

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**



On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsadvantage.gov>

SCHEDULE TITLE: Federal Supply Schedule 70
FSC 5805 TELEPHONE AND TELEGRAPH EQUIPMENT
FSC 5895 MISCELLANEOUS COMMUNICATION EQUIPMENT
FSC 7010 SYSTEM CONFIGURATION
FSC 7030 INFORMATION TECHNOLOGY SOFTWARE

CONTRACT NUMBER: GS-35F-0309S

CONTRACT PERIOD: March 22, 2006, to March 21, 2011

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>

CONTRACTOR: American Tel-A-Systems, Inc., dba: AMTELCO
4800 Curtin Drive
McFarland, WI 53558-9424

CONTRACTOR'S ADMINISTRATION SOURCE: Pam Hinz, e-mail: phinz@amtelco.com
JaNelle Stransky, e-mail gsa@amtelco.com

BUSINESS SIZE: Woman-Owned Small Business

CUSTOMER INFORMATION:

1a TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):

SIN	DESCRIPTION
SIN 132-8	Purchase Of Equipment
SIN 132.12	Maintenance Of Equipment, Repair Service, and Repair Parts/Spare Parts
SIN 132.33	Perpetual Software License
SIN 132.34	Software Maintenance
SIN 132.50	Training

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
(Government net price based on a unit of one)

SIN	MODEL NUMBER		PRICE
SIN 132-8	262A014	4-Span RED ALERT T1/PRI Board	\$4,434.01
SIN 132.12	INSTALL	Installation and Implementation - Web Only	\$2,493.56
SIN 132.33	8319197	RED ALERT Text-To-Speech License	\$1,756.83
SIN 132.34	MAINT	Custom Development - Per Hour Rate	\$124.68
SIN 132.50	TRAIN	On-Site Training - Daily Rate Plus Expenses	\$797.94

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

2. MAXIMUM ORDER*: \$500,000

*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE: 48 Contiguous States and Alaska, Hawaii, Washington, D.C., all U.S. Territories and Trusts

5. POINT(S) OF PRODUCTION: American Tel-A-Systems, Inc., McFarland, WI Dane County

6. DISCOUNT FROM LIST PRICES: Products are 1%-25% off the Commercial Price List 3/9/2006

7. QUANTITY DISCOUNT: No quantity discounts

8. PROMPT PAYMENT TERMS: None

9.a Government Purchase Cards are accepted at and above the micro-purchase threshold.

9.b Government Purchase Cards accepted at and above the micro-purchase threshold.

10. FOREIGN ITEMS: None

11. TIME OF DELIVERY: 30 Days ARO

12. FOB POINT: Destination

13a. ORDERING ADDRESS: 4800 Curtin Drive, McFarland, WI 53558-9424

14. PAYMENT ADDRESS: 4800 Curtin Drive, McFarland, WI 53558-9424

15. WARRANTY PROVISION: Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.

16. EXPORT PACKING CHARGES: N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Contractor will accept Government Purchase Card.

18. – 23. N/A

24. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): Vendor uses only RoHS-Compliant cadmium and lead free integrated circuit boards

25. DUNS NUMBER: 06-045-7991

26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE: Yes

AMERICAN TEL-A-SYSTEMS, INC.

GSA RED ALERT Price List

Effective 3/4/2008

Special Item Number	Product Catalogue Number	Product Name/Description	GSA Price Including Industrial
132-33	262A025	RED ALERT Software	\$19,268.44
132-8	262A045	Communications Server with Database Software	\$4,529.22
132-8	262A046	Communications Server Only	\$4,529.22
132-8	262A014	4-Span T1/E1/PRI Interface Board	\$4,434.01
132-33	262MP070	T1/E1/PRI Interface Software (Per span)	\$3,740.34
132-8	262A035	24-Port Voice Resource Board	\$5,245.55
132-33	8319197	IVR Text-to-Speech Licenses	\$1,756.83
132-33	262MP093	Survey Application	\$4,452.95

Purchase - Bundled Systems			
132-33	262A040	24-Port RED ALERT System	\$46,541.16
132-33	262A041	48-Port RED ALERT System	\$55,409.88
132-33	262A042	72-Port RED ALERT System	\$64,278.60
132-33	262A043	96-Port RED ALERT System	\$73,147.32

Hosted Services - Bundled			
132-33	263MP033	500 Recipient Hosted RED ALERT	\$14,525.23
132-33	263MP035	2,000 Recipient Hosted RED ALERT	\$15,465.98
132-33	263MP037	10,000 Recipient Hosted RED ALERT	\$20,483.33
132-33	263MP038	25,000 Recipient Hosted RED ALERT	\$29,890.86

Implementation/Miscellaneous Charges			
132-12	Install-web	Implementation (Web Only)	\$2,493.56
132-12	Install	On-Site Install - Flat Rate per Week	\$8,478.11
132-34	Maint	Custom Development Per Hour	\$124.68
132-50	Train	Training (Daily + expenses)	\$797.94
132-50	Train	Training (Weekly + expenses)	\$3,884.97
132-34	SC	Software Annual Maintenance	10% of system

(ITSPL)



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

RED ALERT GSA Catalog

Effective 12/01/07

- 132-8 262A014 4-Span RED ALERT T1/PRI Board \$4,434.01**
The AMTELCO XDS Technologies H.100 PCI T1/PRI Interface Board contains all the telephony resources and is software-configurable to accommodate up to eight inbound/outbound digital T1/PRI spans. Fewer than eight spans may be enabled for use, dependent upon the number of spans purchased or licensed for runtime use on the system. The board is RoHS compliant, and conforms to EN55024, EN55022 Class A, FCC Part 15 Class A, ICES-003-Class A, TBR4, TBR12, TBR13, and EN60950 standards. The XDS H.100 PCI T1/PRI interface board is designed and manufactured exclusively by AMTELCO.
- 132-8 262A035 24-Port Voice Resource Board \$5,245.55**
The AMTELCO XDS Technologies H.100 PCI Voice Resource Board includes 32 channels of bi-directional voice resources. Multiple boards can be used in conjunction to supply the necessary voice resources for multiple T1/E1 spans. The board is RoHS compliant, conforms to EN55022, EN50082-1, and EN60950 standards, and conforms to all essential requirements of Directive 1999/5/EC. Federal Communications Commission Part 15 and Part 68 registrations apply. The XDS H.100 PCI Voice Resource board is designed and manufactured exclusively by AMTELCO.
- 132-8 262A045 Communications Server with Database \$4,529.22**
The AMTELCO RED ALERT Communications Server is a scalable Interactive Voice Response (IVR) telephony server with on-board Automated Speech Recognition (ASR) capabilities. The server runs on the Microsoft Windows Server operating system and incorporates a Microsoft SQL Server database. The RED ALERT Server is populated with one (1) AMTELCO XDS Technologies H.100 PCI T1/PRI Interface Board and up to six (6) AMTELCO XDS Technologies H.100 Voice Resource Boards.
- 132-8 262A046 Communications Server without Database \$4,529.22**
The AMTELCO RED ALERT Communications Server is a scalable Interactive Voice Response (IVR) telephony server with on-board Automated Speech Recognition (ASR) capabilities. The server runs on the Microsoft Windows Server operating system and requires a Microsoft SQL Server database housed on a companion server running the Windows Server operating system. The RED ALERT Server is populated with one (1) AMTELCO XDS Technologies H.100 PCI T1/PRI Interface Board and up to six (6) AMTELCO XDS Technologies H.100 Voice Boards.



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

132-12 INSTALL WEB Installation and Implementation - Web Only \$2,493.56

When subscribing to one of AMTELCO's Hosted RED ALERT Services, the Implementation is always completed by an AMTELCO technician at the Hosted Services facilities. The Training for these services is typically completed remotely via a web-based session led by an AMTELCO trainer. The web-based training would include the system options and settings, the set-up and triggering of alerts, and a review of the available reports. Please see 132-50 for a description of Custom/Optional On-site Training.

When purchasing AMTELCO's RED ALERT application as a turnkey system, the Implementation can be completed with remote support from an AMTELCO technician. The AMTELCO technician would remotely assist the customer's assigned staff to ensure that the turnkey system gets set up and tested at the customer's site. The training for turnkey systems is typically completed remotely via a web-based session with an AMTELCO trainer. The web-based training would include the system options and settings, the set-up and triggering of alerts, and a review of the available reports. Please see 132-50 for a description of Custom/Optional On-site Training

A Project Manager is assigned to work with the customer to coordinate all activities of the technician and the trainer.

132-12 INSTALL Installation and Implementation - On-Site Flat Rate \$8,478.11

When purchasing AMTELCO's RED ALERT application as a turnkey system, the customer can choose to have an AMTELCO technician on-site to install the system instead of having someone at the site work remotely with an AMTELCO in-house technician. Choosing to have an AMTELCO technician on-site does require additional charges. If a customer chooses to have a technician, on-site, the training is still typically completed remotely via a web-based session with an AMTELCO trainer. Please see 132-50 for a description of Custom/Optional On-site Training.

A Project Manager is assigned to work with the customer to coordinate all activities of the technician and the trainer.



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

132-33 262A025 RED ALERT Software Assembly \$19,268.44

The RED ALERT Software Assembly is a package of six (6) separate computer programs that are fully integrated into a server-based automated notification system. The assembly includes:

- RED ALERT server application
- RED ALERT server management application
- RED ALERT survey administration application
- Web-based RED ALERT system administration application
- Web-based RED ALERT user sign-up/check-in-in application
- AMTELCO Scripted Applications Supervisor client software

No hardware components are included in the RED ALERT Software Assembly.

132-33 262A040 RED ALERT 24-Port Turnkey System \$46,541.16

The RED ALERT notification system is provided as a complete turnkey package on a single server chassis, with all software pre-loaded. The RED ALERT system can use either a T1 or a PRI ISDN interface to connect to an on-premise PBX or directly to telephone company trunks and is capable of generating 2,880 30-second telephone calls per hour.

The RED ALERT automated notification system is an intuitive platform that is adaptable at all levels, including alert scenario construction and scheduling, customizable alert message composition; multiple recipient contact methods; aggregation of recipients into contact groups; escalation of notifications between recipient contact methods, individual recipients, and groups of recipients; and the reporting of both active alert and historical data.

The RED ALERT notification system enables recipients to receive an unlimited number of automated notifications via any number of contact methods, including land-line, cellular and satellite telephones, alpha-numeric and digital pagers, SMS text and e-mail messaging, and fax transmissions.

The components of the 24-port RED ALERT automated notification system include:

- RED ALERT Interactive Voice Response (IVR) Communications server
 - One (1) AMTELCO XDS Technologies T1/E1/PRI Interface Board with one (1) span enabled
 - One (1) AMTELCO XDS Technologies T1/E1/PRI Interface software
 - One (1) AMTELCO XDS Technologies Voice Resources Board with twenty-four (24) ports enabled
 - One (1) RED ALERT IVR Text-To-Speech license
 - Microsoft Windows Server operating system
 - Microsoft SQL database application



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

- RED ALERT system software assembly
 - RED ALERT server application
 - RED ALERT server management application
 - RED ALERT survey administration application
 - Web-based RED ALERT system administration application
 - Web-based RED ALERT user sign-up/check-in-in application
 - AMTELCO Scripted Applications Supervisor client software
- Serial fax modem
- Serial paging modem
- System and user documentation
- Remotely directed installation and implementation
- Web-based training program
- 24/7/365 hardware and software support

132-33 262A041 RED ALERT 48-Port Turnkey System \$55,409.88

The RED ALERT notification system is provided as a complete turnkey package on a single server chassis, with all software pre-loaded. The RED ALERT system can use either a T1 or a PRI ISDN interface to connect to an on-premise PBX or directly to telephone company trunks and is capable of generating 5,760 30-second telephone calls per hour.

The RED ALERT automated notification system is an intuitive platform that is adaptable at all levels, including alert scenario construction and scheduling, customizable alert message composition; multiple recipient contact methods; aggregation of recipients into contact groups; escalation of notifications between recipient contact methods, individual recipients, and groups of recipients; and the reporting of both active alert and historical data.

The RED ALERT notification system enables recipients to receive an unlimited number of automated notifications via any number of contact methods, including land-line, cellular and satellite telephones, alpha-numeric and digital pagers, SMS text and e-mail messaging, and fax transmissions.

The components of the 48-port RED ALERT automated notification system include:

- RED ALERT Interactive Voice Response (IVR) Communications server
 - One (1) AMTELCO XDS Technologies T1/E1/PRI Interface Board with two (2) spans enabled
 - One (1) AMTELCO XDS Technologies T1/E1/PRI Interface software
 - Two (2) AMTELCO XDS Technologies Voice Resources Boards each with twenty-four (24) ports enabled
 - One (1) RED ALERT IVR Text-To-Speech license
 - Microsoft Windows Server operating system
 - Microsoft SQL database application



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

- RED ALERT system software assembly
 - RED ALERT server application
 - RED ALERT server management application
 - RED ALERT survey administration application
 - Web-based RED ALERT system administration application
 - Web-based RED ALERT user sign-up/check-in-in application
 - AMTELCO Scripted Applications Supervisor client software
- Serial fax modem
- Serial paging modem
- System and user documentation
- Remotely directed installation and implementation
- Web-based training program
- 24/7/365 hardware and software support

132-33 262A042 RED ALERT 72-Port Turnkey System \$64,278.60

The RED ALERT notification system is provided as a complete turnkey package on a single server chassis, with all software pre-loaded. The RED ALERT system can use either a T1 or a PRI ISDN interface to connect to an on-premise PBX or directly to telephone company trunks and is capable of generating 8,640 30-second telephone calls per hour.

The RED ALERT automated notification system is an intuitive platform that is adaptable at all levels, including alert scenario construction and scheduling, customizable alert message composition; multiple recipient contact methods; aggregation of recipients into contact groups; escalation of notifications between recipient contact methods, individual recipients, and groups of recipients; and the reporting of both active alert and historical data.

The RED ALERT notification system enables recipients to receive an unlimited number of automated notifications via any number of contact methods, including land-line, cellular and satellite telephones, alpha-numeric and digital pagers, SMS text and e-mail messaging, and fax transmissions.

The components of the 72-port RED ALERT automated notification system include:

- RED ALERT Interactive Voice Response (IVR) Communications server
 - One (1) AMTELCO XDS Technologies T1/E1/PRI Interface Board with three (3) spans enabled
 - One (1) AMTELCO XDS Technologies T1/E1/PRI Interface software
 - Three (3) AMTELCO XDS Technologies Voice Resources Boards each with twenty-four (24) ports enabled
 - One (1) RED ALERT IVR Text-To-Speech license
 - Microsoft Windows Server operating system
 - Microsoft SQL database application



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

- RED ALERT system software assembly
 - RED ALERT server application
 - RED ALERT server management application
 - RED ALERT survey administration application
 - Web-based RED ALERT system administration application
 - Web-based RED ALERT user sign-up/check-in-in application
 - AMTELCO Scripted Applications Supervisor client software
- Serial fax modem
- Serial paging modem
- System and user documentation
- Remotely directed installation and implementation
- Web-based training program
- 24/7/365 hardware and software support

132-33 262A043 96-Port RED ALERT Turnkey System \$73,147.32

The RED ALERT notification system is provided as a complete turnkey package on a single server chassis, with all software pre-loaded. The RED ALERT system can use either a T1 or a PRI ISDN interface to connect to an on-premise PBX or directly to telephone company trunks and is capable of generating 11,520 30-second telephone calls per hour.

The RED ALERT automated notification system is an intuitive platform that is adaptable at all levels, including alert scenario construction and scheduling, customizable alert message composition; multiple recipient contact methods; aggregation of recipients into contact groups; escalation of notifications between recipient contact methods, individual recipients, and groups of recipients; and the reporting of both active alert and historical data.

The RED ALERT notification system enables recipients to receive an unlimited number of automated notifications via any number of contact methods, including land-line, cellular and satellite telephones, alpha-numeric and digital pagers, SMS text and e-mail messaging, and fax transmissions.

The components of the 72-port RED ALERT automated notification system include:

- RED ALERT Interactive Voice Response (IVR) Communications server
 - One (1) AMTELCO XDS Technologies T1/E1/PRI Interface Board with four (4) spans enabled
 - One (1) AMTELCO XDS Technologies T1/E1/PRI Interface software
 - Three (3) AMTELCO XDS Technologies Voice Resources Boards each with thirty-two (32) ports enabled
 - One (1) RED ALERT IVR Text-To-Speech license
 - Microsoft Windows Server operating system



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

- Microsoft SQL database application
- RED ALERT system software assembly
 - RED ALERT server application
 - RED ALERT server management application
 - RED ALERT survey administration application
 - Web-based RED ALERT system administration application
 - Web-based RED ALERT user sign-up/check-in-in application
 - AMTELCO Scripted Applications Supervisor client software
- Serial fax modem
- Serial paging modem
- System and user documentation
- Remotely directed installation and implementation
- Web-based training program
- 24/7/365 hardware and software support

132-33 263MP033 Hosted RED ALERT Service - 500 Recipients \$14,525.23

The RED ALERT automated notification system is an intuitive platform that is adaptable at all levels, including alert scenario construction and scheduling, customizable alert message composition; multiple recipient contact methods; aggregation of recipients into contact groups; escalation of notifications between recipient contact methods, individual recipients, and groups of recipients; and the reporting of both active alert and historical data.

A subscription to AMTELCO's hosted RED ALERT notification system enables up to 500 recipients to receive an unlimited number of automated notifications via any number of contact methods, including land-line, cellular and satellite telephones, alpha-numeric and digital pagers, SMS text and e-mail messaging, and fax transmissions.

A subscription to AMTELCO's hosted RED ALERT notification system includes implementation and training performed by AMTELCO personnel. Also included are up to four (4) recipient data import sessions per year performed by AMTELCO personnel.

132-33 263MP035 Hosted RED ALERT Service - 2,000 Recipients \$15,465.98

The RED ALERT automated notification system is an intuitive platform that is adaptable at all levels, including alert scenario construction and scheduling, customizable alert message composition; multiple recipient contact methods; aggregation of recipients into contact groups; escalation of notifications between recipient contact methods, individual recipients, and groups of recipients; and the reporting of both active alert and historical data.

A subscription to AMTELCO's hosted RED ALERT notification system enables up



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

to 2,000 recipients to receive an unlimited number of automated notifications via any number of contact methods, including land-line, cellular and satellite telephones, alpha-numeric and digital pagers, SMS text and e-mail messaging, and fax transmissions.

A subscription to AMTELCO's hosted RED ALERT notification system includes implementation and training performed by AMTELCO personnel. Also included are up to four (4) recipient data import sessions per year performed by AMTELCO personnel.

132-33 263MP037 Hosted RED ALERT Service - 10,000 Recipients \$20,483.33

The RED ALERT automated notification system is an intuitive platform that is adaptable at all levels, including alert scenario construction and scheduling, customizable alert message composition; multiple recipient contact methods; aggregation of recipients into contact groups; escalation of notifications between recipient contact methods, individual recipients, and groups of recipients; and the reporting of both active alert and historical data.

A subscription to AMTELCO's hosted RED ALERT notification system enables up to 10,000 recipients to receive an unlimited number of automated notifications via any number of contact methods, including land-line, cellular and satellite telephones, alpha-numeric and digital pagers, SMS text and e-mail messaging, and fax transmissions.

A subscription to AMTELCO's hosted RED ALERT notification system includes implementation and training performed by AMTELCO personnel. Also included are up to four (4) recipient data import sessions per year performed by AMTELCO personnel.

132-33 263MP038 Hosted RED ALERT Service - 25,000 Recipients \$29,890.86

The RED ALERT automated notification system is an intuitive platform that is adaptable at all levels, including alert scenario construction and scheduling, customizable alert message composition; multiple recipient contact methods; aggregation of recipients into contact groups; escalation of notifications between recipient contact methods, individual recipients, and groups of recipients; and the reporting of both active alert and historical data.

A subscription to AMTELCO's hosted RED ALERT notification system enables up to 25,000 recipients to receive an unlimited number of automated notifications via any number of contact methods, including land-line, cellular and satellite telephones, alpha-numeric and digital pagers, SMS text and e-mail messaging, and fax transmissions.

A subscription to AMTELCO's hosted RED ALERT notification system includes



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

implementation and training performed by AMTELCO personnel. Also included are up to four (4) recipient data import sessions per year performed by AMTELCO personnel.

- 132-33 262MP070 RED ALERT T1/PRI Span Software \$3,740.34**
The RED ALERT T1/PRI Span Software is a licensing fee to enable (via software) a particular number of digital spans on one or more XDS H.100 PCI T1/PRI interface boards within a RED ALERT Communications Server. Each T1/PRI interface board contains the physical resources to provide eight digital spans. A system may be licensed to use a number of spans less than, or equal to, the total number of spans resident in the RED ALERT Communications Server. This is an AMTELCO licensing fee in conjunction with particular AMTELCO hardware elements contained within the RED ALERT Communications Server.
- 132-33 262MP093 RED ALERT Survey Application \$4,452.95**
The RED ALERT Survey Application is an optional component of the RED ALERT Automated Notification System. The application allows the construction of an automated survey containing up to 10 questions as an element of an alert message. Survey questions can be configured to branch as needed based on the responses received during the course of the survey. The survey application also includes 2 pre-constructed reports that delineate the results of the survey.
- 132-33 8319197 RED ALERT Text-Speech License \$1,756.83**
The RED ALERT Text-Speech License is a third party single-connection software runtime license to enable text-to-speech generation on digital telephony ports. This license is purchased as a Realspeak Telecom License (version 4.0), for use alongside the Realspeak 4.0 TTS software application. AMTELCO purchases TTS licenses in a ratio of one runtime license for every four voice resource ports enabled within the RED ALERT Communications Server. The Realspeak runtime licenses and accompanying TTS software application are purchased by AMTELCO from Nuance Communications.



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

132-34 MAINT Custom Development - Per Hour Rate \$124.68
AMTELCO considers requests for customization/development of the RED ALERT notification system on a case-by-case basis. Examples of such work include utilization of the RED ALERT SOAP Interface, modification of existing reports and creation of new reports, and additional customer data importing over and above initial implementation of the RED ALERT system. All software generated as the result of a customization/development agreement remains the property of AMTELCO and may be modified or reused by AMTELCO in any manner AMTELCO considers appropriate.

AMTELCO invoices for customization/development projects based on actual time expended and expenses incurred. A formal Statement Of Work describing the scope and nature of the customization/development project and listing the terms and conditions of the project will be agreed upon before any work on the project is started.

At times, a customization/development project may require additional hardware or software as work progresses. AMTELCO will notify the customer of such requirements as early as possible in the customization/development process.

132-34 SC Software Annual Maintenance 10% of system cost
The AMTELCO Service and Support Group (ASSG) is a staff of trained field engineers. Each has experience in the installation, set-up, operation, maintenance and troubleshooting of AMTELCO systems. Their sole purpose is to provide owners of AMTELCO products with technical support. ASSG has been established as a specialized resource to call for help in resolving technical service problems. When a problem cannot be resolved in a single call, the technician can give instructions for handling the situation while a solution is being sought. ASSG will identify and authorize needed parts for repair, and has 24-hour access to manufacturing facilities and personnel for emergencies.

The term of the AMTELCO annual Support Agreement is 12 months beginning on the effective date stated on the Support Agreement. Payment is due in advance of the period covered, in accordance with the payment period selected. The support agreement is automatically renewed unless written notice is received in advance of renewal. If there is a lapse in coverage due to late payment or cancellation of the contract, a charge will be made for reinstatement.



4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
www.redalertsystem.com

American Tel-A-Systems Inc.
(608) 838-4194

132-50 TRAIN DAY On-Site Training - Daily Rate Plus Expenses \$797.94

When subscribing to one of AMTELCO's Hosted RED ALERT Services or purchasing the RED ALERT application as a turnkey system, the training is typically completed remotely via a web-based session with an AMTELCO trainer. If the customer requests custom/optional on-site training, there is a choice pay a daily rate or a weekly rate. One trainer would come on-site to train the customer on the system options and settings, the set-up and triggering of alerts, and how to generate the set of available reports.

132-50 TRAIN WEEK On-Site Training - Weekly Rate Plus Expenses \$3,884.97

When subscribing to one of AMTELCO's Hosted RED ALERT Services or purchasing the RED ALERT application as a turnkey system, the training is typically completed remotely via a web-based session with an AMTELCO trainer. If a customer requests custom/optional on-site training, there is a choice pay a daily rate or a weekly rate.

One trainer would come on-site to train the customer on the system options and settings, the set-up and triggering of alerts, and how to generate the set of available reports.