any kind included.	\$2000/system
MPS100/MPS-500 Installation		
BT2800010	MPS100 System Installation Fee Installation fee for MPS100 or MPS-500 systems for properly prepared sites	\$5000/system

Warranty Notes:

- Standard warranty terms for Portal Solutions products and services are 90 days from delivery.
- Certain end-user customers have longer customized warranty periods. (Contact Portal Solutions contracts team for info, ESN: 297-2267).
- 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

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.

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#REF!

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 \$
Desktop Product Services			
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
Falcon IP LAN Product Services			
A0828475	SRV-FALL B1	Basic Service for 1 year	\$1,000
MediaConnect 6000 Product Services			
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 Da (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 D (NOTE: only incl. 1 year software subscription)	\$3,400

Services - Installation and Maintenance

Nortel CPC	Product	Description	List Price US \$
MediaConnect 8000 Product Services			
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 Da	\$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 D (NOTE: only incl. 1 year software subscription)	\$4,000
Rates for VCON Per Event Services			
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
Personal Videoconferencing Appliance Services			
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
Other Service Options			
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
MXM Support Options			
A0862403	SRV-MXM	90 Day Phone Support	\$1,500
A0862405	SRV-MXM-1	One Year Phone Support	\$3,000

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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

End Users Receive a 13% Discount off List Price
 * Discount does not apply to Custom Quotes or Training

A0857039	SUP1320	Remote Installation Assistance	\$1,500
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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 \$
NOTE: 12 Month Hardware & 90 Day Software Warranty		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 \$
NOTE: 12 Month Hardware & 90 Day Software Warranty		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 \$
NOTE: 12 Month Hardware & 90 Day Software Warranty		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

Nortel CPC	Description	List Price US \$
NOTE: 12 Month Hardware & 90 Day Software Warranty		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

Nortel CPC	Description	List Price US \$
NOTE: 12 Month Hardware & 90 Day Software Warranty		Included

End Users Receive a 13% Discount off List Price
* Discount does not apply to Custom Quotes or Training

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

<u>Nortel CPC</u>	<u>Description</u>	<u>List Price US \$</u>
	NOTE: 12 Month Hardware & 90 Day Software Warranty	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

<u>Nortel CPC</u>	<u>Description</u>	<u>List Price US \$</u>
	NOTE: 12 Month Hardware & 90 Day Software Warranty	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