



ISI Telemanagement Solutions, Inc.

Authorized Information Technology Schedule Price List
Schedule 70
GSA Contract GS-35F-0250S

Federal Supply Service
U.S. General Services Administration

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Authorized Information Technology Schedule Pricelist

FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE

GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT,
SOFTWARE AND SERVICES

Special Item number (SIN)	Products/services
132.8	Purchase of Equipment
132.12	Maintenance and Repair
132.33	Perpetual Software License
132.34	Maintenance of Software
132.51	Information Technology Professional Services

SIN 132-8 Purchase of Equipment

FSC Class	Category Code
7010 End User Computers/Desktop Computers Servers	
7025 Other Input/Output and Storage devices	
5995 Cables, Cords and Wire Assemblies	

SIN 132-12 Maintenance and Repair Installation for equipment offered, De-installation and Reinstallation

FSC Class	Category Code
7010 End User Computers/Desktop Computers Servers	
7025 Other Input/Output and Storage devices	
5995 Cables, Cords and Wire Assemblies	
N070 Installation	
N070 Deinstallation	
N070 Reinstallation	

SIN 132-33 Perpetual Software License

FSC Class	Category Code
7030 Application Software	

SIN 132-34 Maintenance of Software

FSC Class	Category Code
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SIN 132-50 Training courses for Information Technology Equipment and Software

FPDS Code _____ Category Code
U012

SIN 132-51 Information Technology Professional Services

FPDS Code	Category Code
D308	Programming Services
D399	Other Information Technology Services Not Elsewhere Classified

- Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.
- Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act.
- Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

CONTRACTOR:
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Contract Number:
Period covered by Contract:
February 28, 2006 through February 2011

General Services Administration
Federal Supply Service

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Original Issue	February 28, 2006
Revise Product Description Section	May 16, 2006

Information for Ordering Activities

Special Notice to Agencies Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract:

Geographic Scope of Contract is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC. Additional delivery of products and Services outside the scope of this schedule are available on request.

2. Contractor Ordering Information:

a. Contractors Ordering and Payment Address:

ISI Telemanagement Solutions, Inc.
1051 Perimeter Drive, Suite 200
Schaumburg, Illinois 60173

- b. Wire Transfer
To coordinate the wire transfer of funds, contact ISI Telemanagement Solutions, Inc. at (847) 706-5076, Accounts Receivable Manager
- c. Micro Purchases and use of Government Credit Cards:
Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

For credit card payment, contact ISI Telemanagement Solutions, Inc. at (847) 706-5076, Accounts Receivable Manager

3. Liability for Injury or Damage:

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. FOB Point:

FOB destination within the Continental United States, Alaska, Hawaii and Puerto Rico.

5. Commercial Delivery Schedule (Multiple Award Schedule):

- a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SIN	DELIVERY TIME (Days ARO)
132-8	Thirty (30) Days
132-12	Thirty(30) Days
132-33	Thirty(30) Days
132-50	As negotiated between ordering activity and contractor
132-51	As negotiated between ordering activity and contractor

or as agreed to by the ordering activity and the Contractor

- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

6. Discounts:

- a. Prompt Payment. Prompt Payment is 0%, Net 30 days from receipt of invoice or date of acceptance, whichever is later

7. Trade agreements Act of 1979 (as amended):

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

8. Availability of Export Packing:

Export packaging is available but is outside the scope of this contract.

9. Small Requirements:

The minimum dollar value of orders to be issued is \$500.00.

10. Maximum Order:

Maximum Order (All dollar amounts are exclusive of any discount.)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000: Special Item Number 132-33 - Perpetual Software Licenses
- b. The maximum dollar value per order for all Perpetual Software Licenses will be \$500,000.00 (shrink-wrapped) and \$500,000.00 (all others)
- c. Special Item Number 132-51 - Information Technology (IT) Professional Services The maximum dollar value per order for all IT Professional Services will be \$500,000
- d. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000: Special Item Number 132-50 - Training Courses The maximum dollar value per order for all Training will be \$25,000

NOTE: Maximum Orders do not apply to Special Item Numbers 132-8 Purchase of Equipment, 132-12 Maintenance of Equipment, Repair Service, and Repair Parts/Spare Parts, 132-34 Maintenance of Software

**11. Use Of Federal Supply Service Information Technology Schedule Contracts
In accordance with FAR 8.404:**

[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services and 132-52 EC Services; refer to the terms and conditions for those SINs.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

- a. Orders placed at or below the micro-purchase threshold. Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.
- b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--
 - (1) Special features of the supply or service that are required in effective

program performance and that are not provided by a comparable supply or service;

- (2) Trade-in considerations;
 - (3) Probable life of the item selected as compared with that of a comparable item;
 - (4) Warranty considerations;
 - (5) Maintenance availability;
 - (6) Past performance; and
 - (7) Environmental and energy efficiency considerations.
- c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--

Review additional Schedule Contractors'

- (1) Catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or

- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).
- d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.
- e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.
- f. Small business. For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

11. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

Federal departments and ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

11.1 Federal Information Processing Standards Publications (Fips Pubs):

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

11.2 Federal Telecommunication Standards (Fed-Stds):

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National

Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

offered under the Multiple Award Schedule program.

12. Contractor Tasks / Special Requirements (C-Fss-370) (Nov 2001)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
 - (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency and are priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
 - (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
 - (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
 - (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
 - (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
 - (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
 - (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
 - (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

13. Contract Administration For Ordering Activities:

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

14. GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

15. Purchase Of Open Market Items

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items

not on the Federal Supply Schedule is fair and reasonable;

- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

16. Contractor Commitments, Warranties And Representations

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

17. Overseas Activities

The terms and conditions of this contract shall not apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states, Alaska, Hawaii Puerto Rico, and the District of Columbia. Foreign and Overseas Activities not covered by this contract but available separately.

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations.

Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

18. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

19. Contractor Team Arrangements

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

20. Installation, Deinstallation, Reinstallation

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

21. Section 508 Compliance.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: The EIT standard can be found at: www.Section508.gov/.

22. Prime Contractor Ordering From Federal Supply Schedules.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

23. Insurance—Work On A Government Installation (Jan 1997)(Far 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all

**Terms and Conditions Applicable to
Purchase of General Purpose
Commercial Information Technology
Equipment
(Special Item 132-8)**

1. Material and Workmanship:

- a. All equipment furnished hereunder must satisfactorily perform the function for which it is intended.
- b. NEW MATERIALS. Within the scope of this contract, "newly manufactured equipment" means newly assembled equipment which may contain some reprocessed components that meet new component test standards, and comply with product performance and reliability specifications (FAR 11.001).

2. Order:

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

3. Transportation Of Equipment

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

4. Installation And Technical Services

On-Site installation is included within the geographic scope of the contract. See the system description section for full description of installation services.

Contractor provides its customers a Premium Software Support Agreement with the following benefits:

- Access to a professionally staffed Technical Assistance Center (TAC) through a toll-free number or email 7:00 a.m. – 7:00 p.m. (Central Time), Monday through Friday
- Priority response to support calls
- Remote diagnosis of ISI software
- Unlimited remote operational assistance, including answers to "how-to" questions, advice, as well as the diagnosis and resolution of ISI software problems
- Free software updates within a software version level, to maintain proper system operation
- Discounts on rate table subscriptions
- Free remote assistance with software updates within a software version level and with rate table updates
- Preferred Time and Materials rates for non-covered services

5. Acceptance

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its post-acceptance rights

(1) within a reasonable time after the defect was discovered or should have been discovered; and

(2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

6. Warranty for General Purpose Commercial Information Technology Equipment:

Note: Warranty for Telemanagement Software covered under SIN 132-33, 132-34)

- (a) Contractor warrants, to ordering activity only, that the Equipment shall be free from defects in material and workmanship for a period of 90 days from the commencement date of the Maintenance Term. Contractor's obligations under this warranty are limited solely to using its commercially reasonable efforts to repair or, at contractor's option, replace the Equipment or any component part thereof which contractor determines to be defective, such repair or replacement to be at no charge to ordering activity. All replacement parts furnished to ordering activity under this warranty shall be:
- (i) on an exchange basis and the failure by ordering activity to return the defective part to contractor will result in ordering activity being charged therefore; and
 - (ii) new or refurbished and equivalent to new, and shall be warranted as new for the remainder of the original warranty period. Exchanged parts removed from the Equipment become the property of contractor. This warranty does not cover supplies, consumable parts, or periodic adjustments necessitated by normal use of the Equipment.
- (b) Contractor shall have no obligation if
- (i) the Equipment or Programs have been subject to abuse, improper installation or application, alteration, accident, or negligence in use, storage, transportation, or handling, and such actions or occurrences are not the fault of contractor;
 - (ii) the Equipment or Programs are used in combination or connection with other equipment, attachments, peripherals, supplies, or software not approved in writing by contractor;
 - (iii) installation, repair, adjustment, maintenance or other work on the Equipment or Programs is performed by ordering activity or any third party, unless the same shall have been expressly authorized in writing by contractor;

(iv) Ordering activity has not provided electrical service conforming to the National Electric Code and contractor's requirements; or

(v) Ordering activity fails to timely perform preventative maintenance on the Equipment as specified in contractor's operation manual. Warranty work performed by contractor pursuant to paragraph (a) or (b) shall be performed on regular business days and during contractor's regular business hours as promptly as reasonably possible following ordering activity's request. All requests for warranty fulfillment pursuant to paragraph (a) and (b) must be made during the warranty period as stated herein.

(e) The foregoing limited warranties are in lieu of all other warranties of any kind whatsoever, express, implied, or statutory, including any implied warranty of merchantability or fitness for a particular purpose.

7. Purchase Price for Ordered Equipment

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement.

8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**Terms and Conditions Applicable to
Maintenance and Repair Installation for
equipment offered, De-installation and
Reinstallation
SIN 132-12**

Description of Installation detail covered in the Contractor' s System Description section of this pricelist.

The ordering activity may purchase support after the basic warranty expires, contractor shall provide:

- (i) Support of Telemanagement System purchased from the contractor pursuant to the terms contained in this section; and
- (ii) Equipment maintenance pursuant to the terms contained in this section for equipment purchased from contractor

1. **Definition of Service** – contractor will use its best efforts to maintain the Equipment in good operating condition, including replacement of parts deemed necessary by contractor because of ordinary use. All parts will be furnished on an exchange basis; the failure by Ordering activity to return the defective part will result in Ordering activity being charged therefore. Exchanged parts removed from the Equipment become the property of contractor. Should a part or covered Equipment be unavailable, contractor reserves the right to substitute a like part or Equipment. contractor shall provide service between 8:00 AM and 5:00 PM (Local Time), Monday through Friday, excluding contractor -recognized holidays. Maintenance requested by Ordering activity at any other time will be provided by contractor on an “as available” basis and Ordering activity will be billed and pay the then current contractor overtime rates.

2. **Inspection and Repair** (Applicable to used Equipment only) – Prior to the commencement of maintenance under this Maintenance Agreement, the Equipment shall be subject to inspection (at current hourly rates) by contractor to determine if it is in acceptable condition. Any repairs or adjustments then deemed necessary, in the sole discretion of contractor, to bring the Equipment up to an acceptable condition, shall be made at the ordering activity's expense prior to the commencement of maintenance.

- 3. **Term of Maintenance Agreement** – The Maintenance Term shall commence on the date on which the relevant Equipment is delivered at ordering activity's site; provided, however, that if installation is not being provided by contractor, the Maintenance Term shall commence on the date this Agreement is accepted by contractor. Upon expiration of the Maintenance Term, this Maintenance Term may be extended for increments of 1 year with renewal of Service Support Agreement.
- 4. **Renewal Charges** – Effective at any time after the Maintenance Term, contractor may increase its annual Maintenance Fee for subsequent renewal periods upon notice to Ordering activity not less than 30 days prior to the expiration of the Maintenance Term or then current renewal period.
- 5. **Non-standard Service** – Not included in the Maintenance Fee are the following (which, if provided by contractor, will be billed to ordering activity at contractor's then current published time and material service rates):
 - 5.1 Repair or replacement of Equipment damaged by accident, fire, theft, power failure, abuse, unsuitable environmental conditions, ordering activity's attempt to repair or modify the Equipment, operational errors, or other circumstances not under the control of contractor
 - 5.2 Labor and parts provided by contractor and other expenses for maintenance or repair due to causes not attributable to normal wear and tear.
 - 5.3 Labor and parts provided by contractor and other expenses for any repairs or adjustments deemed necessary and performed by contractor as a result of the inspection under Section 2 above.
 - 5.4 Labor and travel expenses for service calls made only for the purpose of performing operator or key operator functions as specified in the operator manual. Such work, if required, will be performed without charge when contractor is present at ordering activity's site performing services covered by a Maintenance Agreement
 - 5.5 Service required because of inadequate facilities on site or by the failure of equipment or system other than the Equipment, including, without limitation, that furnished by the telephone company, by the

power company, or any other vendors of equipment.

- 5.6 Electrical work external to the Equipment.
 - 5.7 Repair of communication lines connecting the Equipment.
 - 5.8 Installation and removal of Equipment.
 - 5.9 Installation, repair, maintenance or replacement of interconnecting cables in connection with this Agreement, except for those cables listed on Page 1.
 - 5.10 Equipment which in the opinion of contractor are no longer serviceable because of excessive wear or deterioration shall be deleted from this Agreement upon 30 days written notice by contractor with a corresponding reduction in the contractor Maintenance Fee.
 - 5.11 Shipping charges for Equipment requested by the Ordering activity to be shipped Overnight (in a non-Emergency situation) or NFO (Next Flight Out).
6. **Accrual Credit** – If the Ordering activity upgrades any Equipment covered by this Agreement to other contractor equipment, contractor will credit the unused portion of this Maintenance Agreement (the “Accrual Credit”) towards a new maintenance agreement covering the new equipment at the published rates in effect at the time of the upgrade.
7. **Responsibilities of Ordering activity**
- 7.1 Ordering activity shall notify contractor service personnel upon Equipment failure or malfunction and shall allow contractor full and free access for performing maintenance on the Equipment, subject to Ordering activity’s security rules.
 - 7.2 Ordering activity shall not authorize or cause modifications or alterations to be made or attempted to be made to the Equipment during the period of this Maintenance Agreement, except as approved in writing in advance by contractor.
 - 7.3 Ordering activity shall, at the request of contractor service personnel, make the Equipment available, load remote diagnostics tests (if available), and permit contractor to access and control Ordering activity’s Equipment remotely.
 - 7.4 Ordering activity shall allow authorized contractor service representatives to inspect the Equipment periodically.

- 7.5 Except as approved in writing in advance by contractor, Ordering activity shall not perform, or cause to be performed, maintenance or repair to the Equipment during the term of this Maintenance Agreement by anyone other than authorized contractor service representatives, except for simple daily or weekly preventive maintenance according to the instructions of contractor.
- 7.6 Ordering activity shall use due care in handling and operating the Equipment according to the instructions of contractor.

NOTE 1: Equipment Maintenance Agreements are non-cancelable and non-refundable.

**Terms and Conditions Applicable to
Perpetual Software License
(SIN 132-12) And
Maintenance (SIN 132-34) of General
Purpose Commercial Information
Technology Software**

1. Inspection/Acceptance

- (a) The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.
- (b) Contractor warrants, to Ordering activity only, that Telemanagement Software shall be free from programming errors materially detrimental to the operation of the System in substantial conformity with the System Instructions for a period of 1 year from the Installation Date. Contractor's obligations under this warranty are limited solely to using its commercially reasonable efforts to correct Telemanagement Software or, at contractor's option, issue new Telemanagement Software free of programming errors determined by contractor to be materially detrimental to the operation of the System.
- (d) Contractor shall have no obligation pursuant to subparagraph (a), (b), if
- (i) the Equipment or Programs have been subject to abuse, improper installation or application, alteration, accident, or negligence in use, storage, transportation, or handling, and such actions or occurrences are not the fault of contractor;
 - (ii) the Equipment or Programs are used in combination or connection with other equipment, attachments, peripherals, supplies, or software not approved in writing by contractor;
 - (iii) installation, repair, adjustment, maintenance or other work on the Equipment or Programs is performed by ordering activity or any third party, unless the same shall have been expressly authorized in writing by contractor;
 - (iv) Ordering activity has not provided electrical service conforming to the National Electric Code and contractor's requirements; or
 - (v) Ordering activity fails to timely perform preventative maintenance on the Equipment as specified in contractor's operation manual. Warranty work performed by contractor pursuant to paragraph (a) or (b) shall be performed on regular business days and during contractor's regular business hours as promptly as reasonably possible following ordering activity's request. All requests for warranty fulfillment pursuant to paragraph (a) and (b) must be made during the warranty period as stated herein.
- (e) The foregoing limited warranties are in lieu of all other warranties of any kind whatsoever, express, implied, or statutory, including any implied warranty of merchantability or fitness for a particular purpose.

2. Pricing

Pricing for annual maintenance per the charges set forth in the Support Fee section of the pricelist.

3. Technical Services

- a. **INSTALLATION.** Installation is not included in the purchase price of software licenses. At the option of the ordering activity, installation services may be ordered from the Contractor or may be included as part of a set price for Telemanagement Software System Packages. See the current price list for system package descriptions that include installation.
- b. **TRAINING** Training is included in the purchase price of software systems. At the option of the ordering activity, training services may be ordered from the Contractor or may be included as part of a set price for Telemanagement Software System Packages. See the system descriptions for information on training.

- c. **TECHNICAL SUPPORT.** Technical Support is not included in the purchase price of software licenses. At the option of the ordering activity, technical support services may be ordered from the Contractor or may be included as part of a set price for Telemanagement Software System Packages. See the current price list for system package descriptions that include technical support.
- d. **DELIVERY/INSTALLATION.** Delivery and/or installation services available from the Contractor outside the scope of this contract) shall be provided as agreed to by the ordering activity and the Contractor. The prices listed on the price list include delivery to any location that is within the geographic scope of this contract, unless otherwise specified.
- e. **DOCUMENTATION AND MANUALS.** The Contractor shall furnish the ordering activity with one (1) copy of all documentation and manuals relating to the software products being installed/purchased that is normally provided commercially.

**TERMS AND CONDITIONS
APPLICABLE TO PURCHASE OF
TRAINING COURSES FOR GENERAL
PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY
EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Orders are processed as any other component of the Contractor. The Contractor and ordering shall coordinate any additional needs to accomplish training. Course descriptions are located within the pricelist and system descriptions.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year), size and location agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Technical Assistance Center (TAC) for refresher assistance and answers.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

Training detail covered in the System Description section of this pricelist.

Terms And Conditions Applicable To Information Technology (It) Professional Services (Special Item Number 132-51)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which

extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of

90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–

Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities

by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT SERVICES AND PRICING

Description of IT services are found in the price list.

USA Commitment To Promote Small Business Participation Procurement Programs

PREAMBLE

ISI Telemangement Solutions, Inc., provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.
To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **Tamar Aktur (847) 995-0002 Ext. 264**

**BEST VALUE
BLANKET PURCHASE
AGREEMENT
FEDERAL SUPPLY SCHEDULE**

BPA NUMBER _____

(CUSTOMER NAME)

BLANKET PURCHASE AGREEMENT

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)

_____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Agency Date

Contractor Date

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

PART NUMBER / SPECIAL BPA /PRICE

_____/_____

_____/_____

_____/_____

(2) Delivery:

DESTINATION DELIVERY SCHEDULES / DATES

_____/_____

_____/_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be

_____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE POINT OF CONTACT

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
- (a) Name of Contractor;
 - (b) Contract Number;
 - (c) BPA Number;
 - (d) Model Number or National Stock Number (NSN);
 - (e) Purchase Order Number;
 - (f) Date of Purchase;
 - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.

System Description

Infotel Select Desktop

Introduction

Infotel Select is ISI Telemangement Solutions, Inc.'s call accounting application for efficient and effective management of telecommunications usage and expenses. Infotel Select allows users to:

- Control and report on call activity
- Allocate costs back to user, department or extension
- Detect abuse, fraud and misuse
- Monitor trunk analysis

Best of all, as your company's requirements change, you can easily migrate to a more suitable configuration with minimal disruption. All Infotel Select configurations are built on the same powerful platform with consistent look, feel and reporting interfaces. The only thing that changes is where the application resides, who manages the process and how you access your reports. This ensures your investment in call accounting is preserved if your circumstances change.

Available Solution Deployment Options

Infotel Select may be deployed in a variety of ways to meet your call accounting needs while complimenting your preferences for staffing and funding the project. With Infotel Select, all the benefits of a flexible, feature-rich call accounting solution are available for installation as an onsite application, a web-based ASP (Application Service Provider) solution or a fully outsourced service. The following are descriptions of how Select may be deployed:

Onsite Deployment

Onsite configurations provide you with maximum control over the call accounting environment, as you are responsible for all aspects of product administration, on dedicated hardware at your facility. Infotel Select Onsite Call Accounting configurations utilize a dedicated customer-provided workstation or server platform and customer ownership of the software license. Onsite configurations support real-time processing of call activity. Infotel Select onsite call accounting is offered in two different configurations to accommodate customer size and desired features:

Infotel Select Desktop

Infotel Select Desktop is a comprehensive onsite call accounting solution for small to medium size organizations. Infotel Select Desktop may be sized to support up to 7500 stations, call storage volumes below two million calls and system access for one to five concurrent users in a network environment. Administrative and reporting access is accomplished through a traditional client-server user-interface with web browser interface options for all reports and selective administrative functions. Web browser-accessible functions include all reporting as well as Directory, Trunk Administration, Alarms and Trunk

Analysis. The application resides on a single desktop-class PC running Windows XP or Windows 2000/2003. Infortel Select Desktop uses the Microsoft Database Engine (MSDE) database, which is a royalty-free version of SQL Server. The lower cost of MSDE results in a more economical package for small to mid-sized configurations, while employing 32-bit technology for multi-tasking and superior speed of operation. For additional information, please see page 4.

Infortel Select Enterprise

Infortel Select Enterprise is a web-enabled onsite call accounting solution for larger companies with a higher number of sites, stations or users. Infortel Select Enterprise is also ideal for those companies who desire a platform that provides for future growth. It provides the power and scalability of a true multi-site, multi-user enterprise solution. Infortel Select Enterprise can handle a virtually unlimited number of clients and stations and accommodate a virtually unlimited number of calls based upon available server disk space. Administrative and Reporting access is accomplished through a Windows client-server interface with web browser interface options for all reports and selected administrative functions. Web browser-accessible modules include Reports On Demand, General Reports, Call Exploration, Directory, Trunk Administration, Alarm Options and Trunk Analysis. The application resides on multiple server class computers running Windows 2000/2003 and uses the full version of Microsoft SQL Server for optimal database capacity and performance. For additional information please refer to page 8.

Application Service Provider

Infortel Select ASP

Infortel Select ASP is a self-service call accounting solution hosted at ISI's data center with web-browser access for your administrative and reporting needs. ISI provides any necessary onsite data collection equipment, provides and hosts all data center hardware and software used for polling, processing, secure storage and reporting of call activity.

Experienced ISI staff retain responsibility for fundamental administrative functions including management of data collection, call costing and rate table updates, call processing, server support and data back-up.

Customer access is provided via the Internet using a secure web browser. In an ASP deployment the customer assumes primary responsibility for configuration, scheduling, production and distribution of all scheduled reports using Infortel Select's General Reports module. Authorized end-users may also run a variety of ad-hoc reports and search for specific call activity through two other Infortel Select reporting modules: Call Exploration and Reports On Demand. The customer, using Infortel Select's Trunk Administration module, performs periodic updates of trunk facility information. Review and maintenance of the extension/user/department database may be accomplished through customer access to Infortel Select's WebDirectory module or an automated database update process may be created based upon a customer-provided database source.

An assigned Customer Account Coordinator assists the customer in initial account set-up, provides end-user training and serves as the single point of contact for all ongoing support needs. For additional information on Infortel Select ASP, please go to page 16.

Outsourced Deployment Options

The following Infotel Select outsourced call accounting configurations provide an alternative to the purchase of hardware and software typically associated with implementation of call accounting while eliminating the burden of managing an onsite solution. ISI hosts and manages the entire process on your behalf; including generation and distribution of scheduled reports to minimize the burden on your resources. Web-browser access is provided for your ad hoc reporting needs. Infotel Select outsourced call accounting services are offered in three different configurations to accommodate your specific needs and desired level of involvement:

Infotel Select Corporate Security

Infotel Select Corporate Security is a low-cost outsourced call-logging service designed to provide businesses with an audit trail of corporate call activity and on-demand access to call history without the burden of administering a call accounting system. ISI provides any necessary onsite data collection equipment, and provides and hosts all data center hardware and software used for polling, processing, secure storage and reporting of call activity.

ISI's experienced staff is responsible for all administrative functions including management of data collection, call processing, server support and data back up. ISI also assumes primary responsibility for production and distribution of monthly traffic and usage reports to help identify potential abuse, misuse and fraud.

Customer access is provided via the Internet using a secure web browser. Authorized end-users may run a variety of ad-hoc reports and search for specific call activity through two of Infotel Select's web-based reporting modules: Call Exploration and Reports On Demand.

Outsourced Corporate Security does not utilize an extension/user/department database, call costing or trunk facilities inventory so maintenance of such information is not necessary.

An assigned Customer Account Coordinator assumes responsibility for management of the account from implementation through ongoing monthly reporting. The CAC configures the account, provides end-user training, checks monthly reports to ensure they are timely and accurate, and serves as the single point of contact for all ongoing support needs.

For additional information on Infotel Select Corporate Security, please go to page 18.

Infotel Select Advantage

Infotel Select Advantage is a comprehensive call accounting solution deployed in a fully-outsourced manner. ISI provides any necessary onsite data collection equipment, provides and hosts all data center hardware and software used for polling, processing, secure storage and reporting of call activity.

Experienced ISI staff are responsible for most administrative functions including management of data collection, trunk inventory updates, call costing and rate table updates, call processing, server support and data back-up. ISI also assumes primary responsibility for configuration, scheduling, production and distribution of pre-selected scheduled reports. The result is a turnkey call accounting solution with very limited demand on customer resources.

Customer access is provided via the Internet using a secure web browser. To supplement the scheduled reports generated and distributed by ISI, authorized end-users may run a variety of ad-hoc reports and search for specific call activity through Infotel Select's three web-based reporting modules: Call Exploration, Reports On Demand and General Reports. Review and maintenance of the extension/user/department database may be accomplished

through customer access to Infortel Select's WebDirectory module, or an automated database update process may be created based upon a customer-provided database source.

An assigned Customer Account Coordinator assumes responsibility for management of the account from implementation through ongoing monthly reporting. The CAC consults with the customer to understand objectives and preferences, assists the customer in gathering necessary information, configures the account, provides end-user training, checks monthly reports to ensure they are timely and accurate, and serves as the single point of contact for all ongoing support needs.

System Description

Infortel Select Desktop - How it Works

Infortel Select provides for automated collection of raw call detail records (CDR) from one or many telephone systems, wireless carriers and calling card vendors, enabling consolidated reporting and management of all telecom expenses through a single application. Call processing determines call destination, jurisdiction and accurate cost for each call record according to published tariffs and user-defined preferences. A variety of integrated reporting tools enable, produce and deliver telecom management reports to satisfy each of the traditional call accounting needs:

- Usage-based allocation of variable and fixed telecommunications expenses
- Identification of potential abuse or misuse
- Analysis of employee productivity
- Analysis of traffic and trunk utilization for troubleshooting and facility planning
- Investigation of corporate security concerns
- Permanent historical archive of call detail records

Central to the flexibility of Infortel Select, is its architecture. The Infortel Select solution is comprised of several functional modules that work in concert to deliver desired functionality:

- Control Center – Graphical display of call activity statistics and alarms
- WebDirectory – maintenance of the extension/user/department database
- Trunk Administration – maintenance of trunk facility inventory
- Call Exploration – web browser-based drill-down utility for call investigation
- Reports On Demand – simplified interface for ad-hoc web browser-based reporting
- General Reports – Comprehensive report scheduling interface for system administrators
- Call Pricing – Set-up and maintenance of how calls should be costed
- Process Scheduler – orchestrates sequence and timing of all applications processes

Because much of Infortel Select is written using Microsoft.net technology, the application is optimized for both client-server and web browser-based user interfaces. This is key to supporting various end-user access options consistent with possible methods of product deployment. Web browser user interface options enable secure intranet and Internet access for reporting and selected administrative functions. They also eliminate the need for

installation of proprietary client software on many end-user workstations and dramatically reduce end-user training needs. Infortel Select utilizes a MS SQL or MSDE database engine to provide a database infrastructure matched to the size and needs of each customer application.

Collection of raw call records from a customer-premise telephone system is accomplished through one of several methods, based upon the type of CDR interface supported by the manufacturer of the telephone system. In the case of a conventional PBX or key system, a buffer box (industry-standard pollable collection device) is connected to the phone system CDR port for local collection. Infortel Select retrieves data from the buffer box on a regularly scheduled basis via a dial-up or IP network connection. In a Voice over IP environment, Infortel Select supports a variety of manufacturer-specific collection methods utilizing IP connectivity through the LAN/WAN. ISI maintains CDR compatibility with all popular telephone systems capable of generating call detail records to ensure that Infortel Select may be used in any telecom environment, even a multi-site environment with a mixture of equipment from various manufacturers.

Infortel Select employs very flexible call costing utilities to accommodate virtually any customer objective. One may choose to apply rates from approximately 100 published tariffs representing most local and long distance vendors. Calls may also be costed based upon mark-up or discount of the published tariffs. Infortel Select also supports custom costing that allows creation of a user-defined or negotiated rate plan based upon pricing instructions for each call type. Common to all rate plans are regular rate table updates to ensure that changes or additions to country codes, area codes and exchanges are recognized for accurate resolution of call jurisdiction and destination city/state.

Itemization and assignment of expenses not directly associated with usage is made possible through Infortel Select's support for recurring and one-time equipment charges, overhead charges, miscellaneous debits and credits. Frequently-used charges may be defined to include quantity, part number, description and unit cost. Charges are assignable to individuals or cost centers as a whole. Infortel Select supports pro-rating of these charges for partial months. Overhead charges facilitate proportional allocation of selected non-usage expense to all users based upon relative usage.

Infortel Select's report interfaces offer unparalleled control and flexibility. Three different interfaces provide multiple levels of complexity and utility. *Call Exploration* is designed for administrative and authorized end-user access. It provides a simple drill-down exploration from summary information to individual call detail. *Reports On Demand* offers a selection of several popular report styles with user-definable criteria to facilitate generation of ad-hoc reports. *Reports On Demand* is intended for administrative access but still simple enough to be used by authorized end-users. *General Reports* provides ultimate report control and flexibility but are recommended for use by administrators or properly-trained 'power' users. Reports can be distributed to various destinations such as printers and disk drives or can be emailed to recipients in popular formats such as RTF, PDF and HTML. All report access is limited by definition of the access rights assigned to individual users. This ensures that end-users may only see call activity for those organizations or extensions they have security clearance to view.

Depending upon options purchased and the chosen method of deployment, end-user access to Infortel Select is accomplished through either a traditional Windows client-server interface or a secure web browser. In a multi-user environment, browser interface eliminates the need for installation of client software at each workstation, reduces end-user training requirements and enables remote access via intranet or Internet connectivity.

Maintenance of an accurate extension/user/department database is crucial for effective allocation of expenses back to responsible corporate entities. Infortel *Select's WebDirectory* interface is used for review and update of multiple levels of organizational hierarchy, persons assigned to each entity, extensions belonging to each person and maintenance of any line-item charges assigned to each person. The multi-tiered organizational directory may be tied to an external database source to facilitate automated updates and is LDAP compatible. Directory information can also be exported to external sources for use with a directory lookup, online directory or human resources application.

ISI offers expert product support and quality customer service through a service organization second to none in the industry. Project management, account coordination, installation and service staff from the National Technical Assistance Center and regional field offices work together to ensure a smooth installation and total customer satisfaction. Wherever possible, remote diagnostics are used for early detection and rapid resolution of any system performance issues.

On-Site Installation and Training Description

This option is ordered when ISI performs the installation and training of Infortel Select on the customer's premises. "Installation" includes the physical installation of the equipment, including a buffer box, if applicable. It also requires the ISI installer to configure the system, including entry of the trunk database information, and installation of a rate table. "Training" covers the basic operation of the system and is designed to be an overview of the functionality of the system. It is expected that the training will take place at the workstation. As many people as will comfortably fit around the monitor may be trained. An ISI installer is scheduled to be at a customer site for up to one and one half days (see times listed below).

Note: This description does not apply to Enterprise system installations.

Onsite Installation includes:

Approx. 4 hours

Approx. 6 hours with web modules

- ❖ Pre-Installation preparation by a Customer Account Supervisor
 - Includes verification that:
 - PC meets specifications
 - PBX has been prepared for a Call Accounting application
 - Necessary information for configuration has been provided, i.e. rate table information, trunking information
- ❖ Installation of Infortel Select software by ISI installer
- ❖ Configuration of the software
 - Includes trunk database entry

- Installation of rate table (for costing/identification of call records)
- ❖ Installation of the web modules, if applicable
- ❖ Installation of Buffer Box, if applicable
 - Includes installation of cable from buffer box to PC, if Direct Connection method is chosen.
 - Includes testing of Dial-Up Collection, if that option is chosen.
 - Includes testing of FTP/Network File Collection, if that option is chosen.
 - Includes changing settings, as appropriate, based upon PBX manufacturer and model, and CDR port configurations
- ❖ Installation of Remote Diagnostics Kit
 - Includes external modem
 - PCAnywhere 32
- ❖ Testing of Infortel for Windows software
 - Includes verification of:
 - Call Collection
 - Call Processing
 - Call Costing
 - Report Generation
 - Remote Connection access

Installation does not include:

- Installation of Operating System
- Installation of E-Mail client software
- Installation of CDR cable into PBX port
- Installation of modem phone lines
- Enabling of CDR on PBX
- Issuing commands to PBX to determine port configurations or to receive trunking information
- Extension Database entry (this option is available for an additional fee)

Onsite Training includes:

Approx. 4 hours

- ❖ Review of Infortel Select Features
- ❖ Overview of Call Processing
 - Data Collection
 - Data Processing
- ❖ Understanding of Monitors
 - Graphs of Volume or Cost
 - Visual Displays
 - Alarms
 - Options
 - Alarm Lists
- ❖ Administration
 - Including:
 - Passwords
 - Table Maintenance (Backup and Restore)
 - Purge Schedule

- Other Utilities/Tools
- System Configuration Options
- Pricing
 - Pricing Methods
 - Markups
- ❖ Call Processing
 - Reprocessing
 - Recosting
 - Processing Schedule
 - Processed Data
- ❖ System Databases
 - Directory
 - Trunk
 - Account Codes, if applicable
 - Phone Number ID, if applicable
 - Phone Number Translation
 - DNIS Codes, if applicable
- ❖ Reporting
 - Printing Graphical Reports
 - Categories
 - Making Selections
 - Report Parameters
 - Report Navigator
 - Sample Report
 - Sample Graph
- ❖ Import Wizard, if applicable
- ❖ Web Modules, if applicable

Training does not include:

- ❖ Training on Windows Operating Systems
- ❖ Training on any third-party software, i.e. Tape Backup software, email clients, etc.

Note: Circumstances dictate how any additional time may be spent. At times, additional time is needed to install the system. Other times, additional time may be spent on training.

System Description

Infotel Select Enterprise

Overview

ISI Telemangement Solutions, Inc.'s Infotel Select provides an easy-to-use, highly flexible means to control and report on telephone costs, monitor employee productivity, detect fraudulent conditions and monitor trunk activity. Infotel Select Enterprise uses the full version of Microsoft SQL Server and provides the power and scalability of a true enterprise database. Infotel Select Enterprise can handle a virtually unlimited number of clients and

stations and accommodate a virtually unlimited number of calls based upon server disk space.

Infortel Select Enterprise runs on the Windows 2000/2003 Server operating system. This system is geared toward larger companies with a higher number of sites, stations or users. Infortel Select Enterprise is also ideal for those companies that desire a platform that provides for future growth. Access to modules can be accomplished in multiple methods. Functions can be performed directly on the Infortel Select server. Workstations with proprietary client software can access the system, and the system also can be configured to allow access via optional web modules. These modules include Reports On Demand, General Reports, Call Exploration, Directory, Trunk Administration, Trunk Analysis, Alarms and Summarized Data Export.

Infortel Select Enterprise uses the power and flexibility of web access and client/server distributed computing. System administration and non-interactive processes (e.g., data collection and rating) run on high-performance, scalable Windows 2000/2003 servers while interactive processes (e.g., data entry, on-line queries, report definition) run on PC clients running Windows XP or Windows 2000/2003 or are accessed via the web browsers. Clients and servers communicate via TCP/IP.

Infortel Select Enterprise is comprised of various elements, which run in the background. These include the message collection application, which controls the automatic call record collection routine, the automatic report generator and Data Manager. To further enhance and complement security issues, these tasks run in Services. The main application, Control Center, can be selected from an icon on the desktop, server or accessed via the web, depending upon the system configuration.

Infortel Select Enterprise is configured for call record collection from traditional PBXs by employing a buffer box that serves as a call collection device and is polled by the Infortel Select application on an automatic basis either through FTP transfers or dial-up. Infortel Select interfaces to PBXs supplied by Nortel, Avaya, NEC, Siemens, Mitel, Toshiba, and other vendors. The system also supports networked PBXs and IP telephony solutions such as those offered by Cisco, 3Com, Nortel, Avaya and Alcatel.

Multi-Site Polling

Infortel Select can monitor an unlimited number of phone systems from a single location. This is accomplished by installing buffer boxes at each PBX location or by connecting via ODBC to IP telephony sites. The Infortel Select home site automatically retrieves call record information from each data source on a scheduled basis and deposits the data on the hard drive of the server. Infortel Select polls via modem and/or via LAN/WAN connections. Infortel Select can also accommodate information from other data sources, such as cellular and calling card activity.

FTP Polling

The Infortel Select Network Pollable Buffer acts as an FTP server, eliminating dial-up routines to buffer boxes and utilizing your existing Local or Wide Area Network. The FTP pollable buffer box collects SMDR over a serial cable from the local PBX (most PBXs do not have the ability to deliver data via FTP). The data is then stored in the buffer box's memory.

The buffer functions as an FTP server on the network. On a periodic basis, Infortel Select uses standard FTP commands and TCP/IP protocols to poll the information.

The FTP connection being referred to is between the box and Infortel Select. As stated above, direct serial communications exist between the PBX and the buffer box for SMDR transmission. You also must have end-to-end TCP/IP connectivity from the buffer box to the Infortel Select server or desktop either through their corporate WAN or dedicated Internet connection. Each box must also be assigned a static IP address.

Why use FTP polling? Network polling eliminates dial-up routines and telephone charges, and makes use of your existing Local or Wide Area Network. LAN/WAN connectivity also provides much faster data transmission and eliminates the potential problems and unreliability of dial-up modem connections. Faster transmission and lower telephone costs are important not only for domestic U.S. systems, but in particular, for polling data sources overseas.

Automatic collection eliminates data collection worries. User-defined parameters tell Infortel Select when and how to collect the call record data; Infortel Select does the rest. This process frees personnel from data entry tasks, saving time and money. FTP pollable buffer boxes are available to collect and store up to 1.6 million call records. There is no additional charge for the FTP polling feature, outside of the price of the buffer itself.

IP Data Collection

IP telephony is the newest trend in the telecommunications industry. With IP telephony, calls are transmitted over a company's own private network, bypassing the public-switched telephone network (PSTN). Telephony systems (such as CallManager offered by Cisco) that provide IP telephony, use a server-based application and IP telephones that provide very high quality voice transmission at a fraction of the cost of traditional PBX-based phone calls.

As telephone calls are actually being made, they need to be tracked and reported on, as with call detail records from traditional PBXs. The IP telephony systems produce information relative to calls being made and maintain this information in the server database. **VoIP View** is an optional software package designed specifically to accommodate these records for Cisco's CallManager IP telephony system. In addition to tracking standard call detail records, **VoIP View** tracks what is known as CMR—Call Management Records. CMR information provides statistics on various items, which let a network manager pinpoint Quality of Service (QoS) issues in their network. **VoIP View** collects the Call Detail and Management Records from Cisco's CallManager platform by querying the SQL Server database and transmitting the data to the Infortel Select workstation. The data is then reformatted and processed, providing the same call accounting capabilities available for traditional PBX call detail records.

ISI also supports other vendors' IP telephony solutions, such as Nortel's Business Communications Manager (BCM) or 3Com's NBX. Under Nortel's Feature Package 1, the BCM can be programmed to FTP call records. ISI configures the Infortel Select Headquarters server to function as an FTP server. On a daily basis, the BCM sends the data over to the Infortel Select server where the data is then processed. Collection from 3Com's IP telephony solution is performed using ODBC transfers. Collection from Avaya's IP systems can be accomplished in various manners. Regardless of the type of IP telephony

solution, ISI's Infortel Select system can be designed to accommodate call accounting and billing requirements for all types of companies.

Installation Services

For Infortel Select Enterprise systems, ISI takes a detailed approach to ensure complete customer satisfaction with successful system implementation:

Project Management and Installation:

ISI will assign an experienced project manager to ensure a completely successful installation. This individual will coordinate all activities relative to the installation of the system, from site survey, planning, data collection and installation through to testing and final acceptance. Experienced ISI Installation Technicians install and test all hardware and software and fully integrate the system to your network.

Data Conversion

ISI can easily convert existing user information from electronic media to the new Infortel Select database. The built-in Import Wizard allows user name, station and organizational information to be imported to the Infortel Select database eliminating the need for manual input.

Training

ISI instructors ensure that trainees learn the system management and system administration procedures necessary to effectively operate Infortel Select. Complete hands-on training is offered with certified technicians and includes topical discussions, hands-on activities and documentation.

Documentation

Every system includes a User Manual that explains overall system operations; how it works and why it works. Specific application procedures are incorporated in an extensive on-line help system that covers everything from basic commands to field lengths.

Customer Support

ISI's Customer Service Department provides user assistance with everything from maintenance procedures to remedial system maintenance. The National Technical Assistance Center is available from 7 am to 7 pm Central Standard Time, Monday through Friday, and is accessed via a toll-free number. Custom support plans, including 24 x 7 support, are also available.

ISI staffs TAC technicians that are dedicated to our Enterprise customers. They are trained on the Infortel Select application, SQL database, networking functions and data communications. They employ remote diagnostic routines for both the application as well as the buffer boxes. More than 98% of system issues are corrected in this manner. Field technicians are also available should an onsite visit be warranted.

Summary of Deliverables

Comprehensive Onsite Call Accounting Solution

Infortel Select Enterprise is ISI's full-featured call accounting solution for onsite deployment at medium to large organizations. Infortel Select facilitates collection, processing and reporting of telephone activity and provides all the tools for efficient management of the corporate telecom environment, including allocation of telecom expenses, monitoring employee productivity, abuse, misuse and fraud detection, traffic analysis, network planning, historical call archive and corporate security investigation. The following is a summary of Infortel Select Enterprise deliverables:

- Infortel Select Enterprise software - properly sized to support the desired number of stations and client users and ready for installation on customer hosted servers.
 - Data collection module to facilitate scheduled polling of raw CDR from most telephone systems through dial-up or network connected buffer boxes.
 - Data import utility to support import of call detail activity from wireless, calling card and Centrex providers.
 - Highly flexible call processing and rating engine to ensure proper identification of call types and application of desired call cost based upon site-specific and trunk facility specific cost per minute, cost per call, published tariffs or custom rate plans.
 - Client interface to General Reports module offering over fifty different report styles. Includes summary, detail, organizational, analytical and tenant billing reports with user-definable report criteria, on-demand and scheduled report generation, automated email distribution and custom reporting tools.
 - Trunk Analysis utility for on-demand evaluation of trunk facility usage, level of service, number of required trunks and "what-if" modeling to assist in network planning.
 - Integrated directory database module to facilitate maintenance of organizational level hierarchy, extensions, users and departments. Includes an import wizard to configure and automate periodic database updates from an external application or LDAP compatible directory.
 - Reporting of non-usage charges such as recurring or non-recurring equipment charges, line charges, MAC/software changes and any other credits or debits to be allocated to users.
 - Integrated alarm detection and notification for potential abuse, misuse and toll fraud.
 - Trunk administration module for maintenance of the trunk facilities inventory.
 - Data export utilities to facilitate sharing of costed call detail or summary data with external applications such as spreadsheets, databases, general ledger or time and billing applications.
- Web browser interface options facilitate intranet or Internet based application access for remote administration and reporting. This eliminates the need for client software at each workstation and minimizes the need for end-user training.
 - **Call Exploration:** simple drill-down method of accessing historic call activity from the company level all the way down to individual users call detail.

- **Reports on Demand:** a selection of the ten most popular report styles combined with user-defined criteria and save options. Designed to give departmental managers ad-hoc reporting capability for their departmental usage and expenses.
- **General Reports:** same comprehensive collection of reports and options offered in the client reports interface but web browser enabled for remote access.
- **Web Directory:** same directory database application available in the client interface for maintenance of organization hierarchy, extensions and users but web browser enabled for remote access.
- **Trunk Administration:** web browser interface to the standard client-server Trunk Administration module
- **Alarms:** web browser interface to the standard client-server Alarm Options module
- **Trunk Analysis:** web browser interface to the standard client-server Trunk Analysis tool, allowing "what if" modeling for anticipated traffic load increases or decreases
- Properly sized buffer box hardware necessary to support real-time collection and temporary onsite storage of CDR produced by PBX platforms with RS232 serial port interface. Supports dial-up or network polling as desired.
- VoIP CDR utilities for collection of CDR produced by telephone systems with a proprietary TCP/IP or ODBC CDR interface.
- VoIP View reporting software for Quality of Service reporting in supported voice over IP environments.
- Remote polling software to support collection of CDR from multiple remote locations.
- Rate table subscription service provides quarterly location and tariff table updates to ensure proper call jurisdiction resolution, destination identification and accurate determination of call cost for tariff based rate plans
- Annual maintenance and support agreement provides for expert technical assistance from ISI's National Technical Assistance Center with both software and buffer box related issues. Includes guaranteed response times, problem escalation infrastructure and advance replacement depot repair on buffer box hardware.
- ISI system installation and project management provides a package of professional services to ensure each Infortel Select Enterprise solution is installed and configured to meet and exceed customer expectations.
- **Site Survey:** The ISI Project Manager conducts a survey of the customer facilities to identify site and system requirements, installation tasks and specific responsibilities for ISI and the customer
- **Project Management:** The ISI Project Manager creates and manages the entire installation process through a detailed project plan with mutually agreed upon timetables and milestones to ensure a timely cutover and complete customer satisfaction for the home site and remote locations.
- **Customer Server Integration:** ISI works with customer network staff to ensure server(s) to be used in the Select solution are properly equipped and configured to host the ISI application and appropriately integrated into the customer network to support the desired activities.
- **Installation:** An ISI Technician performs the onsite installation of Select Enterprise software and applicable buffer box hardware.

- **Software Configuration:** ISI imports extension and user and organization hierarchy information from a properly formatted electronic source, configures the trunk inventory, implements desired call costing and establishes CDR parsing.
- **Testing:** ISI tests all system components for proper operation and validates application configuration to ensure desired results.
- **Training:** ISI provides onsite training of a system administrator and end-users on proper use of the Infortel Select application.

Infortel Select Enterprise Installation and Training

This is ordered when ISI performs the installation and training of Infortel Select on the customer's premises. Installation includes the physical installation of the equipment, including a buffer box, if applicable. It also requires the ISI installer to configure the system, including entry of the trunk database information, and installation of a rate table. Training covers the basic operation of the system and is designed to be an overview of the functionality of the system. An ISI installer is scheduled to be at a customer site for approximately four and one half days (see times listed below).

Onsite Installation includes:

Approx. 3 days

- ❖ Pre-Installation preparation by a Project Manager
 - Preparation of an extensive Site Survey, which may include the following:
 - Verification that Server(s) and Workstations meet specifications
 - Verification that the PBX has been prepared for a Call Accounting application
 - Identifying availability of power, the location of the server and workstations, and other information pertinent to the installation site(s).
 - Determining with the customer, the identification of roles and responsibilities for the provisioning of communications facilities.
 - Gathering of the necessary information for configuration including rate table information, trunking information, other dataload information, such as directory hierarchy and database, dialing patterns, specific pricing configuration requests, etc.
 - Reviewing requirements for any ordered software modifications
- ❖ Installation of Infortel Select software by ISI installer
- ❖ Configuration of the Infortel Select software
 - Includes trunk database entry
 - Installation of rate table (for costing/identification of call records)
 - Installation of other dataload information, including specific pricing configurations (billing classes and billing descriptions)
 - Installation of the directory database, including the proper security assignments
- ❖ Installation of the web modules, if applicable
- ❖ Installation of Buffer Box, if applicable
 - Includes installation of cable from buffer box to PC, if Direct Connection method is chosen.
 - Includes testing of Dial-Up Collection, if that option is chosen.
 - Includes testing of FTP/Network File Collection, if that option is chosen.

- Includes changing settings, as appropriate, based upon PBX manufacturer and model, and CDR port configurations
- ❖ Installation of Remote Diagnostics Kit
 - Includes external modem
 - PCAnywhere 32
- ❖ Testing of Infortel Select software
 - Includes verification of:
 - Call Collection
 - Call Processing
 - Call Costing
 - Report Generation
 - Email report generation
 - Web access (for web modules)
 - Remote Connection access

Installation does not include:

- ❖ Installation of Operating System
- ❖ Installation of E-Mail client software
- ❖ Installation of CDR cable into PBX port
- ❖ Installation of modem phone lines
- ❖ Enabling of CDR on PBX
- ❖ Issuing commands to PBX to determine port configurations or to receive trunking information
- ❖ Extension Database entry

Training requirements are reviewed with the customer prior to the installer's on-site arrival and again prior to the start of the training sessions, to tailor the sessions to the appropriate audience and to address and specific training needs.

Onsite Training includes:

Approx. 1 ½ days

- ❖ Review of Infortel Select Features
- ❖ Overview of Call Processing
 - Data Collection
 - Data Processing
- ❖ Understanding of Monitors
 - Graphs of Volume or Cost
 - Visual Displays
 - Alarms
 - Options
 - Alarm Lists
- ❖ Administration
 - Including:
 - Security and Passwords
 - Table Maintenance (Backup and Restore)
 - Purge Schedule
 - Other Utilities/Tools
 - System Configuration Options
 - Pricing
 - Pricing Methods
 - Markups
- ❖ Call Processing
 - Reprocessing
 - Recosting
 - Processing Schedule
 - Processed Data
- ❖ System Databases
 - Directory
 - Trunk
 - Account Codes, if applicable
 - Phone Number ID, if applicable
 - Phone Number Translation
 - DNIS Codes, if applicable
- ❖ Reporting
 - Printing Graphical Reports
 - Categories
 - Making Selections
 - Report Parameters
 - Report Navigator
 - Sample Report
 - Sample Graph
- ❖ Import Wizard, if applicable
- ❖ Web Modules, if applicable
- ❖ SQL tools for routine maintenance, including SQL Enterprise Manager for backups
- ❖ Review of any custom implementations, if applicable

Training does not include:

- ❖ Training on Windows Operating Systems, SQL, etc.
- ❖ Training on any third-party software, i.e. Tape Backup software, email client software, web browsers, etc.

Note: Circumstances dictate how any additional time may be spent. At times, additional time is needed to install and test the system functionality. Other times, additional time may be spent on training.

Product Description

Infotel Select ASP

Comprehensive Self-Service Call Accounting

Infotel Select ASP is a comprehensive call accounting solution deployed in an Application Service Provider (ASP) environment. ISI provides any necessary onsite data collection equipment and provides and hosts all data center hardware and software used for polling, processing, secure storage and reporting. Collected call activity is processed daily and posted to ISI-hosted web servers available for on-demand reporting.

Customer access to the application is provided via the Internet using a secure web browser. With Infotel Select ASP, the customer assumes primary responsibility for configuration, scheduling, production and distribution of all scheduled reports using Infotel Select's **General Reports** module. Authorized end-users may also run a variety of ad-hoc reports and search for specific call activity through two other Infotel Select reporting modules: **Call Exploration** and **Reports On Demand**. Periodic updates of trunk facility information are performed by the customer using Infotel Select's **Trunk Administration** module. Review and maintenance of the extension/user/department database may be accomplished through customer access to Infotel Select's **Directory** module or an automated database update process may be created based upon a customer-provided database source. "What if" modeling can be performed in the **Trunk Analysis** module, allowing load factor modifications to be entered to view the affect on trunk configurations should traffic increase or decrease.

Experienced ISI staff retain responsibility for fundamental administrative functions including management of data collection, call costing and rate table updates, call processing, server support and data back-up.

An assigned Customer Account Coordinator assists the customer in initial account set-up, provides end-user training and serves as the single point of contact for all ongoing application support needs

Standard Infotel Select ASP Services

- Use of an ISI provided pollable onsite collection device for placement at each site, properly sized, to collect call detail records generated by the phone system (conventional PBX or VoIP equipment).
- Nightly polling of desired call detail records from each onsite collection device.

- Daily validation of polled call records and collection device performance for early detection and rapid resolution of potential data collection problems.
- Processing of call activity collected from phone systems based upon site-specific and trunk facility specific cost per minute, cost per call, published tariffs or custom rate plans.
- Automatic update of rate table databases to utilize the most current area code/exchange info, ensure proper resolution of call jurisdiction and accurately apply published tariffs.
- Processing of call activity from non-PBX sources such as calling card, wireless, Centrex, voice mail and remote network access as provided by respective vendors.
- Unlimited use of ISI's Web Directory interface for customer-initiated maintenance of the extension/user/department database or support for development of an automated directory update process from a customer-provided directory database source.
- Reporting of non-usage charges such as recurring or non-recurring equipment charges, line charges, MAC/software changes and any other credits or debits to be allocated to users.
- Electronic Data Interface output to support a feed to a general ledger accounting system.
- Unlimited use of ISI's three web browser report interfaces for customer initiated ad-hoc reporting. Costed call activity is updated each business morning and remains available on-line for at least three months:
 - **Call Exploration:** an easy-to-use tool for review of call activity by organizational entity summarized by call type. It provides for speedy "drill-down" exploration from a high level summary to individual call detail.
 - **Reports On Demand:** a selection of popular report styles designed to give managers ad-hoc reporting capability for review of their departmental usage and expenses as well as the tools for user defined research of call activity at summary, detail and exception levels.
 - **General Reports:** a comprehensive reporting tool for system administrators and 'power users' to run, schedule and distribute their own reports. Includes 50+ report styles and an exhaustive selection of filters, criteria and options to create and save custom reports.

Expert Customer Support

A Customer Account Coordinator is assigned to each client as the primary point of contact. This individual is key to the success of the ASP solution as he or she is charged with the mission of understanding each clients needs and ensuring that those needs are met. CAC assignments are typically permanent, to ensure continuity of account management from installation through ongoing monthly processing. The CAC conducts a kick-off meeting with client representatives in order to identify project objectives, review the implementation process, identify responsible parties and establish a delivery timetable. The CAC coordinates all installation/activation activities to ensure a timely and successful implementation. The CAC works with the client in a very consultative manner to ensure that the outsourced call accounting services are configured in a manner to best meet the client's needs. The CAC provides all necessary training, ongoing application assistance and even helps with initial set-up of desired reports. In fact, the CAC works so closely with the client that they typically

are viewed as an extension of the client's telecom staff. A technical services staff that is responsible for management of the polling process, server maintenance, network infrastructure and any necessary custom programming or development backs up the CAC.

Database Management

ISI provides unlimited customer access to a web-based, ISI-hosted database management application called WebDirectory. Through WebDirectory, authorized users enter the results of completed adds, moves and changes activity to ensure that call accounting reports accurately reflect current extension, user and department information. WebDirectory also provides support for entry and maintenance of recurring equipment charges, miscellaneous one-time charges and credits to be reflected on the reports, as well as email addresses used for automated report distribution.

Alternatively, ISI supports automated directory updates through a file feed, interface or integration to an existing customer provided facilities management, human resources or other directory database. Where possible, ISI staff will create and manage an automated update process based upon customer specifications, required call accounting fields and available information.

Optional Infortel Select Deliverables

Daily Reporting of Undesirable Call Activity

TrunkWatch provides daily reports on call activity outside of customer-defined thresholds of acceptability and abnormal trunk facility utilization. Upon completion of each day's polling, call activity is screened for excessive quantity and duration for each of the defined call types. A report is sent to the designated recipient via email each business morning with a summary and detail on potential fraud, abuse or misuse.

Real-Time detection and notification of undesirable call activity

FraudAlert provides *immediate* notification of call activity indicating fraud, abuse or misuse. As the onsite collection device receives call records from the PBX, they are compared to a customer-defined list of alert conditions. Call activity exceeding acceptable thresholds causes a message to be sent to a designated alpha-numeric pagers or email address identifying the offending site, alarm type and listing the call records that caused the alarm.

Upgraded polling frequency

When daily updates of reportable call activity are not enough, Frequent Polling ensures that data collection, processing and posting of call activity occurs several times during the business day. With costed call records updated every few hours, web reporting can be used for timelier monitoring of telephone activity.

Product Description

Infortel Select Corporate Security

Infortel Select Corporate Security is an outsourced call-logging service designed to provide businesses with an audit trail of corporate call activity, scheduled monthly reports and on-demand web browser access to call history without the burden of administering a call accounting system. Because *Infortel Select Corporate Security* is a fully outsourced service,

ISI provides the necessary onsite data collection equipment, hosts the computer infrastructure to support the application and manages the entire process for the customer. Yet the customer retains full access to their data for reports and searches through a secured web browser interface

Data Collection

Collection of raw call detail records from a PBX or Key telephone system is accomplished by ISI providing and installing a pollable data collection device at the location of each telephone system. Infortel Select supports a variety of industry-standard, restricted-access, and pollable devices sized to ensure several days of on-site data storage capacity. On a nightly basis, the Infortel Select host computer initiates a call to each site to "poll" raw call records from the collection device. Data compression and error checking protocols are utilized in the polling process to maximize polling efficiency and data integrity. Internet-based FTP polling is also supported and may be used where appropriate. Polling results are reviewed daily to ensure rapid detection and resolution of problems including PBX-based difficulties such as interrupted data flow or incorrect time and date information. Call records from Centrex providers, wireless service providers and long distance, SDN/VPN or calling card carriers may be also be collected via remote polling, electronic transfer, CD-ROM or magnetic media to provide consolidated reporting of all telecom usage.

Call Processing

Once received by the host computer, call records are processed to resolve call jurisdiction, destination city, state or country and costed to reflect standard tariff rates. Infortel Select supports call costing by published tariffs of most major carriers, postalized rate plans and flat rate per minute costing. Rate tables are updated on a monthly basis to ensure the most current information on area codes and exchanges is used to classify and cost calls.

Web Reporting

As calls are processed they become available for customer review and reporting using Select's two web reporting interfaces – *Call Exploration* and *Reports On Demand*. Both provide a secure web-browsing environment from an Internet connected desktop through Microsoft Internet Explorer and employ 128-bit SSL encryption. Authorized end users are assigned a user ID and password which provides unlimited 24x7 access to both reporting tools.

Call Exploration delivers quick and easy summary of call activity by call type with point and click drill-down to station summary and call detail. Optional filters may be applied to restrict results by date range, home site, data source, call type, cost or duration. Results are displayed on screen in HTML format with the option to print or may be emailed to others in HTML format.

Reports On Demand offers a menu of 10 report styles and an expanded selection of report filters, summary options and sort criteria to facilitate production of more complex reports for specific uses. Report styles include detail by extension, trunk and account code, call record search, summary by extension, trunk and account code, exception reports for high cost calls, long duration calls, international calls, after hours calls and frequently dialed numbers. Results are displayed on screen in HTML or PDF format with the option to print or save a copy and may be emailed to others in HTML, PDF or RTF formats.

Monthly Reporting

Call detail activity is retained on-line for web based reporting for a period of at least 3 months. At the conclusion of each reporting month, a selection of standard corporate security management reports are produced by ISI and delivered to the customer. Additionally, an archive of the month's call activity is provided on CD-ROM as a permanent historical record of the month's call activity.

Standard monthly management reports include the following:

- Trunk Utilization Summary
- Trunk Analysis
- High Volume Calls
- Summary by Area Code / Exchange
- High Cost / Duration Calls
- International Calls

Managed Services

Experienced ISI staff is responsible for all administrative functions including management of data collection, call processing, server support and data back up. ISI also assumes primary responsibility for production and distribution of scheduled monthly reports to help identify potential abuse, misuse and fraud.

An assigned ISI Customer Account Coordinator assumes responsibility for management of the account from implementation through ongoing monthly reporting. The CAC configures the account, provides end-user training, checks monthly reports to ensure they are timely and accurate and serves as the single point of contact for all ongoing support needs.

ISI offers expert product support and quality customer service through a service organization second to none in the industry. Project management, account coordination, installation and service staff from the National Technical Assistance Center and regional field offices work together to ensure a smooth installation and total customer satisfaction. Wherever possible, remote diagnostics are used for early detection and rapid resolution of any system performance issues.

Optional Services

The following optional services may be added to Infortel Select Corporate Security to provide additional benefit:

- The Frequent Polling Option ensures call activity is collected and made available for web reporting several times during the business day.
- TrunkWatch provides for daily reports on call activity exceeding customer-defined thresholds of acceptability. Reports are emailed directly to designated recipients each business morning to identify potential abuse, misuse and fraud.
- FraudAlert provides for real-time notification of call activity exceeding customer-defined thresholds of acceptability. Alarms are sent to a designated alphanumeric pager immediately upon occurrence.

Infotel Select Corporate Security enhances your corporate security effort with reliable data collection, permanent archive of corporate call activity, automated monthly management reports, 24X7 on-demand web reporting access and toll fraud detection services.

OTM Installation Services Overview

ISI provides onsite software installation, end-user training and ongoing remote support, including rate table subscription services, for Premium packages of OTM. These include the following packages:

- Common Services/Security Management
- Telecom Billing System (Call Accounting)/Accounting Management (General and Enhanced)
- Station Administration
- Traffic Analysis/Enhanced Performance Management
- Call Tracking
- ESN Analysis and Reporting Tool/Premium Configuration Management
- Fault (Alarm) Management
- Maintenance Windows/Enhanced Configuration Management
- LDAP Synchronization
- Access Server/Virtual Terminal Server
- ITG 2.xx Trunk Card, IP Telephony 3.xx Line Card, and IP Phone activation
- Succession Communication Server for Enterprise 1000 Element Management

In addition, ISI offers remote installation of OTM version upgrades, with applicable end-user training and ongoing remote support. Additional hardware/software components such as remote diagnostic software (PCAnywhere), modem(s) and buffer box(es) can be purchased from and supported by ISI. Support is available for the OTM packages listed above and any ISI-supplied hardware and software.

What ISI Does Not Provide

- Order of OTM software from Nortel
- Nortel PBX training
- Configuration of PBX ports

Order Procedures

- Ordering activity designs and specifies OTM application in accordance with accepted practices and procedures of ordering activity.
- Ordering activity may utilize the ISI Services Pricing Sheets for quotation of installation and service available from ISI.
- Ordering activity may contact ISI for quotation for ISI OTM Support Services.
- Ordering activity places order for OTM applications software.
- Ordering activity issues a purchase order to ISI and completes scope of work.
- Ordering activity Project Management and ISI exchange pre-installation information and establish mutual project management roles.
- ISI schedules installation and training with Ordering activity Project Management, typically within 30 days of request or agreed upon date.
- ISI bills ordering activity upon completion and acceptance.

Billing Procedures

- ISI invoices Ordering Activity for ISI services.

Training Procedures

- End user training will take place at the customer premises.
- Training courses for each OTM package are provided on site at the time of the installation visit by ISI. Training on the Common Services package will always be performed when training is ordered. Training on functional packages is designed to allow the customer to routinely administer and maintain the system and to create basic reports. The terminology and concepts contained in Nortel Course #200 (Meridian 1 Options 11-81 Familiarization) are required of those being trained, and are not covered by ISI.

Training Contents

1 Common Services

1.1 System Properties Worksheet-Adding Sites & Systems 1.2 System Modem Scripts
1.3 Event Notification 1.4 Security 1.5 Utilities 1.6 Reports 1.7 Print Setup 1.8 Help
1.9 M1 System Menu 1.10 Section Review Questions 1.11 Section Review Answers

2 Station Administration

2.1 The View Menu 2.2 The Synchronize Menu 2.3 The Forms Menu 2.4 Adding
Phones
2.5 Swapping Phones 2.6 Searching the OTM Database 2.7 Global Updates 2.8
Reports
2.9 CPND/Name Administration 2.10 LIST Manager 2.11 Section Review Questions
2.12 Section Review Answers

3 OTM Telecom Billing System

3.1 Verifying Proper Data Connections 3.2 Communication Configuration
3.3 Manual Data Collection 3.4 Scheduling Data Collection 3.5 Location Books
3.6 Rate Tables 3.7 Telephone Configuration 3.8 Costing Data 3.9 The Call Database
3.10 The Organizational Hierarchy Editor 3.11 The Employee Editor 3.12 Reports
3.13 General Cost Allocation System 3.14 Consolidated Reports System
3.15 Allocating Equipment Costs with GCAS 3.16 Section Review Questions
3.17 Section Review Answers

4 Traffic Analysis and Reporting

4.1 Traffic Setup 4.2 Scheduling Traffic Collection 4.3 The Traffic Database
4.4 The Profile Editor 4.5 The Filter Editor 4.6 Reports 4.7 Graphs 4.8 What-if
Scenarios
4.9 Section Review Questions 4.10 Section Review Answers

5 Call Tracking

5.1 Real Time Menu 5.2 Alarm Definitions 5.3 Alarm Setup Information 5.4 Filters

- 5.5 Display Information 5.6 Section Review Questions 5.7 Section Review Answers
- 6 Electronic Switched Network
 - 6.1 ESN Setup Wizard 6.2 Databases 6.3 ESN Properties
 - 6.4 Coordinated Dialing Plan (CDP) 6.5 Indexes 6.6 Uniform Dialing Plan Translation Tables
 - 6.7 Synchronizing With the PBX 6.8 Global Updates 6.9 Update V&H Table
- 7 Maintenance Windows
 - 7.1 Core CPU 7.2 I/O Ports 7.3 Network Groups 7.4 Network Loops 7.5 PE Shelves
 - 7.6 PE Cards 7.7 PE Units 7.8 Inventory
- 8 OTM Web Navigator
 - 8.1 Equipment 8.2 Web Administration 8.3 Web Station Administration 8.4 Web TBS
 - 8.5 Virtual System Terminal 8.6 Web Maintenance Pages
- 9 ITG Services
 - 9.1 ITG ISDN IP Trunks 9.2 ITG IP Telephony

Installation Procedures

ISI confirms with ordering activity Project Management that all tasks required for installation and other necessary data including port configurations, PC requirements and data formats are completed. An ISI installer/trainer installs OTM at the end-user site after verifying that all prerequisite conditions are met.

Caution: Additional charges may apply if a return visit, or longer stay at the ordering activity's site is necessary due to missing or faulty, non-ISI supplied hardware/software, lack of customer availability for training or failure to have met all prerequisite conditions (see above).

Support

The software support period begins after ISI has completed on-site training and is renewable at the end of each twelve-month period. The first thirty days are considered a "training warranty period" and remote technical assistance is provided at no additional charge. An Annual Software Support Agreement may be included in the contract with ordering activity (if purchased) and provides unlimited telephone support from the ISI Technical Assistance Center during normal business hours:

7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday, excluding holidays.

The following toll free support line is available to provide technical support: 1-800-326-6183

- Support includes operational assistance such as answers to technical questions, system operation help and support for installation of tariff updates and software maintenance issues
- The ISI Technical Assistance Center is available for ordering activity not covered under an Annual Software Support Agreement at the then current Time and Materials (T&M) rates. Ordering activity's are entitled to a 50% discount off the "list" T&M rates.
- All hardware components (PC, Buffer Box, Modems) covered by an Annual Hardware Depot Support Agreement are replaced on a "depot" basis. Replacement

components are sent overnight to the customer site and followed with telephone support to assist the customer. Defective components are returned to ISI.

- Systems that have been corrupted or rendered inoperative by: computer virus, system crash, power fluctuations, hard disk errors or any other PC or network problems including modems, are not covered by the Annual Software Support Agreement. ISI will provide telephone support for a system that has been damaged by any of the above means, at the then current Time and Materials (T&M) rates. Ordering activities are entitled to a 50% discount off the "list" T&M rates.
- Onsite service is not provided under the Annual Software Agreement but can be arranged on a quoted basis.
- Adding additional site(s) or modules after this agreement is in effect, requires the purchase of additional software support agreement(s) to ensure support coverage for the additional site(s)/modules.

Rate Tables

ISI provides V&H rate table tariffs to work with OTM and support many long distance billing plans. A basic MTS (Measured Toll Service) table provides local, intrastate and interstate costing. Some customers may need a more detailed service plan. In these cases, to reflect more accurate billing, a Custom rate table may be ordered.

Call Storage Units

ISI installs and supports MDR-2000, MDR-2000e, Pollcat III, and Netlink buffer boxes and U.S. Robotics modems (56k internal, 56k external) for the Ordering activity. ISI includes cables necessary for normal installation, with the purchase price of the buffer boxes and U.S. Robotics modems.

Modems

Modems, which provide remote access to call storage units and the OTM system, and associated direct access modem telephone lines, are required for all installations and ongoing support.

Telecom Services Analysis

Wireless Management — Manage and optimize these costs through an ongoing fee-based outsourced service for wireless management. Utilizing an online management software tool, we provide and implement monthly recommendations to optimize your rate plans, allocate costs according to your company's guidelines, and provide reports to facilitate better management and cost reduction.

Invoice Management — Utilize our invoice management services, which include validating charges, implementing corrections and changes with vendors, allocating costs according to your company's guidelines, paying invoices, if you desire, providing reports to facilitate better management and cost reduction, and analyzing invoices, contracts and activities to identify substantial savings opportunities.

INFORTEL SELECT

Infotel Select collects data from various telecom sources for consolidated reporting - including call detail from multiple telephone systems, wireless carriers and calling card vendors. Calls are rated and allocated to responsible parties, and management reports identify abuse, misuse and activity indicative of waste.

For additional product information visit WWW.ISI-Info.com or call 1-800-366-6550

INFORTEL SELECT DESKTOP SOFTWARE

Includes Call Accounting Software, 1-year rate table subscription for one tariff, PCAnywhere remote diagnostics software, modem and 25' CDR Cable, one year software support and installation.

An example of common configuration for typical system:

Select 2500 software(includes 1 yr subscription for rate tables, 1 yr service support)

Buffer box - typically a 2MB (if single site) or

proper interface for IP Telephony solutions x number of data sources

Optional software: Web bundle

PC (if purchased through ISI)

For additional information contact ISI,Inc. at the above contact number.

Infotel Select Desktop	GSA Price in USD	GSA Part Number/GSA SIN	
Infotel Select 100 Stations	\$4548	035000	132-33
Infotel Select 250 Stations	\$5318	035001	132-33
Infotel Select 500 Stations	\$6534	035002	132-33
Infotel Select 1000 Stations	\$8600	035003	132-33
Infotel Select 2500 Stations	\$11682	035004	132-33
Infotel Select 5000 Stations	\$15342	035005	132-33
Infotel Select 7500 Stations	\$17269	035006	132-33

MISCELLANEOUS

Installation Add-on Fee for installation in Alaska, Hawaii, Puerto Rico and the US Territories	\$1000	035007	132-12
Re-stocking fee for ISI software (This is charged if the order is cancelled prior to shipping.)	15% of order value	035008	132-12
Re-stocking fee for returned hardware and non-ISI software. (This is charged if the order is cancelled prior to shipping.)	15% of order value	035009	132-12
Expedite Fee - Charged for requesting installation within 2 weeks after receipt of order. Requires ISI Installation Management approval.	\$860	035010	132-12

Infotel Select Desktop Web Bundle	\$2736	035011	132-33
<p>SPECIAL 3-COM PACKAGE FOR INFOTEL SELECT DESKTOP SOFTWARE 3-Com Polling is used to collect from 3-Com NBX systems. It requires the IP address of the NBX system, the billing password, and the billing user name</p>			
Infotel Select 3-COM 100	\$3482	035012	132-33
Infotel Select 3-COM 250	\$4089	035013	132-33
Infotel Select 3-COM 500	\$4969	035014	132-33
<p>REMOTE POLLING SOFTWARE Data Collection utilities support a direct connection to the PBX, Remote Polling via Modem, External Data Buffer, FTP polling, or network (file) collection. In the case of Remote Polling via Modem, a buffer box is used.</p> <p>(Order 1 per site) for Infotel SELECT Desktop Systems Remote polling software is used to perform either dial-up or network polling of a PBX or key system. Both the software and activation must be ordered for each PBX or key system beyond the first home site. If additional sites are added after the initial installation, all activation will be performed remotely. Remote polling software is not required for IP Telephony switches</p>			
Remote Polling Software (Order 1 per site)	\$429	035015	132-33
<p>INFOTEL SELECT PBX CONFIGURATION (New) Configures Select to existing PBX for non-supported PBX types. Contact ISI to see if an interface exists for your switch make and model. Order 1 per site</p>			
Infotel Select PBX New Switch Configuration	\$2247	035018	132-12
<p>CALL ACCOUNTING BUFFERS (Desktop & Enterprise) Call accounting buffers are storage devices that are used to temporarily store call record data. The call accounting software then collects (polls) this data at intervals set by the user.</p> <p>To determine your best fit in Buffer Box performance contact ISI Telemangement Solutions, Inc.</p> <p>Western Telematic call accounting buffers are optional at the home site. These buffers cannot be used to poll data over LAN or WAN. For larger sizes, please see the dial-up/FTP buffers shown below.</p>			
512K Buffer with Modem (12,700 Calls)-HOSPITALITY ONLY - WTI MPC-500	\$675	035500	132-8
512K Buffer with Modem (12,700 Calls) - WTI MPC 500	\$1446	035501	132-8
<p>DIAL-UP/NETWORK POLLABLE BUFFERS FOR THE HOME SITE The Western Telematic buffers listed below can be used for both dial-up and FTP network polling. Each buffer includes a 33.6 modem and an Ethernet card.</p>			
512K (12,700 Calls) - WTI Netlink, Jr.	\$1666	035502	132-8
Special 512K (12,700 Calls) - WTI Netlink, Jr.-Hospitality customers only	\$1291	035503	132-8
2MB (50,000 Calls) - WTI Netlink	\$2066	035504	132-8
4MB (100,000 Calls) - WTI Netlink	\$2551	035505	132-8
8MB (200,000 Calls) - WTI Netlink	\$2666	035506	132-8
16MB (400,000 Calls) - WTI Netlink	\$3153	035507	132-8
32MB (900,000 Calls) - WTI Netlink	\$4125	035508	132-8

DIAL-UP/NETWORK POLLABLE BUFFERS FOR REMOTE SITES			
The Western Telematic buffers listed below can be used for dial-up and FTP network polling. Each buffer includes a 33.6 modem and an Ethernet card. Includes a single rate table subscription for the remote site.			
512K (12,700 Calls) - WTI Netlink, Jr.	\$2304	035509	132-8
2MB (50,000 Calls) - WTI Netlink	\$2703	035510	132-8
4MB (100,000 Calls) - WTI Netlink	\$3192	035511	132-8
8MB (200,000 Calls) - WTI Netlink	\$3317	035512	132-8
16MB (400,000 Calls) - WTI Netlink	\$3792	035513	132-8
32MB (900,000 Calls) - WTI Netlink	\$4762	035514	132-8
BUFFER BOX INSTALLATION -- REMOTE SITES			
The Western Telematic buffers listed below can be used for both dial-up and FTP network polling. Each buffer includes a 33.6 modem and an Ethernet card. Includes a single rate table subscription for the remote site.			
0-25 Miles from Home Site	\$250	035515	132-8
26-100 Miles from Home Site	\$500	035516	132-8
101-1000 Miles from Home Site	\$1000	035517	132-8
1001+ Miles from Home Site	\$1580	035518	132-8
MDR/AVOTUS BUFFER BOX DISCLAIMER			
Infotel Select can collect data from MDR/Avotus MDR 2000 buffer boxes. However, due to limitations in the MDR 2000 boxes, they do not retain call records for some call types.			
INFORTEL SELECT MODULES			
Modules to adapt the functionality of Infotel Select to various environments.			
VoIP VIEW REPORTING SOFTWARE FOR CISCO CALLMANAGER			
VoIP View provides comprehensive reporting for Cisco CallManager. Order an initial VoIP View License for the first CallManager Publisher and one additional license for each additional CallManager Publishe			
VoIP VIEW License (For initial CALLMANAGER Publisher)	\$2247	035019	132-33
VoIP VIEW License (For additional CALLMANAGER Publisher) Includes Rate Table Subscription and Activation/Programming Fee)	\$2247	035020	132-33
INFORTEL SELECT CISCO CALLMANAGER LEGACY TRANSFER			
Transfers pre-existing CallManager data (pre-Infotel installation) into Infotel's database. A CallManager database backup will need to be sent to ISI			
Infotel Select Cisco Call Manager Legacy Transfer	\$1050	035021	132-34
ALCATEL DATA COLLECTION SOFTWARE			
Alcatel Data Collection Software is designed to process data from a network of Alcatel Omni PCX 4400 telephone systems.			
Alcatel Data Collection Software-Home Site	\$2247	035022	132-33
Alcatel Data Collection Software-Home Site (Includes Rate Table Subscription and Activation/Programming Fee.	\$3066	035023	132-33

3COM INTERFACE			
The 3Com NBX interface is a data collection module that accepts data directly from one or more 3Com systems over the network or Internet.			
3Com Data Collect Module for Main Site	\$519	035024	132-33
3Com Data Collect Module for Remote Site. Includes Rate Table Subscription Service and Activation and Programming Fee	\$1112	035025	132-33
VERIZON (GTE) ICA /STRATA CENTREX INTERFACE			
ICA Centrex Interface (No buffer box needed)	\$2488	035026	132-33
<p>MULTI-USER OPTION FOR INFORTEL SELECT DESKTOP -- USED WHEN MORE THAN ONE PC (INCLUDING SERVER) MUST ACCESS THE INFORTEL SYSTEM</p> <p>Multi-user software allows up to four additional concurrent users to connect to run reports and perform other functions. Multi-user software is also required for Hospitality installations in order to run the optional front-desk application. Note: Multi-user software is not available for Professional Service Package. Use Enterprise instead</p>			
Multi-user Software	\$2025	035027	132-33
<p>PROFESSIONAL SERVICES PACKAGE FOR INFORTEL SELECT DESKTOP</p> <p>Infotel® Select PSP is designed especially for professional service firms that bill back all phone-related expenses to their clients. Call editing screens allow users to edit calls.</p> <p>Note: Multi-user software is not available for the desktop version of Professional Services. Use the Enterprise version</p>			
PSP-500 1-500 Extensions	\$3132	035028	132-33
PSP501 501+ Extensions	\$4096	035029	132-33
Time and Billing Interface Development and Intergration	\$1445	035030	132-33
Rate Tables			
US rate table subscriptions include an initial rate table plus four quarterly updates. Canada and international rate tables include an initial rate table plus three updates			
International Rate Table Subscription -- See Supported Countries for availability --	\$1083	035700S-INT	132-33
Custom Rate Table-subsequent year. Includes a SINGLE table. Subscriptions are not available	\$2409	035700-CustR	132-33
Single Rate Table (IFW 5.x and Infotel Select)	\$368	035700	132-33
Additional Rate Table License for Same NPA/NXX	\$150	035700-Lic	132-33
Rate Table Subscription - United States (IFW 5.x and Infotel Select)	\$661	035700S	132-33
INFORTEL SELECT DESKTOP SYSTEM SIZE UPGRADES			

100 to 250 stations	\$778	035038	132-34
100 to 500 stations	\$1994	035039	132-34
100 to 1000 stations	\$4060	035040	132-34
100 to 2500 stations	\$7196	035041	132-34
100 to 5000 stations	\$10803	035042	132-34
100 to 7500 stations	\$12729	035043	132-34
250 to 500 stations	\$1223	035044	132-34
250 to 1000 stations	\$3270	035045	132-34
250 to 2500 stations	\$6372	035046	132-34
250 to 5000 stations	\$10032	035047	132-34
250 to 7500 stations	\$11958	035048	132-34
500 to 1000 stations	\$2074	035049	132-34
500 to 2500 stations	\$5156	035050	132-34
500 to 5000 stations	\$8816	035051	132-34
500 to 7500 stations	\$10743	035052	132-34
1000 to 2500 stations	\$3089	035053	132-34
1000 to 5000 stations	\$6750	035054	132-34
1000 to 7500 stations	\$8676	035055	132-34
2500 to 7500 stations	\$3668	035056	132-34
5000 to 7500 stations	\$5594	035057	132-34

INFORTEL SELECT ENTERPRISE SOFTWARE AND OPTIONS

Infotel® Select Enterprise is geared towards larger companies with a greater number of sites, stations and users, providing the power and scalability of a true enterprise solution. It offers various web-enabled options for easy access throughout the organization.

Infotel Select Enterprise software is offered under the premier program only. Each package below includes Infotel Select Server license plus four additional users, a site survey, project management, software configuration, installation, training and one year of technical support

An example of common configuration for typical system:

Select 7500 Enterprise:

Select 7500 Enterprise software (Includes 1 yr subscription to rate table updates)

Buffer box - 4 to 8MB (if single site) depending upon call volume or proper interface for IP Telephony solutions x number of data sources

Server Integration Fee (for customer-supplied servers)

Optional software: Web Bundle

Server(s) (if purchased through ISI outside the scope of this contract)

For additional information contact ISI at WWW.ISI-Info.com or call 1-800-366-6550.

INFORTEL SELECT ENTERPRISE CALL ACCOUNTING SOFTWARE

Infotel Select Enterprise 1,000	\$16574	035100	132-33
Infotel Select Enterprise 2,500	\$21388	035101	132-33
Infotel Select Enterprise 5,000	\$26258	035102	132-33
Infotel Select Enterprise 7,500	\$28082	035103	132-33

Infortel Select Enterprise 10,000	\$30828	035104	132-33
Infortel Select Enterprise 15,000	\$35403	035105	132-33
Infortel Select Enterprise 20,000	\$41808	035106	132-33
Infortel Select Enterprise 30,000	\$49177	035107	132-33
Infortel Select Enterprise 50,000	\$57364	035108	132-33
Infortel Select Enterprise Client License	\$292	035109	132-33
Infortel Select Enterprise Unlimited Client License	\$9634	035110	132-33
Additional 1 Year Support			
Infortel Select Enterprise 1,000	\$1375	035111	132-34
Infortel Select Enterprise 2,500	\$2063	035112	132-34
Infortel Select Enterprise 5,000	\$2751	035113	132-34
Infortel Select Enterprise 7,500	\$3095	035114	132-34
Infortel Select Enterprise 10,000	\$3611	035115	132-34
Infortel Select Enterprise 15,000	\$4471	035116	132-34
Infortel Select Enterprise 20,000	\$5675	035117	132-34
Infortel Select Enterprise 30,000	\$6707	035118	132-34
Infortel Select Enterprise 50,000	\$8599	035119	132-34
Expedite Fee - Charged for requesting installation within 2 weeks after receipt of order.			
<i>Expedite Fee - Charged for requesting installation within 2 weeks after receipt of order. Requires ISI Installation Management approval.</i>	\$860	035140	132-12
INFORTEL SELECT PBX CONFIGURATION (New)			
Configures Select to existing PBX for non-supported PBX types. Contact ISI to see if an interface exists for your switch make and model. Order 1 per site.			
IFW PBX New Switch Configuration	\$1290	035141	132-34
INFORTEL SELECT ENTERPRISE WEB BUNDLE			
Infortel Select Web Bundles allow users to run specific Select modules (Reports, Directory and Trunk Administration) from a Microsoft or Netscape browser. Software requires Microsoft IIS to be installed on an additional server. Each user also requires appropriate SQL Server and Windows NT/2000 licenses as well.			
Web 7500 - Web Bundle for up to 7,500 stations	\$3952	035142	132-33
Web 20000 - Web Bundle for up to 20,000 stations	\$6383	035143	132-33
Web Unlimited - Web Bundle for > 20,000 stations	\$8816	035144	132-33
On-site installation of Web Bundle (after initial install)	\$2167	035145	132-33

VoIP VIEW REPORTING SOFTWARE FOR CISCO CALLMANAGER			
VoIP View provides comprehensive reporting for Cisco CallManager. Order an initial VoIP View License for the first CallManager Publisher and one additional license for each additional CallManager Publisher.			
VoIP View License (For Initial CallManager Publisher)	\$2246	035146	132-33
VoIP View License (For Additional CallManager Publisher) Includes Rate Table Subscription Service and Project Management for Remote Sites.	\$3487	035147	132-33
INFORTEL SELECT CISCO CALL MANAGER LEGACY TRANSFER			
Transfers pre-existing CallManager data (pre-Infotel installation) into Infotel's database. A CallManager database backup will need to be sent to ISI.			
Infotel Select Cisco Call Manager Legacy Transfer	\$1050	035148	132-34
ALCATEL DATA COLLECTION SOFTWARE			
Alcatel Data Collection Software is designed to process data from a network of Alcatel Omni PCX 4400 telephone systems.			
Alcatel Data Collection Software - Home Site	\$2246	035149	132-33
Alcatel Data Collection Software - Remote Site - Includes Rate Table Subscription Service and Project Management for Remote Sites.	\$3487	035150	132-33
NORTEL BCM INTERFACE			
The BCM interface is a data collection module that accepts data directly from one or more BCM systems over the network or Internet.			
BCM Nortel Data Collect Module for Main Site	\$482	035151	132-33
BCM Nortel Data Collect Module for Remote Site-Includes Rate Table Subscription Service and Project Management for Remote Sites.	\$1722	035152	132-33
3COM INTERFACE			
The 3Com interface is a data collection module that accepts data directly from one or more 3Com systems over the network or Internet.			
3Com Data Collect Module for Main Site	\$482	035153	132-33
3Com Data Collect Module for Remote Site-Includes Rate Table Subscription Service and Project Management for Remote Sites.	\$1722	035154	132-33
INFORTEL SELECT ENTERPRISE REMOTE POLLING SOFTWARE			
Remote polling software is used to perform either dial-up or network polling of a PBX or key system. Includes Project Management, Activation and Programming of remote site. Remote polling software not required for IP Telephony Solutions provided by Cisco, 3Com, Alcatel or Nortel. NOTE: SEE ABOVE PRICING FOR REMOTE POLLING SOFTWARE WITH ENHANCED SUPPORT SERVICES			
Remote Polling Software (order 1 per site)	\$887	035155	132-33

PROFESSIONAL SERVICES PACKAGE(PSP) FOR INFORTEL SELECT ENTERPRISE

Infotel® Select PSP is designed especially for professional service firms that bill back all phone-related expenses to their clients. Call editing screens allow users to edit calls.

Professional Services Package for Infotel Select Enterprise (Includes Installation and one year support)	\$6015	035156	132-33
Time and Billing Interface Development and Integration	\$1445	035157	132-33

INTEGRATION FEE FOR CUSTOMER-SUPPLIED SERVERS

Integration Fee for Customer Supplied Servers (applies regardless of where this is performed)	\$860	0035158	132-34
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Infotel Select Enterprise Size Upgrades

The items below will upgrade a Select Enterprise system to a larger size. All upgrades are end-user installable.

1,000 to 2,500 stations	\$3860	035160	132-34
1,000 to 5,000 stations	\$7713	035161	132-34
1,000 to 7,500 stations	\$9639	035162	132-34
1,000 to 10,000 stations	\$12529	035163	132-34
1,000 to 15,000 stations	\$17345	035164	132-34
1,000 to 20,000 stations	\$24088	035165	132-34
1,000 to 30,000 stations	\$29867	035166	132-34
1,000 to 50,000 stations	\$40462	035167	132-34
2,500 to 5,000 stations	\$3860	035168	132-34
2,500 to 7,500 stations	\$5787	035169	132-34
2,500 to 10,000 stations	\$8676	035170	132-34
2,500 to 15,000 stations	\$13492	035171	132-34
2,500 to 20,000 stations	\$20235	035172	132-34
2,500 to 30,000 stations	\$26014	035173	132-34
2,500 to 50,000 stations	\$36609	035174	132-34
5,000 to 7,500 stations	\$1934	035175	132-34
5,000 to 10,000 stations	\$4824	035176	132-34
5,000 to 15,000 stations	\$9640	035177	132-34
5,000 to 20,000 stations	\$16382	035178	132-34
5,000 to 30,000 stations	\$22161	035179	132-34
5,000 to 50,000 stations	\$32778	035180	132-34
7,500 to 10,000 stations	\$2897	035181	132-34
7,500 to 17,500 stations	\$7713	035182	132-34
7,500 to 20,000 stations	\$14456	035183	132-34
7,500 to 30,000 stations	\$20235	035184	132-34
7,500 to 50,000 stations	\$30830	035185	132-34
10,000 to 15,000 Stations	\$4824	035186	132-34
10,000 to 20,000 stations	\$11566	035187	132-34
10,000 to 30,000 stations	\$17345	035188	132-34
10,000 to 50,000 stations	\$27940	035189	132-34
15,000 to 20,000 stations	\$7238	035190	132-34

15,000 to 30,000 stations	\$12529	035191	132-34
15,000 to 50,000 stations	\$23125	035192	132-34
20,000 to 30,000 stations	\$5787	035193	132-34
20,000 to 50,000 stations	\$16382	035194	132-34
30,000 to 50,000 stations	\$10603	035195	132-34

INFORTEL SELECT FACILITIES MANAGEMENT SOFTWARE

Facilities Management is an optional module to the call accounting software, and is actually made up of an inventory component and a service request component. The inventory portion tracks physical objects and the service requests component bills, tracks, and schedules for those who perform the work.

Based upon installation occurring at the same time as installation of Infortel Select Call Accounting System.

Infortel Select Facilities Management 1000	\$6934	035196	132-33
Infortel Select Facilities Management 2500	\$9497	035197	132-33
Infortel Select Facilities Management 5000	\$12058	035198	132-33
Infortel Select Facilities Management 7500	\$13338	035199	132-33
Infortel Select Facilities Management 10000	\$15262	035200	132-33
Infortel Select Facilities Management 15000	\$18455	035201	132-33
Infortel Select Facilities Management 20000	\$22947	035202	132-33
Infortel Select Facilities Management 30000	\$26790	035203	132-33
Infortel Select Facilities Management 50000	\$33836	035204	132-33

INFORTEL SELECT FACILITIES MANAGEMENT SOFTWARE Stand Alone

Facilities Management is an optional module to the call accounting software, and is actually made up of an inventory component and a service request component. The inventory portion tracks physical objects and the service requests component bills, tracks, and schedules for those who perform the work.

Based upon installation of a stand-alone system. Includes project management and installation.

Infortel Select Facilities Management 1000	\$9716	035205	132-33
Infortel Select Facilities Management 2500	\$12278	035206	132-33
Infortel Select Facilities Management 5000	\$14843	035207	132-33
Infortel Select Facilities Management 7500	\$16122	035208	132-33
Infortel Select Facilities Management 10000	\$18045	035209	132-33
Infortel Select Facilities Management 15000	\$21247	035210	132-33
Infortel Select Facilities Management 20000	\$25731	035211	132-33
Infortel Select Facilities Management 30000	\$29574	035212	132-33
Infortel Select Facilities Management 50000	\$36621	035213	132-33

INFORTEL DESKTOP HOSPITALITY SYSTEMS

Infortel® Hospitality is a call accounting product designed to help properties increase their revenues and reduce their costs through unique features designed specifically for the hospitality industry. Infortel Hospitality interfaces with virtually all Property Management Systems on the market today, and the extremely flexible Infortel rating engine lets properties develop call rating methodologies that can increase their revenues and recover costs.

Threshold billing increases revenues by charging calls to the Internet based on a combination of flat fee and time methodologies.

Trunk analysis helps properties optimize their phone system for increased guest satisfaction and reduced telecommunications costs.

Automated night audit provides management with a series of automated nightly reports designed to increase revenues by ensuring that all charges are accurately posted.

Front desk is an applet that reduces training costs by providing a simple GUI for front-desk personnel that provides the most commonly used features of Infortel Hospitality.

Infortel for Windows is available for Hospitality customers only. Hospitality Package includes IFW software, Hospitality Option, On-site installation, single rate table, remote diagnostics. Hospitality Packages are available only for IFW Desktop and sold under the premier program only. Support is required. Support is 7 x 24. Rate tables must be purchased as a separate line item.

Infortel Desktop Hospitality 100	\$3091	035205	132-33
Infortel Desktop Hospitality 250	\$3213	035206	132-33
Infortel Desktop Hospitality 500	\$3394	035207	132-33
Infortel Desktop Hospitality 1000	\$3935	035208	132-33
Infortel Desktop Hospitality 2500	\$4705	035209	132-33
Infortel Desktop Hospitality 5000	\$5667	035210	132-33
Infortel Desktop Hospitality 7500	\$6101	035211	132-33
Multi-user Software for Hospitality	\$753	035212	132-33
Rate Table Subscription - US - 2 updates per year - Hospitality only!	\$277	035408	132.33
User Manual - Infortel Hospitality (Additional copy)	\$96	035409	132.33

INFORTEL SELECT OUTSOURCED SOLUTIONS			
Infotel Select Corporate Security			
Call logging activity to provide an audit trail of call activity, used to identify abuse, harrassment and other phone-related events.			
Infotel Select Corporate Security - per call record monthly - 12 month	0.0013 Note: Monthly minimum applies. \$100.00/site	035421	132-51
Infotel Select Corporate Security - per station monthly - 12 month	0.2688 Note: Monthly minimum applies. \$100.00/site	035422	132-51
Infotel Select Corporate Security - per call record monthly - 24 month	0.0011 Note: Monthly minimum applies. \$85.00/site	035423	132-51
Infotel Select Corporate Security - per station monthly - 24 month	0.224 Note: Monthly minimum applies. \$85.00/site	035424	132-51
Infotel Select Corporate Security - per call record monthly - 36 month	0.001 Note: Monthly minimum applies. List: \$85.00/site	035425	132-51
Infotel Select Corporate Security - per station monthly - 36 month	0.2016 Note: Monthly minimum applies. \$85.00/site	035426	132-51
Infotel Select ASP			
A self-service call accounting solution hosted at ISI's data center with web-browser access for administrative and reporting needs.			
Infotel Select ASP CALL ACCOUNTING - per call record monthly - 12 month	0.0026 Note: Monthly minimum applies. \$150.00/site	035427	132-51
Infotel Select ASP CALL ACCOUNTING - per station monthly - 12 month	0.5040 Note: Monthly minimum applies. \$150.00/site	035428	132-51
Infotel Select ASP CALL ACCOUNTING - per call record monthly - 24 month	0.0022 Note: Monthly minimum applies. \$125.00/site	035429	132-51
Infotel Select ASP CALL ACCOUNTING - per station monthly - 24 month	0.448 Note: Monthly minimum applies. \$125.00/site	035430	132-51
Infotel Select ASP CALL ACCOUNTING - per call record monthly - 36 month	0.002 Note: Monthly minimum applies. \$100.00/site	035431	132-51
Infotel Select ASP CALL ACCOUNTING - per station monthly - 36 month	0.3920 Note: Monthly minimum applies. \$100.00/site	035432	132-51
Infotel Select Advantage			
<i>Comprehensive call accounting solution deployed in an outsourced manner.</i>			
Infotel Select ADVANTAGE - per call record monthly - 12 month	.0037 Note: Monthly minimum applies. \$200.00/site100.00/site	035433	132-51
Infotel Select ADVANTAGE - per station monthly - 12 month	0.72800 Note: Monthly minimum applies. \$200.00/site	035434	132-51
Infotel Select ADVANTAGE - per call record monthly - 24 month	0.0034 Note: Monthly minimum applies. \$175.00/site	035435	132-51

Infotel Select ADVANTAGE - per station monthly - 24 month	0.6720 Note: Monthly minimum applies. \$175.00/site	035436	132-51
Infotel Select ADVANTAGE - per call record monthly - 36 month	0.0062 Note: Monthly minimum applies. \$150.00/site	035437	132-51
Infotel Select ADVANTAGE - per station monthly - 36 month	0.616 Note: Monthly minimum applies. \$150.00/site	035438	132-51
Infotel Select Advantage Plus			
Infotel Select ADVANTAGE PLUS - per station monthly - 12 month	0.8960	035439	132-51
Infotel Select ADVANTAGE PLUS - per call record monthly - 12 month	0.0045	035440	132-51
Infotel Select ADVANTAGE PLUS - per station monthly - 24 month	0.84	035441	132-51
Infotel Select ADVANTAGE PLUS - per call record monthly - 24 month	0.0043	035442	132-51
Infotel Select ADVANTAGE PLUS - per station monthly - 36 month	0.7840	035443	132-51
Infotel Select ADVANTAGE PLUS - per call record - 36 month	0.0039	035444	132-51
Surcharges for All Outsourced Solutions			
These surcharges apply to Corporate Security, ASP and Advantage. Charge is per Location			
Surcharge for Dial-up Polling of International locations - per call record	0.0010	035445	132-51
Surcharge for Dial-up Polling of International locations - per station	0.200	035446	132-51
Infotel Select Outsourced Optional Services - Monthly Flat-Rate Fees			
Charge is per Location			
Trunk Watch	\$54	035447	132-51
Fraud Alert	\$54	035448	132-51
Frequent Polling (4 times daily)	\$22	035449	132-51
Infotel Select Outsourced One-Time Activation Fees			
Surcharge for international installations (ISI Technician Installation not available) Fee is per PBX in a domestic location	\$448	035450	132-51
Conventional PBX Interface via RS-232 Serial Data Port:			
ISI Technician Installation - 12 month term	\$560	035451	132-51
ISI Technician Installation - 24 month term	\$392	035452	132-51
ISI Technician Installation - 36 month term	\$224	035453	132-51
Customer or 3rd Party Installation - 12 month term	\$280	035454	132-51
Customer or 3rd Party Installation - 24 month term	\$198	035455	132-51
Customer or 3rd Party Installation - 36 month term	\$532	035456	132-51

VOIP Server Interface via SQL Database Query:			
ISI Technician Installation - 12 month term	\$1,008	035457	132-51
ISI Technician Installation - 24 month term	\$771	035458	132-51
ISI Technician Installation - 36 month term	\$532	035459	132-51
OTHER ITEMS			
PC HARDWARE			
PC may be used for Select Desktop or the Infortel Hospitality package			
Windows 2000 PC Package			
Pentium IV 2.4GHz Desktop Computer System includes: 1GB RAM 40MB Hard Drive 1.44 Floppy Drive 52X CD-ROM High Speed Video card with 8MB RAM Ethernet 10/100 Adapter Add on ports Lava Card Keyboard, mouse - PS/2 USB Port Multiple Windows 2000 Professional			
Windows 2000 PC Package	\$2082	035600	132-8
15" Color Monitor	\$399	035601	132-8
56K External modem kit with serial cable	\$144	035602	132-8
PCAnywhere Host and Remote	\$196	035603	132-33
Other Items (Non-Hardware)			
Installation Add-on Fee for installation in Alaska, Hawaii, Puerto Rico and the US Territories	\$860	035604	132-12
On-site Training - Classroom Adder. The classroom adder applies to customers who will have more than 3 people with a maximum of 8 people to be trained, i.e., multi-user environment. Requires overhead projection.	\$280	035605	132-12
Additional Training or Return Trip charge	\$1548/day	035612	132-12
PBX Filter Change	\$430	035613	132-12
Project Management, Activation and Programming of Remote Site	\$430	035614	132-12
Buffer Box Swap Out/Replacement-This fee is applied when an existing buffer box is replaced with a new buffer box due to changes in configuration, such as type of box or polling method used. It does not apply when a box is swapped out for repair by an identical box.	\$129	035615	132-12
OTM (Optivity Telephony Manager)			
ISI Telemangement Solutions, Inc. provides installation and training for Nortel's OTM system			

OTM Installation, Configuration and Upgrades			
ISI Telemangement Solutions, Inc. provides installation and configuration for Nortel's OTM system			
On-site Optivity Telephony Manager (OTM) base charge <i>On-site installation base charge for of \$1800 must be included with all orders requiring on-site services in order to cover labor/travel expenses.</i>	\$2167	035214	132-34
On-site Optivity Telephony Manager (OTM) base charge - Includes:			
Travel time and expenses	All base charges are for contiguous 48 U.S. States and District of Columbia		
- Labor for initial OTM installation	On-site installation base charge for 035214 of \$2167 must be included with all orders requiring on-site services in order to cover labor/travel expenses. Initial installation includes installation of OTM software on one Server and one Client PC, as well as installation of Rate Table(s), pcAnywhere and modem(s). These components are purchased separately and can be found in the "Hardware/ Software Options" section of this price list. Windows XP operating system can be used with OTM starting with version 2.1.		
- Initial installation includes OTM installation at main site (includes one Server, one Client PC and one PBX Synchronization). Covers: Common Services, General Package Configuration Management - Station Administration, Performance Management - Traffic Analysis and Security Management with or without Web access and virtual systems terminal. Labor for OTM system verification and review (if training only). Travel time and expenses Labor for initial OTM installation			
On-site OTM for SL100 base charge-includes:	\$2167	035215	132-34
Initial installation includes OTM installation at main site (includes one Server, one Client PC and one PBX Synchronization). Covers: Core, Peripheral & ASU Nodes, C-side Links, Trunks, Carriers, Line Equipment Numbers, Directory Numbers, configuration of users, Open Alarm forwarding and configuration of the email server for Event Watcher option.	On-site installation base charge for 035215 of \$2167 must be included with all orders requiring on-site services in order to cover labor/travel expenses. Initial installation includes installation of OTM software on one Server and one Client PC, as well as installation of Rate Table(s), pcAnywhere and modem(s). These components are purchased separately and can be found in the "Hardware/ Software Options" section of this price list. Windows 2000 Operating System can be used with version 2.0 All base charges are for contiguous 48 U.S. States and District of Columbia		
Expedite Fee <i>Charge applies if installation is requested within 2 weeks of receipt of order. Requires ISI Installation Management approval.</i>	\$1204	035217	132-34
Additional charge for Travel outside the contiguous U.S. 48 states <i>The \$1000 is in addition to base cost</i>	\$1000	035218	132-34
Return trip charge <i>includes travel and 1 day labor</i>	\$2167	035219	132-34
Verification fee	\$602	035220	132-34

<i>Customers may purchase ISI Annual Maintenance/Support for OTM systems not installed by ISI by paying a one-time verification fee.</i>			
<i>Second day/or subsequent days On-site services in connection with return trip. Also applies to a deferral of installation. ISI may charge a \$500 deferral fee if not contacted within 10 business days of scheduled install date.</i>	\$602	035221	132-34
Additional Remote PBX Synchronization - Per PBX (Applies to station administration only)	\$301	035222	132-34
Activation/Programming of Multi-site Polling Software (per Remote PBX site)			
Telecom Billing System (TBS) (Call Accounting)	\$144	035223	132-34
Traffic	\$144	035224	132-34
Electronic Switching Network (ESN) Analysis and Reporting	\$144	035225	132-34
Additional (Lightweight Directory Access Protocol (LDAP) Servers	\$144	035226	132-34
Installation of OTM/OTM SL-100 software on additional PC's with or without Web access	\$200	035227	132-34
Installation of OTM software on additional servers with or without Web access <i>First server included in base Installation</i>			
Each Additional PC	\$240	035228	132-34
Installation of OTM software on additional servers with or without Web access <i>First server included in base Installation</i>			
Each additional server	\$602	035229	132-34
Telecom Billing System (TBS) – (Call Accounting), Accounting Management and Call Tracking			
<i>Installation of TBS General software TBS General requires TBS Activation per remote PBX site. Data Buffering Access (DBA) will eliminate the need for buffer boxes but requires proper network connectivity</i>	\$602	035231	132-34
Installation of TBS Enhanced software - includes Consolidated Reports System (CRS), General Cost Allocation Systems (GCAS) and Web access <i>TBS Enhanced requires TBS Activation per remote PBX site. Data Buffering Access (DBA) will eliminate the need for buffer boxes but requires proper network connectivity</i>	\$625	035232	132-34
Installation of buffer box and standard cable at main site - Avotus MDR 2000/2000e/WTI	\$90	035233	132-34
Remote installation of OTM software on additional client PCs or buffer box, modem and standard cable. Distance from main site -			

<i>Requires Avotus MDR 2000/2000e/WTI Buffer Box and Cable. See hardware/software options section of price list. Quote required outside contiguous 48 U.S. states.</i>			
0-25 miles	\$301	035234	132-34
26-100 Miles	\$602	035235	132-34
101-1000 miles	\$1204	035236	132-34
1001+ miles	\$1806	035237	132-34
Database entry for TBS (Call Accounting). 1 per station	\$1.20	035238	132-34
Database entry for General Cost Allocation System (GCAS) - 1 per station <i>This charge covers extra items such as cell phones and other associated equipment expenses.</i>	\$1.20	035239	132-34
MAT To OTM Upgrades			
MAT to OTM Data Conversion (order 1 per PBX) <i>This charge covers ISI's time to convert CDR from MAT to OTM format for the purpose of running call accounting reports for timeframes prior to the OTM installation. The charge is based upon the number of MAT systems (PBXs) that need to be converted.</i>	\$627	035240	132-34
MAT to OTM Directory - Hierarchy data conversion (order 1 per station) <i>This charge covers ISI's time to add the department and organizational information which is not available from the PBXs.</i>	\$1.20	035241	132-34
MAT to OTM Station Administration - Additional fields data conversion (order 1 per station) <i>This charge covers ISI's time to add information into the following fields: 10 User Defined Fields (any or all), Location (Defaults to the TN), Equipment Cost, Category, Color, Power Fail TN, Listed Directory Number Index, Comments</i>	\$1.20	035242	132-34
Install Access Server			
Allows manual connection with OTM server via dial up. OTM server can access any PBX that is configured on server. (Requires dedicated modem on OTM server.)			
Base charge includes first PBX	\$240	035243	132-34
Per additional PBX	\$60	035244	132-34
Per additional OTM server	\$240	035245	132-34
Fault (Alarm) Management			
Must have Ethernet connection.			
Fault (Alarm) Management with or without Web access	\$481	035246	132-34
Configuration for additional PBX's (e.g. remote sites or more than one PBX at main site) (1 per PBX)	\$301	035247	132-34

Maintenance Windows/Enhanced Package Configuration Management			
(Multiple sites included) Must have Ethernet connection.			
with or without Web access	\$481	035248	132-34
ESN Analysis and access/Premium Configuration Management			
ESN denotes electronic switching network. (Requires 710308-2 per remote PBX site.)			
Premium Package ESN Configuration Management	\$481	035249	132-34
LDAP			
LDAP denotes Lightweight Directory Access Protocol. (Requires ESN Analysis for additional LDAP server.)			
LDAP Synchronization - OTM Premium Package Required	\$602	035250	132-34
ITG Trunk Card or Media Card			
The OTM Premium Package is required for alarm notification.			
Configure and Test 1st ITG Trunk Card (per PBX)	\$605	035251	132-34
Configure and Test additional ITG Trunk Cards (for same PBX)	\$301	035252	132-34
ITG Line Card			
Configure and Test 1st ITG Line Card (per PBX)	\$605	035253	132-34
Configure and Test additional ITG Line Cards (for same PBX)	\$301	035254	132-34
IP Telephone			
Configure and Test IP Telephone (per Telephone)	\$6	035255	132-34
Remote Installation OTM Upgrades			
If more than 1 Server and 2 Client PC's are installed, on-site installation may be required as a second trip which would also include training on the new features. Installation on a new server requires on site installation.			
Remote install of OTM Version 1.x to Version 2.x on OTM Server, includes training on new features - existing PC	\$1342	035256	132-34
Remote or on-site install of OTM Version 1.x to Version 2.x on OTM Client PC's (per existing PC) <i>When using this ISI Part # for on-site installation a second visit will also be required to cover the on-site visit.</i>	\$224	035257	132-34
Remote install for OTM size upgrade.	\$150	035259	132-34
Remote or on-site install when upgrading TBS General to TBS Enhanced, Includes training on new features. (CRS, GCAS and Web access) <i>When using ISI Part #710604 for on-site installation ISI Part # XXXX will also be required to cover the on-site visit.</i>	\$451	035260	132-34
TBS Enhanced Package requires database entry - 1 per station for GCAS <i>Database entry includes additional telecom charges or cost.</i>	\$1.20	035261	132-34

OTM TRAINING

ISI Telemangement Solutions Inc. offers a wide variety of training as bundled packages on the most common OTM Modules and specialized training in specific OTM modules.

Training on Bundled Packages

<p>Bundled Package 1 covers: Common Services, General Package Configuration Management, Station Administration, Performance Management, Traffic Analysis, Security Management, Virtual Systems Terminal, Telecom Billing System (TBS) General (Call Accounting) and Call Tracking: without Web access - (Approx. 12 hours) <i>Bundled Packages have approximately 15% savings. LDAP Synchronization & Access Server,, ITG Line/Trunk, media card and IP Telephone are not included in the Bundled Packages. Refer to "Training on Individual modules". TBS Enhanced includes CRS, GCAS and web access. The TBS General Package does not include these features.</i></p>	\$1565	035262	132-50
<p>Bundled Package 2 (TBS Enhanced) covers same as Bundled Package 1 with General Cost Allocation Systems (GCAS) and Consolidated Reports Systems (CRS) and Web access on applicable components. (Approx. 14 hours)</p>	\$1806	035263	132-50
<p>Bundled Package 3 covers: ESN Analysis and Reporting, Maintenance Windows, Fault (Alarm) Management and Common Services without Web access - (Approx. 8 hours)</p>	\$1023	035264	132-50
<p>Bundled Package 4 covers: Same as Bundled Package 3 except: with Web access on applicable components (approx. 10 hours)</p>	\$1279	035265	132-50
<p>SL-100 Training Package Includes all system processes, and the main utilities of the Event Browser, EIPE Management tool, M3900 Maintenance Tool and the Event Watcher</p>	\$903	035266	132-50
<p>OTM Training Manual (2 hardcopy manuals are provided with initial training)</p>	\$42	035267	132-50
<p>OTM Training Manual - CD-ROM</p>	\$42	035268	132-50
<p>On-site Training - Classroom Adder (one per training session) <i>The classroom adder applies to customers who will have more than 3 people with a maximum of 8 people to be trained, i.e., multi-user</i></p>	\$301	035269	132-50

<i>environment. Requires overhead projection and access to OTM system.</i>			
Training on Individual Modules			
Common Services/Security Management			
Common Services/Security Management (Approx. 2 Hours) <i>Common Services Module is always required.</i>	\$301	035270	132-50
TBS (Call Accounting)/Accounting Management			
TBS General (Approx. 4 hours)	\$602	035271	132-50
TBS Enhanced (Approx. 6 hours) <i>Training for TBS Enhanced includes General Cost Allocation Systems (GCAS), Consolidated Reports Systems (CRS) and Web access on OTM Version 1.2 or higher.</i>	\$903	035272	132-50
Refresher TBS General or TBS Enhanced (Approx. 2 hours) <i>Training for TBS Enhanced includes General Cost Allocation Systems (GCAS), Consolidated Reports Systems (CRS) and Web access on OTM Version 1.2 or higher.</i>	\$301	035273	132-50
Station Administration/General Configuration Management			
without Web access (Approx. 4 Hours)	\$602	035274	132-50
with Web access (Approx. 6 Hours)	\$903	035275	132-50
MAT/OTM Upgrade with Web access or refresher (Approx. 1 Hour)	\$150	035276	132-50
Traffic Analysis/Enhanced Performance Management			
Traffic Analysis (Approx. 2 Hours)	\$301	035277	132-50
Call Tracking			
Call Tracking (Approx. 1 Hour)	\$150	035278	132-50
ESN Analysis and Reporting/Premium Configuration Management			
ESN Analysis and Reporting (Approx. 2 Hours)	\$301	035279	132-50
Fault (Alarm) Management			
without Web access (Approx. 3 Hours)	\$451	035280	132-50
with Web access (Approx. 4 Hours)	\$605	035281	132-50
MAT/OTM Upgrade with Web access or refresher (Approx. 1 Hour)	\$150	035282	132-50

Maintenance Windows/Enhanced Configuration Management			
without Web access (Approx. 2 Hours)	\$301	035283	132-50
with Web access (Approx. 3 Hours)	\$451	035284	132-50
MAT/OTM Upgrade with Web access or refresher (Approx. 1 Hour)	\$150	035285	132-50
LDAP Synchronization Premium Package			
LDAP Synchronization (Approx. 1 Hour)	\$150	035286	132-50
*Succession Communication Server for Enterprise 1000 Element Management (SCSE-1000)			
SCSE-1000 Element Management (Approx. 3 Hours)	\$451	035287	132-50
Access Server/Virtual Terminal Server Software			
System Access (Approx. 1 Hour)	\$150	035288	132-50
ITG Trunk Card or Media Card			
ITG Trunk Card (Approx. 4 Hours)	\$602	035289	132-50
ITG Line Card or Media Card and IP Telephone			
ITG Line Card and IP Telephone (Approx.. 4 Hrs.)	\$602	035291	132-50
On-site Training Classroom Adder (one per training session) <i>The classroom adder applies to customers who will have more than 3 people with a maximum of 8 people to be trained, i.e., multi-user environment. Requires overhead projection and access to OTM system.</i>	\$301	035292	132-50
OTM Training Manual (2 hardcopy manuals provided with initial training)	\$42	035293	132-50
OTM Training Manual on CD-ROM	\$42	035294	132-50
Renewable OTM Support Agreement - Software			
<i>Remote access is mandatory when annual support agreement is purchased from ISI. Annual support is available for non-ISI installed OTM systems if we are able to dial in to the customer system and verify it is operational. Any operation fixes or upgrades will be charged on a Time and Material basis. Verification fee required for non-ISI installed OTM systems.</i>			
Support for all equipment in the OTM General Package includes: 1st Verification Station Admin/Configuration Web Station Administration (Admin Only) VirtualSystems Terminal Management and View PBX Alarms	\$550	035295	132-34

OTM Enhanced Package Support			
Support for all equipment in the OTM Enhanced Package includes: <i>Station Admin/Configuration Management, Traffic/Enhanced Performance Management Maintenance Windows/Configuration Mgmt. Web access with:</i> <ul style="list-style-type: none"> - Station Administration - Maintenance Windows - View PBX Alarms -Virtual Systems Terminal 	\$1643	035296	132-34
OTM Premium Package Support			
Support for all equipment in the OTM Premium Package Includes: <i>Station Admin/Configuration Management Traffic/Enhanced Performance Mgmt. Maintenance Windows/Configuration Mgmt ESN Analysis & access/Configuration Mgmt Fault (Alarm) Management LDAP Virtual Systems Terminal Web access Combo Package covers Station Administration/General Configuration Management, Fault (Alarm) Management, Maintenance Windows/Enhanced Configuration Management and View PBX Alarms</i>	\$2032	035297	132-34
OTM SL-100 Package Support			
SL-100 Support Package <i>Requires remote access to at least one OTM PC which is running the client software. Note that the client software can also reside and operate on the OTM server.</i>	\$1444	035298	132-34

Optional OTM Support Items			
<p><i>The Optional Items below are not included in the General, Enhanced and Premium Support Packages. One of the above packages needs to be ordered to support these items.</i></p>			
Telecom Billing System (TBS) and Call Tracking			
<p>Rate Tables are not included in this pricing and should be ordered separately from the "Hardware/Software Options" section in this price list. Support charges are based on total count of station numbers (DN's) in the network. These are annual charges.</p>			
TBS General/Package 100	\$577	035299	132-34
TBS General/Package 500	\$1011	035300	132-34
TBS General/Package 1000	\$1095	035301	132-34
TBS General/Package 5000	\$1264	035302	132-34
TBS General/Package 10000	\$1409	035303	132-34
TBS General/Package 50000	\$4930	035304	132-34
TBS Enhanced Package Adder - <i>Covers Telecom Billing (TBS) Call Accounting, Accounting Management, General Cost Allocation System (GCAS), Consolidated Reports System (CRS) and Web access.</i>	\$240	035305	132-34
Multi-Site System Support			
Multi-site Adder (per remote PBX)	\$210	035313	132-33
Multi-User System Support - OTM/OTM SL-100			
<p>Multi-user refers to client work stations with OTM software installed. Does not apply to Web access users. Each Client workstation must have remote access.</p>			
Multi-user System Support	\$571	035315	132-34
Access Server			
<p>Requires a modem, modem line for each server.</p>			
Access Server Support	\$301	035316	132-34
Succession Communication Server for Enterprise 1000 Element Management (SCSE-1000)			
SCSE 1000 Element Manager Annual Support	\$571	035317	132-34
ITG Trunk Card or Media Card			
ITG Trunk Card Configuration Support	\$632	035318	132-34
ITG Line Card and IP Telephone			
ITG Line Card & IP Telephone Configuration Support	\$632	035319	132-34

*Main Site Buffer Box and Cable - WTI Netlink			
WTI Netlink Jr. 512K buffer box with modem and cable. Storage for 5630 records-FTP/Dial-up (Includes ethernet card)- Premier	\$1653	035334	132-8
2nd Year Annual Hardware Depot Support	\$310	035335	132-12
WTI Netlink 2MB buffer box with modem and cable. Storage for 22,520 records-FTP/Dial-up (Includes ethernet card)- Premier	\$2052	035336	132-8
2nd Year Annual Hardware Depot Support	\$386	035337	132-12
WTI Netlink 4MB buffer box with modem and cable. Storage for 45,040 records-FTP/Dial-up (Includes ethernet card)- Premier	\$2539	035338	132-8
2nd Year Annual Hardware Depot Support	\$477	035339	132-12
WTI Netlink 8MB buffer box with modem and cable. Storage for 90,080 records-FTP/Dial-up (Includes ethernet card)- Premier	\$2654	035340	132-8
2nd Year Annual Hardware Depot Support	\$499	035341	132-12
WTI Netlink 16MB buffer box with modem and cable. Storage for 180,160 records-FTP/Dial-up (Includes ethernet card)- Premier	\$3140	035342	132-8
2nd Year Annual Hardware Depot Support	\$590	035343	132-12
WTI Netlink 32MB buffer box with modem and cable. Storage for 360,320 records-FTP/Dial-up (Includes ethernet card)- Premier	\$4111	035344	132-8
2nd Year Annual Hardware Depot Support	\$773	035345	132-12
US Robotics Internal Modem 56K - BPS <i>Internal/external modems can be used at main site. Multi-user PC's require a modem per PC.</i>	\$146	035352	132-8
External Modem and 6' Cable - 56K BPS	\$192	035353	132-8
pcAnywhere Remote Diagnostics Software - Host only	\$156	035619	132-33
pcAnywhere Remote Diagnostics Software - Host and Remote	\$246	035603	132-33
OTM Rate Table Subscription			
<i>Local/MTS Rate Tables price local calls and long distance calls at normal V&H rates. Remote sites in a different NPA/NXX from the main site will require a separate Rate Table Subscription. *Additional sites with same npa/nxx require a Rate Table License Fee.</i>			
Rate Table Subscription - 4 quarterly FCC regulated tables - Local/MTS Table	\$638	035701S	132-34
Rate Table License Fee	\$180	035701	132-34
Custom Rate Table – Includes 1 Rate Table per year (per site). <i>New area codes and exchanges will be added. Pricing for new area</i>	\$1716	035701-NPA	132-34

<i>codes and exchanges will be based on the original pricing input. Updates can be purchased within 6 months of original custom rate table purchase.</i>			
Custom Rate Table - Quarterly updates - 3 total (US Domestic) Must be ordered in conjunction with main table 035701S (per site)	\$1087	35701Q-CST	132-34
Remote Polling Unit - RPU WTI Netlink			
WTI Netlink Jr. 512K buffer box with ethernet card, modem and cable. Storage for 5630 records-FTP/Dial-up - Premier - Includes Rate Table Subscription.	\$2291	035369	132-8
2nd Year Annual Hardware Depot Support	\$375	035370	132-12
WTI Netlink 2MB buffer box with ethernet card, modem and cable. Storage for 22,520 records-FTP/Dial-up - Premier - Includes Rate Table Subscription.	\$2690	035371	132-8
2nd Year Annual Hardware Depot Support	\$467	035372	132-12
WTI Netlink 4MB buffer box with ethernet card, modem and cable. Storage for 45,040 records-FTP/Dial-up - Premier - Includes Rate Table Subscription.	\$3177	035373	132-8
2nd Year Annual Hardware Depot Support	\$577	035374	132-12
WTI Netlink 8MB buffer box with ethernet card, modem and cable. Storage for 90,080 records-FTP/Dial-up - Premier - Includes Rate Table Subscription.	\$3291	035375	132-8
2nd Year Annual Hardware Depot Support	\$603	035376	132-12
WTI Netlink 16MB buffer box with ethernet card, modem and cable. Storage for 180,160 records-FTP/Dial-up - Premier - Includes Rate Table Subscription and ethernet card.	\$3778	035377	132-8
2nd Year Annual Hardware Depot Support	\$713	035378	132-12
WTI Netlink 32MB buffer box with ethernet card, modem and cable. Storage for 360,320 records-FTP/Dial-up - Premier - Includes Rate Table Subscription.	\$4749	035379	132-8
2nd Year Annual Hardware Depot Support	\$935	035380	132-12
OTM Miscellaneous			
Restocking fee for ISI software (This is charged if the order is cancelled prior to shipping.)	15% of Software Price	035388	132-12
Restocking fee for returned hardware and non-ISI software	25% of Cost	035389	132-12

Infotel Invoice Manager

Web-based software application that enables ISI, Inc. to automate the tedious review of telecom invoices, while identifying savings and alerting administrators to billing errors and unusual variances in charges and usage.

ISI also provides on-demand services that let you perform as much or as little of the invoice management process. These services include (1) ongoing review of invoices and contracts for cost saving opportunities, (2) vendor sourcing management, which includes renegotiating contracts to obtain the best rates and terms, implementing changes, and monitoring contract compliance, and (3) paying your invoices from a secure account. You can choose individual services or even outsource the entire process.

ISI, Inc. reconcile bills to the actual contracts, check rates attributing to all taxing bodies, and ensure that billed services are appropriate. Services include analysis and management of invoices, contracts and vendor orders, operations and help desk support, remote data backup and recovery, and tailored services that address your specific needs.

Set-Up Fee

Infotel Invoice Manager Services Set-UP fee is based on the annual telecom expenditure by the organization.

Less Than \$1,000,000/yr	\$2,500	035470	132-51
\$1,000,001/yr to \$6,000,000/yr	\$5,000	035471	132-51
For over \$6,000,000/y For each \$6,000,000 above the initial \$6,000,000	\$12,500	035472	132-51

Monthly Fee

Monthly system fee for Infotel Invoice Manager Services

Less Than \$1,000,000/yr	1.25% of Monthly Telecom Spend	035473	132-51
\$1,000,001/yr to \$6,000,000/yr	2.5% of Monthly Telecom Spend	035474	132-51
For over \$6,000,001/yr	4% of Monthly Telecom Spend	035475	132-51

Infotel Wireless Manager

Manages and optimizes wireless costs through an ongoing fee-based outsourced service for wireless device management. ISI, Inc., will integrate the billings from all your carriers into a single online management tool and provide monthly recommendations to optimize your rate plans, terminate services and control misuse. Other key features of this online tool include Usage Management, Comprehensive Reporting, Asset Tracking and Cost Allocation.

Monthly fee due on 1st of the month

Inventory Management System Set-Up One-time fee to configure inventory tracking system	\$1,000	035480	132-51
Fulfillment Services and URL Set-Up One-time fee to configure inventory URL Website System	\$1,400	035481	132-51
Wireless Phones: Monthly fee for 50-249 devices	\$1.10 per Device	035482	132-51
Wireless Phones: Monthly fee for 250-499 devices	\$.90 per Device	035483	132-51
Wireless Phones: Monthly fee for 500-999 devices	\$.85 per Device	035484	132-51
Wireless Phones: Monthly fee for 1000-1999 devices	\$.75 per Device	035485	132-51
Wireless Phones: Monthly fee for 2000-2999 devices	\$.70 per Device	035486	132-51
Wireless Phones: Monthly fee for 3000-3999 devices	\$.60 per Device	035487	132-51

Wireless Phones: Monthly fee for 4000-4999 devices	\$.55 per Device	035488 132-51
Wireless Phones: Monthly fee for 5000-9999 devices	\$.45 per Device	035489 132-51
Wireless Phones: Monthly fee for 10,000 or greater devices	\$.40 per Device	035489 132-51
Phones/Blackberries w/Data & Voice Monthly fee for 50-249 devices	\$6.00 per Device	035490 132-51
Phones/Blackberries w/Data & Voice Monthly fee for 250-499 devices	\$3.85 per Device	035490 132-51
Phones/Blackberries w/Data & Voice Monthly fee for 500-999 devices	\$3.00 per Device	035491 132-51
Phones/Blackberries w/Data & Voice Monthly fee for 1000-1999 devices	\$2.40 per Device	035492 132-51
Phones/Blackberries w/Data & Voice Monthly fee for 2000-2999 devices	\$2.00 per Device	035493 132-51
Phones/Blackberries w/Data & Voice Monthly fee for 3000-3999 devices	\$1.80 per Device	035494 132-51
Phones/Blackberries w/Data & Voice Monthly fee for 4000-4999 devices	\$1.60 per Device	035495 132-51
Phones/Blackberries w/Data & Voice Monthly fee for 5000-9999 devices	\$1.40 per Device	035496 132-51
Phones/Blackberries w/Data & Voice Monthly fee for 10,000 or greater devices	\$1.30 per Device	035497 132-51
Air Cards/Blackberries w/Data Only Monthly fee for 50-249 devices	\$3.75 per Device	035498 132-51
Air Cards/Blackberries w/Data Only Monthly fee for 250-499 devices	\$1.95 per Device	035499 132-51
Air Cards/Blackberries w/Data Only Monthly fee for 500-999 devices	\$1.50 per Device	035500 132-51
Air Cards/Blackberries w/Data Only Monthly fee for 1000-1999 devices	\$1.20 per Device	035501 132-51
Air Cards/Blackberries w/Data Only Monthly fee for 2000-2999 devices	\$.95 per Device	035502 132-51
Air Cards/Blackberries w/Data Only Monthly fee for 3000-3999 devices	\$.85 per Device	035503 132-51
Air Cards/Blackberries w/Data Only Monthly fee for 4000-4999 devices	\$.75 per Device	035504 132-51
Air Cards/Blackberries w/Data Only Monthly fee for 5000-9999 devices	\$.65 per Device	035505 132-51
Air Cards/Blackberries w/Data Only Monthly fee for 10,000 or greater devices	\$.60 per Device	035506 132-51

Pagers Monthly fee for 50-249 devices	\$3.60 per Device	035507 132-51
Pagers Monthly fee for 250-499 devices	\$1.80 per Device	035508 132-51
Pagers Monthly fee for 500-999 devices	\$1.35 per Device	035509 132-51
Pagers Monthly fee for 1000-1999 devices	\$1.05 per Device	035510 132-51
Pagers Monthly fee for 2000-2999 devices	\$.90 per Device	035511 132-51
Pagers Monthly fee for 3000-3999 devices	\$.75 per Device	035512 132-51
Pagers Monthly fee for 4000-4999 devices	\$.65 per Device	035513 132-51
Pagers Monthly fee for 5000-9999 devices	\$.60 per Device	035514 132-51
Pagers Monthly fee for 10,000 or greater devices	\$.55 per Device	035515 132-51

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