

**AT COMM PRICE LIST  
COVER PAGE**

# **At Comm Corporation**

**Authorized Information Technology Schedule Price List  
Schedule 70  
GSA Contract GS-35F-0555S**

**Federal Supply Service  
U.S. General Services Administration**

**Contractor:**

**At Comm Corporation  
907 Burkhart Ave  
San Leandro CA 94579-2118  
DUNS: 115090557**

**General Company Information:**

**Tel: 1-603-624-4424  
Toll Free: 1-800-641-5400  
Fax: 1-603-624-8269  
<http://www.atcomm.com>**

**Sales Contact: Dave Cyr  
Direct: 1-603-628-3115  
Toll Free: 1-800-641-5400  
Fax: 1-603-628-3140  
[dcyr@atcomm.com](mailto:dcyr@atcomm.com)**

**Support Contact  
Direct: 1-603-628-3000  
Toll Free: 1-800-641-5400  
Fax: 1-603-628-3045  
[support@atcomm.com](mailto:support@atcomm.com)**



## AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

CommView® is a Call Management application from At Comm Corporation, also known as AtComm Corporation or @Comm Corporation, that allows IT & Telecom managers to deliver optimum voice network performance at the lowest cost, regardless of network size, technology or complexity. CommView enables reporting on any available CDR (Call Detail Recording) or SMDR (Station Messaging Detail Recording) from any mix of legacy PBXs, IP-PBXs, in any mix of brands, of any size and in any location. CDR/SMDR are nearly synonymous terms used depending on the manufacturers that capture detailed information about incoming and outgoing voice and data calls. CommView products capture this data regardless of its type or format from any mix of manufacturers or technology and generate uniform consistent reports. It is available where the user hosts the application or as a cloud-based service where At Comm hosts and administers the application. The reporting interface scales from a single workstation application through a multi-user web-enabled reporting application to a true hosted solution where all reports are available securely online as web-based. Reports from this on-demand application are now crucial to managing legacy and converging VoIP PBX networks during daily operations. CommView offers users several critical benefits:

- Reduced Operating Costs
- Productivity Analysis
- Voice Network Optimization (Traffic Engineering)
- Voice Network Management
- Expense Management
- Security Assessment
- Fraud and Hacking Control

Special Item Number (SIN)	Product/ Description
132-33	Perpetual Software Licenses
132-34	Maintenance of Software

## SIN 132-33 - PERPETUAL SOFTWARE LICENSES

### FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Microcomputers  
Application Software  
Electronic Commerce (EC) Software  
Utility Software  
Communications Software  
Core Financial Management Software  
Ancillary Financial Systems Software

FPDS Code D399      Other Data Transmission Services, Not  
Elsewhere Classified - Except "Voice" and  
Pager Services

CommView software supports Open Database Connectivity (ODBC) allowing transfer of data from CommView's relational database to other databases and applications utilizing the data from CommView databases as well as LDAP to enhance integration with directory services.

## SIN 132-34 - MAINTENANCE OF SOFTWARE

**CONTRACTOR  
At Comm Corporation  
907 Burkhart Ave  
San Leandro, CA 94579-2118**

1-800-641-5400

[www.atcomm.com](http://www.atcomm.com)

Contract Number: **GS-35F-0555S**  
Period Covered by contract:  
**August 1, 2006 through August 1, 2021**  
General Services Administration  
Federal Supply Service

**Pricelist current through August 1, 2016.**

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at

[https://www.gsaadvantage.gov/advantage/main/start\\_page.do](https://www.gsaadvantage.gov/advantage/main/start_page.do)

Topic / Section	Page
Table of Contents.....	4
Information for Ordering Activities.....	5
Terms and Conditions Applicable to Perpetual Software Licenses (SIN 132-33) and Maintenance (SIN 132-34) of General Purpose Commercial Information Technology Software.....	10
Customer Assurance Plan Guarantee/Warranty/Software License.....	11
USA Commitment to Promote Small business participation procurement Programs.....	16
Blanket Purchase Agreement.....	18
Suggested Format Blanket Purchase Agreement.....	18
Introduction.....	21
Overview of Product Family.....	21
CommView Web.....	22
Advantages of Hosted Services.....	22
CommView Audit.....	23
Benefits of Customer Hosted System.....	23
CommView Single-User.....	24
CommView Multi-User with WebReporter.....	24
Installation Procedures.....	25
System Support.....	25
Reduced Operation Costs.....	26
Productivity Analysis.....	26
Voice Network Management and Expense Management.....	26
Security Assessment and Fraud and Hacking Control.....	27
Implementation Variables.....	28
Customer Requirements.....	29
Pricing Examples for New Systems.....	29
Sample Installation Diagrams—CommView Web Hosted Service How it works.....	30
CommView - Customer Hosted System—How it Works.....	31
CommView Web Pricing.....	32
CommView Audit Pricing.....	34
CommView Single-User and CommView Multi-User with WebReporter Pricing.....	35
CommView Options.....	36
CommView Subsequent Year Maintenance and Support.....	37

**Contract modifications**  
List of revisions

Original Issue	August 30, 2006
Revised Format and descriptions	October 26, 2006
Mod PO-0001	February 6, 2007
Mod PO-002	October 24, 2011
Mod PO -003	May 14, 2014
Mod PO -004	December 31, 2014
Mod PO-005	August 1, 2016

**INFORMATION FOR ORDERING ACTIVITIES**  
**APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**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 ( [https://www.gsaadvantage.gov/advantage/main/start\\_page.do](https://www.gsaadvantage.gov/advantage/main/start_page.do) ). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page ( [https://www.gsaadvantage.gov/advantage/main/start\\_page.do](https://www.gsaadvantage.gov/advantage/main/start_page.do) ) 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:**

*Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

*Overseas delivery* is delivery to points outside of the 48 contiguous states, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

**At Comm Corporation**  
150 Dow Street  
Manchester, NH 03101

By Tel direct toll free 1-800-641-5400

By Fax (603) 628-3140

By e-mail: [sales@atcomm.com](mailto:sales@atcomm.com)

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.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

**Direct Toll Free 1-800-641-5400**

**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. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule  
Block 16: Data Universal Numbering System (DUNS) Number:  
115090557  
Block 30: Type of Contractor – B – Other Small Business\_  
Block 31: Woman-Owned Small Business - **No**  
Block 36: Contractor's Taxpayer Identification Number (TIN):  
95-3824750

- 4a. CAGE Code: 0H392
- 4b. Contractor **has** registered with the Central Contractor Registration Database.

**5. FOB DESTINATION**

**6. DELIVERY 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:

SPECIAL ITEM NUMBER SIN 132-33  
DELIVERY TIME 10 days ARO

SPECIAL ITEM NUMBER SIN 132-34  
DELIVERY TIME 10 days ARO

- 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.

**7. DISCOUNTS:**

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: 1% - 15 days from receipt of invoice - no discount with credit card purchase
- b. Quantity N/A
- c. Dollar Volume N/A
- d. Government Educational Institutions Same as all other Government customers
- e. Other N/A

**8. 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.

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**

**10. SMALL REQUIREMENTS:**

The minimum dollar value of orders to be issued is \$50.00.

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

- 12. a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:  
Special Item Number 132-33 - Perpetual Software Licenses  
Special Item Number 132-34 - Maintenance of Software

**12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition

Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

### **13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:**

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.

#### **13.1 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.

#### **13.2 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.

### **14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001) FSS A/L FC 01-5**

- (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 or can be 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.
- NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- (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 offered under the Multiple Award Schedule program.
  - (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.

## 15. 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.)

## 16. 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.: Microsoft Internet Explorer). The Internet address is :

[https://www.gsaadvantage.gov/advantage/main/start\\_page.do](https://www.gsaadvantage.gov/advantage/main/start_page.do)

(1)

## 17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, non-contract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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.

## 18. 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.

#### **19. OVERSEAS ACTIVITIES**

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

##### NO EXCEPTIONS

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.

#### **20. BLANKET PURCHASE AGREEMENTS (BPAs)**

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

#### **21. 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.

#### **22. 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 received 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.

#### **23. 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: [www.atcomm.com](http://www.atcomm.com)

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

#### **24. 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.

**25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)28.310**

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

**26. SOFTWARE INTEROPERABILITY.**

CommView software supports Open Database Connectivity (ODBC) allowing transfer of data from CommView's relational database to other databases and applications utilizing the data from CommView databases as well as LDAP to enhance integration with directory services.

**27. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the

United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

---

**TERMS AND CONDITIONS APPLICABLE TO**

---

---

**PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

---

**1. INSPECTION/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 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.

**2. GUARANTEE/WARRANTY**

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

## Customer Assurance Plan

Includes Program License Agreement, Software Warranty, Hardware Warranty, Limitation of Liability, and Provisions Related to Subscription Tables

## Program License Agreement

**Please read the terms and conditions of the software license agreement before breaking the plastic wrapper covering the documentation, opening the CD-ROM envelope or downloading any software from At Comm Corporation (hereinafter “@Comm”). Breaking the wrapper, opening the CD-ROM envelope, downloading software from @Comm or using software downloaded to your system by @Comm signifies your acceptance of the license agreement. If you do not agree to the terms, you must return this software (with the wrapper unbroken) to the seller from whom you purchased it, along with all associated materials, within ten (10) business days of your receipt of this software program and all money will be refunded.**

**This software license agreement extends to downloading software from @Comm or software downloaded to your computer by @Comm. By way of example, @Comm may download software to your system such as software updates, rate table updates, software to extract data from manufacture’s products for use with @Comm software.**

## License

At Comm Corporation (hereinafter “At Comm”) grants you the non-exclusive right to use the software contained herein for as long as you comply with the terms of this license. However, At Comm and/or its licensors retain title to the software.

You May:

- (a) use the software and the associated documentation only in connection with a single machine; and
- (b) (b) physically move the software from one machine to another, provided the software is used in connection with only one machine at a time;

You May Not:

- (a) move the software electronically from one machine to any other computer over a network;

- (b) make or authorize any other copies of the software except that you may make one (1) copy solely for back-up purposes;
- (c) sublicense, assign, or transfer this license or the software to anyone else;
- (d) de-compile, disassemble, or reverse engineer the software;
- (e) use the software in a service bureau or time sharing arrangement; and
- (f) allow direct or indirect use by a third party (including use by a third party over the Internet) except consultants performing services for you, provided that such consultants are bound by a non-disclosure agreement with you.

Upgrades, patches, and other pertinent data for the software program, if any, that are available for download from our servers, Internet, and/or Intranet pages, or those that are uploaded from At Comm to user’s PC, will be restricted to use under the terms of this license.

**If you transfer possession of any copy, modification, or merged portion of the software to another party, your license is automatically terminated. You may not use, copy, modify, or transfer the program, or any copy, modification, or merged portion, in whole or in part, except as expressly provided for in this license.**

## Term

The license is effective until terminated. You may terminate it at any other time by destroying the program together with all copies, modifications, and merged portions in any form. It will also terminate upon conditions set forth elsewhere in this Agreement or if you fail to comply with any term or condition of this Agreement. You agree upon such termination to destroy the program together with all copies, modifications, and merged portions in any form.

## Limited Warranty, Limitation of Liability, and Patent Indemnity Limited Warranty on Licensed Software:

Subject to the limitations specified below At Comm warrants for a period of ninety (90) days from date of shipment, to the original licensee only, that the licensed software that is subject of this license, excluding the Tariff Tables, (“Licensed Software”) conforms to the Product Specifications posted on the At Comm website (<http://www.atcomm.com>) at the time the product was acquired. If during the 90-day warranty period the Licensed Software fails to conform to specifications, you must promptly notify At Comm in writing and include with such notice a copy of your receipt which shows how you acquired the Licensed Software. In order for the warranty to apply, the notification that the Licensed

Software fails to conform to the specification during the warranty period must be received by At Comm no later than two (2) months from the end of the warranty period.

At Comm's sole and only obligation under this warranty is as follows:

At Comm will use reasonable commercial efforts to correct any failure of the Licensed Software to conform to specifications. If At Comm is unable to change the Licensed Software so that it conforms to the Product Specifications posted on the At Comm website, At Comm will have the option of providing a full refund of the license fee.

Your exclusive remedy for breach of warranty is to have At Comm try to correct the problem and if At Comm cannot do so, to obtain a full refund of the license fee.

### Limited Warranty on Hardware:

Subject to the limitations specified below, At Comm warrants for a period of one (1) year from date of shipment, to the original purchaser only, that any hardware manufactured by At Comm and the diskette or CD-ROM upon which the Software is distributed (together hereinafter "the hardware") is free from significant defects in material or workmanship.

If during the warranty period the hardware fails due to a defect in material or workmanship, you must promptly notify At Comm in writing and include with such notice a copy of your receipt showing where and when you acquired the hardware. Such notification must be received by At Comm no later than one (1) month after the end of the warranty period. At Comm will use reasonable commercial efforts to correct any failure due to any defect in material or workmanship of the hardware. Such repair, including both parts and labor, is at At Comm's expense. All warranty service will be performed at At Comm's offices and you will be responsible for the cost of shipping the hardware to such offices.

If At Comm is unable to repair the hardware after a reasonable number of attempts, At Comm will provide a replacement of the defective hardware. This is your exclusive remedy for breach of warranty.

### At Comm Does Not Warrant:

- (a) except as to the CD-ROM, any product, components, or parts not manufactured or licensed by At Comm;
- (b) defects caused by failure to provide a suitable installation environment for the hardware or the Licensed Software;
- (c) the Tariff Tables;
- (d) damage caused by use of the hardware or the Licensed Software for purposes other than those for which it was designed;
- (e) damage caused by disasters such as fire, flood, wind, and lightning;
- (f) damage caused by unauthorized attachments or modification;
- (g) damage during shipment;
- (h) damage to or conflicts in the operation of other applications also resident on the installed PC due to configuration changes made via the installation process or procedures; or
- (i) any other abuse or misuse by you.

### Patent Indemnity:

In addition to the warranties set forth in the previous paragraphs, At Comm warrants that the hardware and Licensed Software shall be delivered free from the rightful claim of any third person for infringement of any valid U.S. trademark, copyright, or patent. At Comm will defend you against any claim of infringement and will pay the resulting costs, damages, and attorneys fees finally awarded, provided that:

- (a) you promptly notify At Comm in writing of any claim; and
- (b) At Comm has sole control of the defense and all related settlement negotiations.

If a claim arises, you will allow At Comm, at its option and expense, to:

- (a) procure the right for you to continue using the Licensed Software;
- (b) replace or modify it so that it becomes non-infringing; or
- (c) grant you a refund of the license fee, as depreciated on a straight-line sixty (60) month basis, in exchange for the return of the infringing Licensed Software.

**The foregoing warranties are in lieu of all other warranties, express or implied, including but not limited to the implied warranties of merchantability, infringement of third party rights, and fitness for a particular purpose.**

**In no case shall At Comm or its licensors be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict tort, or all other legal theory. Such damages include, but are not limited to, loss of profits, loss of savings or revenue, loss of use of the licensed software or any associated equipment or software, cost of capital, cost of any substitute equipment, facilities or services, downtime, the claims of third parties including customers, and injury to property. This limitation does not apply to damages caused by breach of the warranty of title against infringement under the "Patent Indemnity" section above, nor to claims for personal injury.**

Any action for breach of warranty must be commenced within six (6) months following the shipment of the Licensed Software.

No employee of At Comm or any other party is authorized to make any warranty in addition to those made in this agreement.

This agreement allocates the risk of product failure between At Comm and you. This allocation is recognized by both parties and is reflected in the license fee of the Licensed Software and subscription price of the Tariff Table. You acknowledge that you have read this agreement, understand it, and are bound by its terms.

The software is not fault-tolerant and the software is not designed, manufactured, or intended for the on-line control of nuclear facilities, aircraft navigation or aircraft communications systems, air traffic control, direct life support machines, or weapons systems, in which the failure of the Software could lead directly to death, personal injury, or severe physical or environmental damage. At Comm and/or its licensors specifically disclaim any express or implied warranty of fitness for such purposes.

**Other Restrictions:**

1. You must agree to comply with all export and re-export restrictions and

regulations ("Export Restrictions") imposed by the government of the United States.

2. The software applications (and embedded runtime programs) are copyrighted, unpublished, and contain proprietary and confidential information of At Comm and/or its licensors. You agree that you will not de-compile the programs or permit others to have access to the software such that they could de-compile the software to ascertain confidential information in the programs. Upon termination of the license for the programs, you will be required to destroy or return all copies of the programs.

**Limitations of Liability**

**NEITHER AT COMM'S NOR CUSTOMER'S LIABILITY ARISING OUT OF THIS AGREEMENT AND THE LICENSING AND SALE OF THE SOFTWARE SHALL EXCEED THE ACTUAL AMOUNT PAID TO AT COMM BY THE CUSTOMER OR DEALER. IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY LOST PROFITS, LOSS OF DATA, LOSS OF SAVINGS OR REVENUE, LOSS OF USE OF THE LICENSED SOFTWARE OR ASSOCIATED EQUIPMENT OF SOFTWARE, COST OF CAPITAL, COST OF PROCUREMENT OF SUBSTITUTE PRODUCTS OR SERVICES, DOWNTIME OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER FOR BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EVEN IF EITHER PARTY OR AN AUTHORIZED DEALER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

**Tariff Tables**

Due care and caution has been exercised in preparation of the Tariff Table furnished hereunder. Information contained therein is obtained from sources believed to be accurate and reliable. Because of the possibility of human or mechanical error, the manner of operation of the regulatory rate making process, the time of distribution of common carrier tariff changes, and/or the completeness or accuracy thereof is not guaranteed. No liability is assumed for the completeness or accuracy of information obtained from other sources. In the event the Tariff Table is found to be materially incorrect, the company will provide, at its option, a replacement copy of the Tariff Table or a full refund of the subscription price paid for the returned/or destroyed Tariff Table. Evidence of destruction of the materially incorrect and/or outdated Tariff Table must be provided to At Comm in writing. These are your sole remedies for damages arising from the Tariff Table.

At Comm agrees to provide you with an Annual Tariff Table Subscription Service ("Subscription Service"). The term of this Subscription Service shall run from the 15th of the month following shipment of the enclosed Tariff Table to the 15th of the twelfth month following. This Subscription Service does not constitute a sale of the enclosed Tariff Table and upon termination of the Subscription Service you are required to destroy or return the Tariff Table, (as updated) to At Comm Corporation, 150 Dow Street, Manchester, New Hampshire 03101.

The Tariff Tables shall be updated by At Comm for rate changes as At Comm, in its sole discretion, may deem appropriate. This Subscription Service entitles you to receive updates to the enclosed Tariff Table during the term of the Subscription Service. You agree to destroy or return to At Comm each prior Tariff Table upon receipt of an updated Tariff Table. At Comm assumes no responsibility for your use of outdated Tariff Tables and shall not be responsible to customers for the completeness or accuracy of any portion of the Tariff Table furnished to you, nor for the manner in which the Tariff Table is formatted or provided.

You will be offered the opportunity by At Comm to renew the Subscription Service on an annual basis, for so long as At Comm shall offer this service to the general public.

### **Software Support:**

If a support contract is specifically included in the purchase agreement, At Comm agrees to maintain Licensed Software provided by At Comm during original licensee's use of the software, for a period of one year from the date of shipment, based on the product option purchased. Maintenance of software will consist of:

- (a) using reasonable commercial efforts to remedy any inability of the software to perform in accordance with the Product Specifications posted on the At Comm website [www.atcomm.com](http://www.atcomm.com)
  - (b) having an At Comm technician available for telephone consultation during business hours without charge to you; and
  - (c) providing software version and feature upgrades within major releases.
- This Agreement does not cover any consultation by At Comm on your premises. Maintenance applies to software only. You should obtain an agreement from supplier for service on hardware.

On-going product support plays a key role in At Comm's Customer Service Plan. A complete Product Support staff is dedicated to helping you get the most from your At Comm product. Their services include answering technical questions about the product and how it works and supplying information in the form of application.

If you have a question or problem concerning your At Comm product, we recommend these steps:

1. Study the product documentation. Often, you'll find the answer to a question there.
  2. If purchased from a dealer consult the dealer if you cannot find the answer in the product documentation.
  3. Call At Comm's Product Support at 1-603-628-3000 or 1-800-641-5400
- These customer hotlines will connect you directly with the Product Support Staff. Before you make the call, gather all information pertaining to the problem.

### **Renewal of Support:**

Upon annual renewal, you will be offered the opportunity to purchase software support services from At Comm for additional one-year (1-year) terms at the amount then being charged by At Comm to other customers.

### **General**

This Agreement will be governed by the laws of the State of California.

You acknowledge that you have read this agreement, understand it and agree to be bound by its terms and conditions. You further agree that it is the complete and exclusive statement of the agreement between us which supersedes any proposal or prior agreement, oral or written, and any other communications between At Comm and you relating to the subject matter of this agreement.

- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. **Limitation of Liability.** Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted

items.

### 3. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1-800-641-5400 or 1-603-628-3000 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8am EST to 5pm PST. Emergency support involving loss of data or revenue is available on a 24 x 7 basis by leaving a voice message and then tagging the message urgent. A technician will be paged for emergency support situations.

Remote access to the CommView PC must be provided using IP, Internet or modem access.

### 4. SOFTWARE MAINTENANCE

a. Software maintenance service shall include the following:

Maintenance of software will consist of:

- (a) using reasonable commercial efforts to remedy any inability of the software to perform in accordance with the Product Specifications posted on the At Comm website;
- (b) having an At Comm technician available for telephone consultation during business hours without charge to the user; and
- (c) providing software version and feature upgrades within major releases.

This Agreement does not cover any consultation by At Comm on your premises. Maintenance applies to software applications and buffering devices supplied by At Comm only. You should obtain an agreement from the supplier for service on hardware purchased as required to host the software application. This may include workstations, servers, operating systems and/or LAN infrastructure.

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

### 5. PERIODS MAINTENANCE (132-34)

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

### 6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. No term licenses are being offered

### 7. TERM LICENSE CESSATION

a. No term licenses are being offered.

### 8. UTILIZATION LIMITATIONS - (132-33, AND 132-34)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

- (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
- (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be

satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. . For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

- (3) Except as is provided in paragraph 8.b (2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
- (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause,

"Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

**9. SOFTWARE CONVERSIONS - (132-33)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

**10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

**11. RIGHT-TO-COPY PRICING**

The Contractor shall insert the discounted pricing for right-to-copy licenses. Per the Customer Assurance Plan; "You may not make or authorize any other copies of the software except that you may make one (1) copy solely for back-up purposes." Additional licenses for the same software will need to be purchased in the same manner as the original purchase.

---

**USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS**

---

**PREAMBLE**

At Comm Corporation 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:

**Bob Boyd**

**Tel (603) 628-3005**

[bboyd@atcomm.com](mailto:bboyd@atcomm.com)

**Fax (603) 624-8269**

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

(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 GS-35F-0555S.

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

\_\_\_\_\_

Ordering Activity

\_\_\_\_\_

Date

\_\_\_\_\_

Contractor

\_\_\_\_\_

DatBPA NUMBER \_\_\_\_\_

**At Comm Corporation  
BLANKET PURCHASE AGREEMENT**

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:

MODEL NUMBER/PART NUMBER  
\*SPECIAL BPA DISCOUNT/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) (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.

## Introduction

Call Accounting and reporting is a critical application for the surveillance and management of your voice network environment. Utilizing an advanced system allows businesses and government agencies to control expenses, improve productivity, provide billback when necessary, enhance PBX security and optimize PBX programming.

At Comm Corporation has been delivering software-based solutions to support the PBX / IP PBX marketplace for nearly three decades. The company's focus is to provide powerful analysis and reporting solutions that are easy to use and backed by superior customer support. The current generation of these call accounting and voice network management solutions is offered as the CommView® product family.

CommView enables IT & Telecom managers to produce, distribute and automate easy-to-read reports which deliver optimum voice network performance and productivity information at the lowest cost, regardless of network size, number of locations, or mix of PBX brand or technology or complexity. CommView is crucial to managing and monitoring both legacy TDM and convergent VoIP PBX networks during daily operations.

Reports are displayed in easy to read color formats, including graphs and drill down capabilities.

See a sample of reports (CTRL + click): <https://www.atcomm.com/sample-reports/>

The CommView family's core components include the CommView application, the WebReporter option, the Cloud-based version CommView Web and the CommView IP Software Buffer..

The product is offered in two main categories – as an At Comm cloud-based service or as a customer-hosted software application.

Cloud-based - CommView Web (with a subset CommView Audit)

User Hosted – CommView is bundled as either Single-User or as Multi-User configuration. The Single-User application is workstation based while the Multi-User configuration is webserver-based and extends reporting through a browser-based interface.

By utilizing the configuration options featuring browser reporting, CommView with WebReporter also enables anyone in an organization to gain access to information that they are authorized to access. This effectively takes call accounting and reporting out of the PBX closet and puts it in the hands of the individuals that need the data to take action.

CommView enables user team members to gain access to the appropriate data to better perform their roles. The simple report interface, which does not require client installation or any special user training - automates report delivery and may provide secure access via the web 7x24 from any location. Use of these reports offers these critical benefits to a user's organization:

- Reduced Operating Costs
- Productivity Analysis
- Voice Network Optimization (Traffic Engineering)
- Voice Network Management
- Expense Management
- Security Assessment
- Fraud and Hacking Control

## Overview of Product Family

CommView is offered in either of the following ways in order to fit a user's IT/ Telecom practices and organization's needs:

CommView Web is a cloud-based subscription service hosted securely by At Comm allowing authorized users access to information and reports through a standard web browser. CommView Web eliminates investments in software, PC hardware and additional staff or consultants. CommView Web services are quickly implemented and can grow in use across departments or sites in an organization on an as-needed basis regardless of evolving brands or technology. A subset of this service is available as CommView Audit. This subset feature has context appropriate reporting for the intended need without directory features found in the fully featured CommView Web.

CommView Multi-User with WebReporter is a server-based system where the administrator manages the application hosted on an internal web server and authorized users have access to generate reports on calling activity through a web browser. Login and data access is managed by the local administrator so that only appropriate calling activity may be available to each report user. CommView Single-User system is a workstation-based software application that provides all administrative and report functions to a single administrative user through a Windows application interface. As in all product offerings, reporting may be automated, with distribution through email, so that the appropriate staff members may receive timely and relevant data without the need to access a report interface.

## At Comm Hosted Products

### CommView Web

CommView Web is a secure cloud-based solution providing all the call reporting benefits of a traditional Call Accounting system without the capital expenditure, IT, administrative or training and support requirements usually required.

By enabling login access via the Internet, managers are empowered to have access to reports on their areas of responsibility without the need to rely on the Telecom staff for report generation and delivery. At Comm operates and maintains the software and hardware, monitoring the system to ensure optimal and reliable performance. Users may schedule reports to automatically distribute to e-mail lists or be saved online for immediate browser access.

Offered as either an annual or a monthly subscription service, CommView Web can be sized from the department level to the entire organization regardless of the mix of technology or number of locations.

### Major Advantages of CommView Web as a Cloud-based Service:

#### Reduced Cost of Ownership & Operation

- no capital expenditures required
- no dedicated PC or Windows purchase or upgrades ever
- no software upgrade charges ever
- no installation/training charges ever
- no incremental software update charges ever
- no increased staffing as the organization grows
- Monthly or annual subscriptions

#### Extends access to Productivity and Measurement Tools to all Levels of the organization

- Manager (employee productivity, telemarketing, customer service)
- Employee (call activity)
- IT/Telecom (trunk utilization, capacity and routing patterns)
- Security (telabuse, toll-fraud)
- Accounting (billing, cost recovery)

#### No-Obligation Trial or Pilot Options

- easy access to initial pilot with immediate cutover option to full implementation

- no risk, no startup expense

### Fully Supports All Multi-Site Heterogeneous Voice Networks

- all IP PBXs in any mix anywhere including all Avaya, Cisco, Mitel, NEC, Nortel, ShoreTel, and others
- all legacy PBXs, Key Systems with SMDR/CDR
- external billing data sources available electronically (Cell Phone, Calling Card, Centrex, other)

### Improved Management and Information Distribution

- simple browser based report interface requiring no specialized training
- e-mail report delivery and automated scheduled reports
- ubiquitous access to call information via any web connection

### Security

- customer has no software running in the organization, no CD intrusion
- SSL 128-bit encryption on all web sessions
- access to data is fully secured by user identity on external outsource system so it cannot be hacked from insiders at customer location
- customer controls each user's view of data (site, department, extension)

### Service Subscription Details

#### CommView Web

A CommView Web Service Subscription includes everything necessary to implement the service. We host the software application securely on our network, and provide the CommView IP Software Buffer to collect CDR/SMDR at each location in your enterprise to you at no additional cost. The CommView IP Software Buffer is a very thin application residing on your network to log and periodically transmit CDR/SMDR data from each PBX or IP-PBX (any mix of manufacturer, any mix of technology) anywhere to our web host.

The CDR/SMDR data is logged securely using Secure FTP (SFTP) and then forwarded to an At Comm managed server at a secure location. The raw CDR/SMDR data is typically forwarded automatically on an hourly 24x7 basis to At Comm's network for processing so that call reports will contain timely and relevant usage data.

Your team members may schedule reports at any time to be delivered via email, to file for future web access, or be run on demand from a browser.

Users may be assigned rights to access call data based on site, organization or even extension filters specified by the local administrator.

Again, all you need is a workstation with modest requirements to support the local data collection by a small footprint software buffer that is connected to the LAN/WAN, a resource to configure CDR/SMDR from your PBX and about fifteen minutes to an hour of your time for setup and training. The requirements for the connection to the PBX to receive CDR/SMDR depends on the PBX (Legacy PBX=RS-232, VoIP=IP). The only thing the client users require is Internet access with a current browser.

Upon ordering, you will be contacted by an At Comm support tech to coordinate the implementation process. From a review of your install environment through your signoff on training, this At Comm rep will be your resource tasked with making the process as efficient and pleasant as possible. As a customer, your responsibilities include providing the hardware environment, enabling PC remote access if necessary, PBX programming and administrative involvement, such as providing a directory and departmental information. At Comm will guide you through the process with recommendations based on previous customer successes.

### CommView Audit

CommView Audit provides similar reporting capabilities as CommView Web without the need to define or sort reports based on the directory services used to identify people and organizations in reports. It provides necessary security control through storing an audit trail of all of the organization's call activity with web access for reporting. There is no administrative burden due to the absence of maintaining a directory or organizational data. It is a less expensive solution, at about half the price of CommView Web, where the customer desires an easy to search audit trail of all call activity and call history.

### Bundle Description and Service Details

#### CommView Audit

The CommView Audit Service Subscription is identical to the CommView Web Service Subscription with the exception that no directory or organizational information is required during the configuration phase.

## Customer Hosted Products

### Benefits of Customer Hosted Systems

Major Advantages of CommView as a customer operated application:

- ❖ Administrative Control
  - A local administrator has total control over the configuration and operation of the application and the environment
  - The full capabilities of the products are available to the system administrator at all times.
  - Opportunity for customized reports exists if desired.
  - Local archiving of aged data is possible.
- ❖ Fully Supports All Multi-Site Heterogeneous Voice Networks
  - all IP PBXs in any mix anywhere including all Avaya, Cisco, Mitel, NEC, Nortel, ShoreTel, and others
  - all legacy PBXs, Key Systems with SMDR/CDR
  - external billing data sources available electronically (Cell Phone, Calling Card, Centrex, other)
- ❖ Extends access to Productivity and Measurement Tools to all Levels of the Enterprise
  - Manager (employee productivity, telemarketing, customer service)
  - Employee (call activity)
  - IT/Telecom (trunk utilization, capacity and routing patterns)
  - Security (telabuse, toll-fraud)
  - Accounting (billing, cost recovery)
- ❖ Improved Management and Information Distribution
  - simple report interface requires no specialized training
  - e-mail report delivery and automated scheduled reports

Reports are displayed in easy to read print or on screen in full color, most including graphical representation and drill down capabilities

See a sample of reports (CTRL + click): <https://www.atcomm.com/sample-reports/>

## CommView Single-User

This Single-User configuration is for customers preferring to operate and administer call accounting as an application on premise. CommView provides the user with a high powered and highly configurable software application that is the result of nearly 30 years of experience in offering a broadly developed feature set while at the same time refining an intuitive and easy to use interface. Available as a workstation-based application, a CommView Single-User Bundle will easily scale from simple configurations to elaborate multi-site applications with varied PBX technologies together with reporting at the fingertips of a central administrator. Reports may be scheduled to e-mail distribution lists on a periodic basis such as daily, weekly, monthly. Data exports may also be generated ad hoc or on schedule to feed other systems such as a General Ledger.

## Bundle and Service Description

### CommView Single-User

The CommView Single-User bundle includes all software required to implement a comprehensive call accounting system. This includes the CommView IP Software Buffer application used to ensure proper data collection at all locations to the CommView application. A backup hardware buffer or IP hardware buffer for legacy PBX CDR/SMDR collection are also available as options.

CommView is designed to reside on a workstation in your LAN environment that will provide reporting and administrative functions through a Windows interface. The PC needs to have access to the CDR/SMDR from each of the PBXs or IP-PBXs either from a modem or via the LAN/WAN.

With the CommView Single-User bundle, you are provided with setup assistance and administrator training, a year of unlimited telephone based support, including remote access service, and a full year of tariff updates which may be scheduled for automatic updating. Additional options are available to enhance the data-buffering configuration.

Upon ordering, you will be contacted by an At Comm support tech to coordinate the implementation process. From a review of your install environment through your signoff on training, this rep will be your resource tasked with making the process as efficient and pleasant as possible. As a customer, your responsibilities include providing the hardware environment, enabling PC remote access, PBX programming and administrative involvement, such as providing a directory and application administration.

At Comm will guide you through the process with recommendations based on previous customer successes.

## CommView Multi-User with Web Reporter

The addition of WebReporter (browser-based reporting package) enables self-service report access to ad hoc as well as scheduled reporting on a per authorized client basis. CommView Multi-User is installed and operated on the customer's internal LAN/WAN/VPN network. It provides enterprise-wide access to critical data in a secure client/server model.

User restrictions can be limited by site, organization and even down to a single extension. Additionally, reporting can be presented at basic, advanced or administrative levels ensuring a best-fit approach to each user's needs.

WebReporter allows individual users the ability to schedule automated reporting to email and perform ad hoc reports without the need for system administrator or other Telecom staff intervention.

## Bundle and Service Description

### CommView Multi-User with WebReporter

The CommView Multi-User bundle includes all software required to implement a comprehensive call accounting system. This includes the CommView IP Software Buffer application used to ensure proper data collection at all locations to the CommView application. CommView is designed to reside on a web server in your LAN environment that will provide administrator configuration and reporting functions through a Windows interface. The administrator server needs to have access to the CDR/SMDR from each of the PBXs or IP-PBXs either from a modem or via the LAN/WAN.

Using CommView as a foundation for core functions such as CDR/SMDR collection and processing, the addition of WebReporter adds and extends the reporting options through a browser interface. WebReporter is a browser based reporting package that resides on a Web Server requiring IIS, including SMTP services to be installed. When ordered as the Multi-User bundle, you will receive all items provided in the Single-User bundle with the addition of the WebReporter software module. Since the nature of this module is web-server based, additional requirements exist for the hardware and operating environment. The bundled license supports approximately 30 users, depending on frequency of access. The number of users supported varies with concurrent

activity. Additional Client Access Licenses (CALs) are available as an option. Upon ordering, you will be contacted by an At Comm support tech to coordinate the implementation process. From a review of your install environment through your signoff on training, this At Comm rep will be your resource tasked with making the process as efficient and pleasant as possible. As a customer, your responsibilities include providing the hardware environment, enabling remote PC access if necessary, PBX programming and administrative involvement required, such as providing a directory and application administration. At Comm can guide you through the process with recommendations based on previous customer successes.

### General Information

#### Installation and Training

Ease of installation, rapid response and enormous customer cost savings are our goals. With web based installation and training there are no travel expenses or scheduling delays due to technician availability resulting in rapid response to match your scheduling needs. By making on-site installation and training unnecessary, the web based installation and training has simplified these processes, resulting in the savings of thousands of dollars.

Your PBX vendor enables CDR (Call Detail Recording) or SMDR (Station Messaging Detail Recording) on the PBX. You insert the CommView CD and we take it from there using secure remote access.

#### Installation Procedures Include:

- Remotely assisting with buffer installation and loading software
- Assisting with registering system and polling of the CDR data source
- Validating PBX interface settings and call processing databases
- Resolving call processing errors and testing reports
- Configuring the extension list (data entry or import done by system administrator)
- Configuring Scheduler (polling, processing, reports)

Training is conducted during a two-hour remote session using secure remote access technology. Typical training topics include:

- General system configuration maintenance
- Directory maintenance
- Report Configuration
- Scheduling of polling, processing and reporting
- Simple troubleshooting

Onsite Installation and Training is available for an additional fee (see pricelist)

#### System Support

Normal working hour support is provided by phone from 8AM to 8PM Eastern time Monday through Friday.

Emergency support involving loss of data or revenue is available on a 24 x 7 basis by leaving a voice message and then tagging the message urgent. A technician will be paged for emergency support situations.

Remote access to the CommView PC must be provided using secure IP access.

## EXPANDED INFO ON BENEFIT POINTS

---

### Reduced Operation Costs

---

CommView can reduce your operational costs. Web-Hosted solutions offer a new way of thinking using a Service Oriented Architecture (SOA). Historically, Call Accounting reporting systems have typically been purchased as customer premise software applications. They are installed on PC workstations and/or PC servers. In many cases, PC hardware is maintained by the IT department while the software applications are maintained by the Telecom Manager. It is then the Telecom Manager's responsibility to obtain software updates and call rating database updates. It is also his/her responsibility to operate the call processing and provide timely reports to all department managers, executive staff, network analysts and other ad hoc requests. Internal LAN/WAN networking issues are often obstacles to shared access to the call data.

These responsibilities and challenges are changing as companies migrate to IP-PBXs and voice becomes more data-centric. Legacy call accounting systems prove to be expensive in capital expenditures for hardware and software, as well as ongoing labor and maintenance. Turnover within IT/Telecom often requires expensive re-training. Accountability is typically positioned at the department management level, not at the employee level. This has led to the migration to ASP web-based systems

With a CommView Web service there is no customer PC or server required to host the application (just a small data collection application locally resident on a non-dedicated workstation or server). There are no software applications or call rating information to update, all admin functions are performed by At Comm. Reports can be scheduled or run by any authorized employee at any time. Visibility into the call database is a function of user access and privileges with appropriate filters and security applied for each user account. This availability of information to the employee, cost center/department manager, executive, or IT/Telecom analyst and technician is much more timely and useful, and as a result more value can be gained from the application. There is ownership and accountability at many levels in this model.

Furthermore the information and programs are never dated yet require no labor to maintain from the perspective of the user. For these reasons, In this regard, CommView Web often returns more value than the same application hosted at the user premise.

Call Management reporting software sold as a customer premise product is generally priced according to the number of extensions on the PBX. ASP-based systems can be purchased for only those extensions on which reports are desired. Traffic Analysis or VoIP Readiness Assessment reports that analyze PBX utilization and efficiencies are very cost effective and can usually be purchased separately as well. In addition, the CommView Web service may be purchased on a monthly or annual subscription basis which changes the nature of the commitment.

Similar to other web-based services, CommView Web may be available to customers on a pilot basis, providing a fast turnaround to product evaluation and subscription decisions for the customer.

---

### Productivity Analysis

---

Employees and managers who are able to effectively measure the use of their time are then able to plan and produce results most efficiently. Call Accounting plays a key role in people's time management with increasing importance. Long-distance costs have dropped dramatically in recent years while salaries have increased. ***An employee's time in cents per minute is now 10X to 20X higher than the cost of phone calls!***

CommView provides managers with on-demand access to department and employee call activity analysis 7x24. Not only do these reports provide accurate analysis of workgroup performance, they can be retrieved instantly from any location using a web browser, allowing managers to spot and correct employee productivity problems before they impact the week, month or quarter. Scheduled reports may also be automatically e-mailed. The reports allow drilldown from a higher level to detail with the click of a mouse button.

---

### Voice Network Management

---

Traffic Analysis reports are an important feature of CommView. One of the largest fixed monthly expenses of a voice system is the cost of trunks and services over which calls are made to the Public Switched Telephone Network (PSTN). These should be reviewed periodically with increased optimization goals. Often it will be found that the programming of the use of these trunks or trunk groups needs modification. Some trunks may be underutilized while perhaps others are insufficient to carry peak hour traffic. Estimates based on daily usage will not reveal the usage at various hours during the day. Also,

defective or unused circuits within any group may be identified, again leading to reduced cost and improved service.

Ongoing voice network management reports help customers respond effectively to varied influences on call volumes due to seasonal traffic, staffing changes, and building/campus relocations.

Traffic Analysis reports may be purchased separately a hosted service.

Example reports for Traffic analysis (CTRL + click):

**Trunk Group Peak Hour Analysis:** This essential report pinpoints the top five peak-hour traffic conditions within any desired date range for EACH Trunk Group, and recommends specific changes needed to eliminate call blocking as well as excess trunking expense.

**Trunk Group Traffic Summary:** Provides a high-level view of trunk group calls offered versus carried as totals and during peak hour. In addition the observed size of trunk groups are identified along with maximum number of circuits used and derived number of circuits required.

**Routing Profile by Call Type:** This report helps identify and correct call-routing errors as well as costly route overflow conditions caused by defective or under-trunked configurations.

---

### Expense Management

---

There are several aspects to expense control and management, related to both the customer premises (PBX) as well as the local and long distance carriers (PSTN).

The cost in wages per minute of employees is 10x to 20x the cost of phone calls. The call reports provided through a CommView Web subscription or a CommView implementation help employees make the best and most productive use of their time. It is a tool for both the employee and their managers and may be used in many effective ways. Some reports can show longest calls, most expensive or frequently dialed calls while other reports focus on the frequency of dialing and answering calls.

In addition to the employee productivity expense management reports, voice traffic reports will help manage the carrier provisioning such that sufficient capacity is available during the busiest hours. It also gives information to assure that call routing is being handled efficiently and that all services being purchased from the carrier are in operation and in use. Use of these traffic reports alone generally pays for the cost of the call management system.

---

### Security Assessment

---

CommView reports, with drilldown capability, may also be used as critical parts of a security audit. Report detail can quickly identify calls to or from specific extensions or telephone numbers over any designated time period. Online access to this data by authorized security or IT/Telecom staff provides fast and easy inquiries to telephone activity to help solve questions or disputes related to events such as sexual harassment, insider trading or other sensitive issues.

---

### Fraud and Hacking Control

---

PBX environments that have long been targets of various forms of abuse, misuse and break-in from both outside and inside sources. Toll fraud attacks on legacy TDM network PBX's have been measured in the billions of dollars. Disputes may arise as to whether the toll charges accrued are the responsibility of the customer (PBX owner) or the long distance carrier. Court decisions have ruled that these fraud charges are the responsibility of the PBX owner. Regardless of who bears the financial responsibility, early detection and notification of external hacking and attacks on private phone system equipment and networks is a welcome protection against these types of threats. Migration of an existing TDM network to a VoIP environment may require additional security against these types of breaches.

CommView reports are often scheduled to deliver network activity reports to qualified IT/Telecom or security personnel on frequent ongoing basis. These reports often appear as e-mail in the user's inbox each morning for quick review and assessment of the previous day's activity. Ad-hoc queries from anywhere with Internet access (home, hotel, etc.) are also possible at any hour of the day. CommView can also be setup to trigger alerts in the form of e-mail, pager, printer or network messages to authorized employees whenever security breaches are suspected. Examples are notifications on international dialing, excessive call duration or excessive call cost. Emergency 911 calls may be handled in a similar fashion.

In addition, PBX telephone abuse is a real economic and security threat to all organizations. Unauthorized use of business phones for personal calls to long distance and international locations can be easily detected through scheduled reports or alerts as described above. In frequent cases, simply providing employee awareness of these security mechanisms is sufficient cause to

reduce telecom expenses by as much as 15% per month, providing additional justification for the CommView Web subscription.

As voice networks are migrated into the backbone infrastructure of the enterprise's data IP networks, new challenges are presented for both the customer and their various interconnect and service providers in order to make informed decisions about the requirements for public switched (COT, DID) and dedicated (T1, ISDN) services terminated on private branch exchange (PBX) equipment in the customer premises.

The same system can also simultaneously provide ongoing employee productivity reports for improving customer service and reducing inefficient time management obstacles. Finally, this same reporting tool gives IT/ Telecom and Security timely and historical insight into the network operation at a call detail and extension level when required. With the future of VoIP migration well under way, it makes sense for organizations of all sizes and characteristics to investigate this exciting new application of web-based technology.

A hosted setup, without the traditional IT overhead for PC server and workstation equipment, is a choice which is gaining popularity for a number of reasons, including the fact it doesn't require the infrastructure overhead for labor in the form of training, operation and ongoing maintenance, while many find it preferable to host their own application for reasons of control and philosophy. Either way, At Comm offers a solution that meets your needs, both IT and Telecom, using CommView as the core foundation.

Answers to the VoIP assessment, traffic, productivity, security questions and more are greatly assisted by information provided by a near real-time web-based CommView Web service or by a CommView software solution configured as a Multi-User system bundle.

## Implementation Variables

At Comm has simplified the selection of a call accounting system, from ordering to implementation. Without reducing the versatility and extended capabilities of the products, we have established processes allowing greater simplicity and satisfaction.

Pricing has been simplified such that the bundle pricing gives you everything you need to implement a system capable of supporting any type of PBX. There are optional items that you may wish to purchase and implement but are not necessary for a functional solution.

Proactive assistance from our technical support group ensures that your primary objectives are being addressed as your system is tailored to your unique requirements.

The versatility and extended capabilities of the CommView product platform are highlighted in the extreme heterogeneous network example diagram below. Typical installations do not require configurations with this complexity. The following examples demonstrate the flexibility of CommView and, although the examples may look difficult or complex, they demonstrate the versatility and extended capabilities of the product. The implementation handles each and every variable in an intuitive and simple way during assisted installation.

### Variables:

#### Determine System Scope

- Identify location and number of extensions for each PBX's or IP-PBX's in the enterprise including, if desired, External Billing feeds from Centrex, Wireless or other Voice Services

- Determine whether Cloud-based service (we operate) or User-hosted application (you operate with proper hardware requirements) is desired deployment,

- Special rate table considerations for call pricing, if necessary

- Special CDR/SMDR processing considerations, if necessary (such as Centrex or Wireless)

- Identify the total number of PBX extensions to support in the application for name and organization identification (not required for CommView Audit)

- Determine optimal period to schedule for installation and training

- Each PBX/IP-PBX site must choose a CDR/SMDR buffer option:

The patented CommView IP Software Buffer application (included in all main

and remote site bundles) resides on a customer provided PC for the temporary storage and forwarding of CDR/SMDR. For most IP-PBXs, the CommView IP Software Buffer generally obtains the CDR/SMDR across the LAN/WAN through protocols or methods specific to the brand of IP-PBX. Certain PBX's delivering CDR/SMDR via RS-232 require an optional Scannex ip.1-32 LAN/WAN buffer to deliver the CDR/SMDR to the CommView application.

Should a hardware buffer be desired as just a backup storage device, the simplest and least expensive method is a hardware-based LAN/WAN buffer, the Scannex Network Buffer is offered as that available option

**Customer requirements**

You must have CDR/SMDR available from each PBX or IP-PBX or other source such as Centrex or Wireless. If necessary you may need your PBX or voice service vendor's assistance.

- a. Certain PBX's delivering CDR/SMDR via RS-232 require an optional Scannex ip.1-32 LAN/WAN buffer.
- b. IP-PBX's delivering CDR/SMDR via TCP/IP should locate the Software Buffer PC on the same data segment.

For sites subscribing to CommView Web the Software Buffer application must be able to access the Internet (FTP Port 21) so that raw CDR data may be sent periodically via SFTP (128 bit encryption).

Customer CPE-hosted configurations require at least one PC workstation to host the CommView application. Optionally, a web server is required for access to reports via a web browser from anywhere on the enterprise network. Performance may be further improved on large multi-site systems by dedicating a separate database server. Contact At Comm for current hardware specifications.

**Installation and Training**

Installation assistance, via secure remote access, is included in the bundle. The system and software have been designed such that installation may be done remotely and accomplished in fifteen minutes to an hour for each site and thus save considerable money over an onsite installation.

Training is done using a web based application. Due to the user friendly design of the software, user training does not take more than an hour or two. Additionally, an online tutorial is available for future reference.

Customer satisfaction and sign off is required.

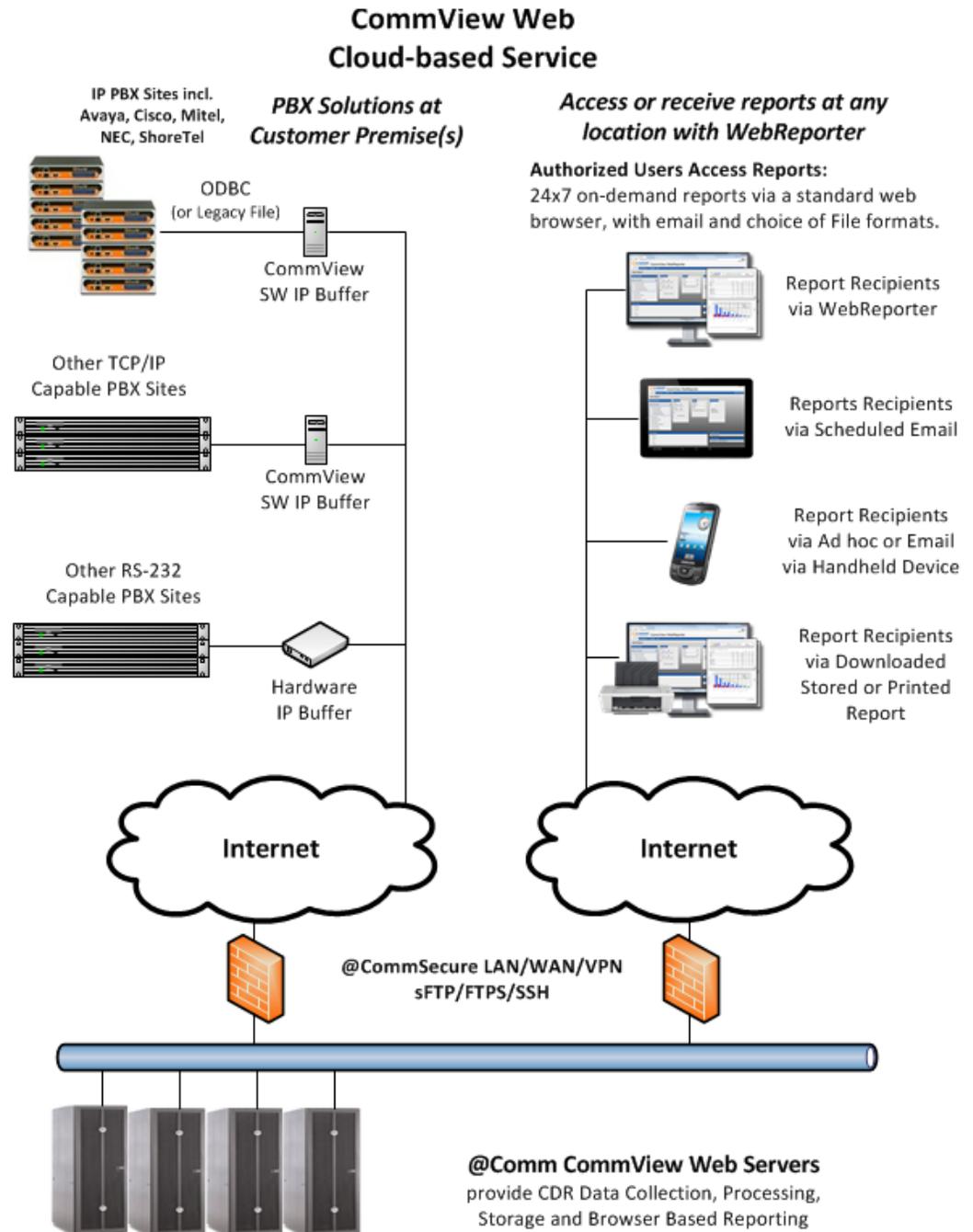
Location	System	Extensions	Comm-View Web Monthly Subscription	Comm-View Web Annual Subscription	Comm-View Audit Monthly Subscription	Comm-View Audit Annual Subscription	Comm-View Single-User	Comm-View Multi-User with Web-Reporter
Main Site	IP-PBX	2401						
Remote Site 1	PBX	254						
Remote Site 2	PBX	305						
Remote Site 3	PBX	276						
Remote Site 4	PBX	545						
Remote	PBX	120						
Remote	IP-PBX	230						
Remote	Cisco	74						
Remote	PBX	185						
Remote	IP-PBX	309						
Remote Site10	PBX	101						
Totals								
Remote	10	2399						
Total Extensions		4800						
System		5000	\$734	\$8,009	\$367	\$4005	\$12,156	\$14,587
Average Remote Site		240	50	\$9,270	\$420	\$4640	\$11,590	\$11,590
Total Bundle System Pricing			\$1584	\$17,279	\$787	\$8645	\$23,746	\$26,177

**Pricing Examples for New Systems:**

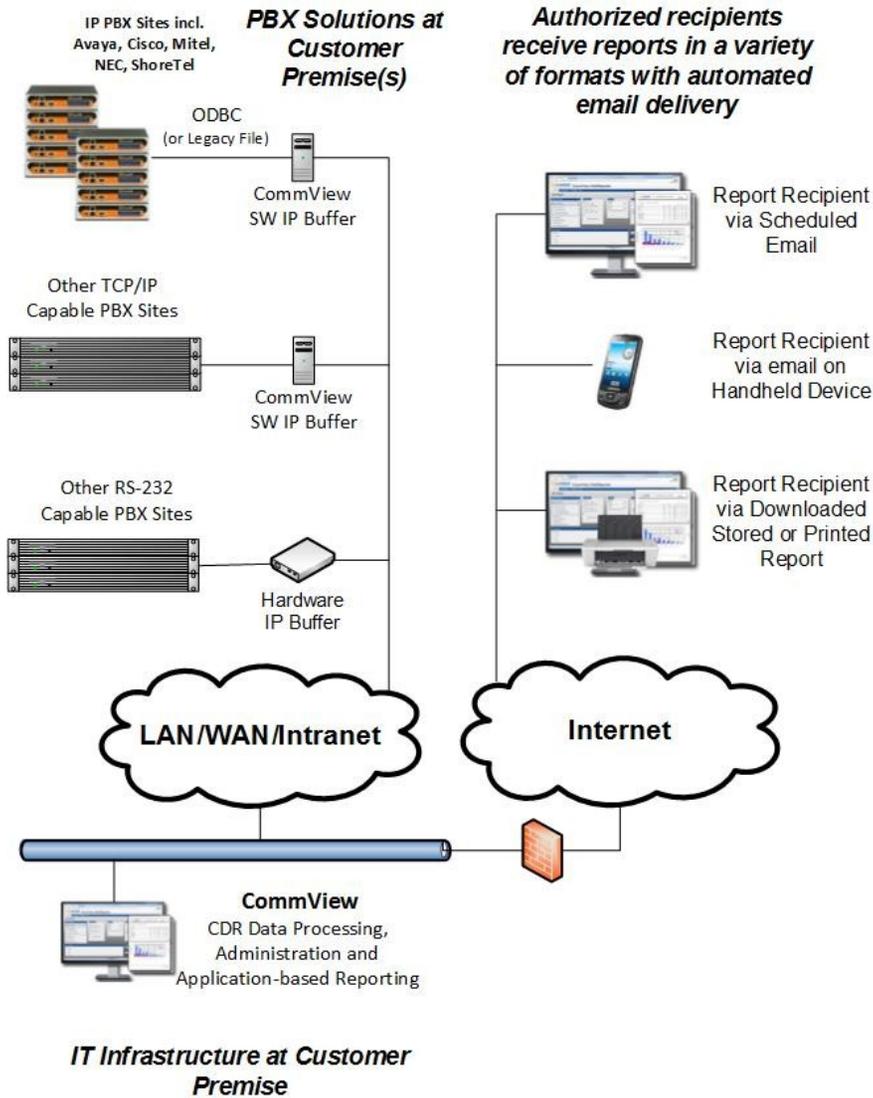
**At Comm-hosted (Cloud Based) vs. Customer-Hosted**

The sample installations shown in the next two pages are meant to show the flexibility of CommView.

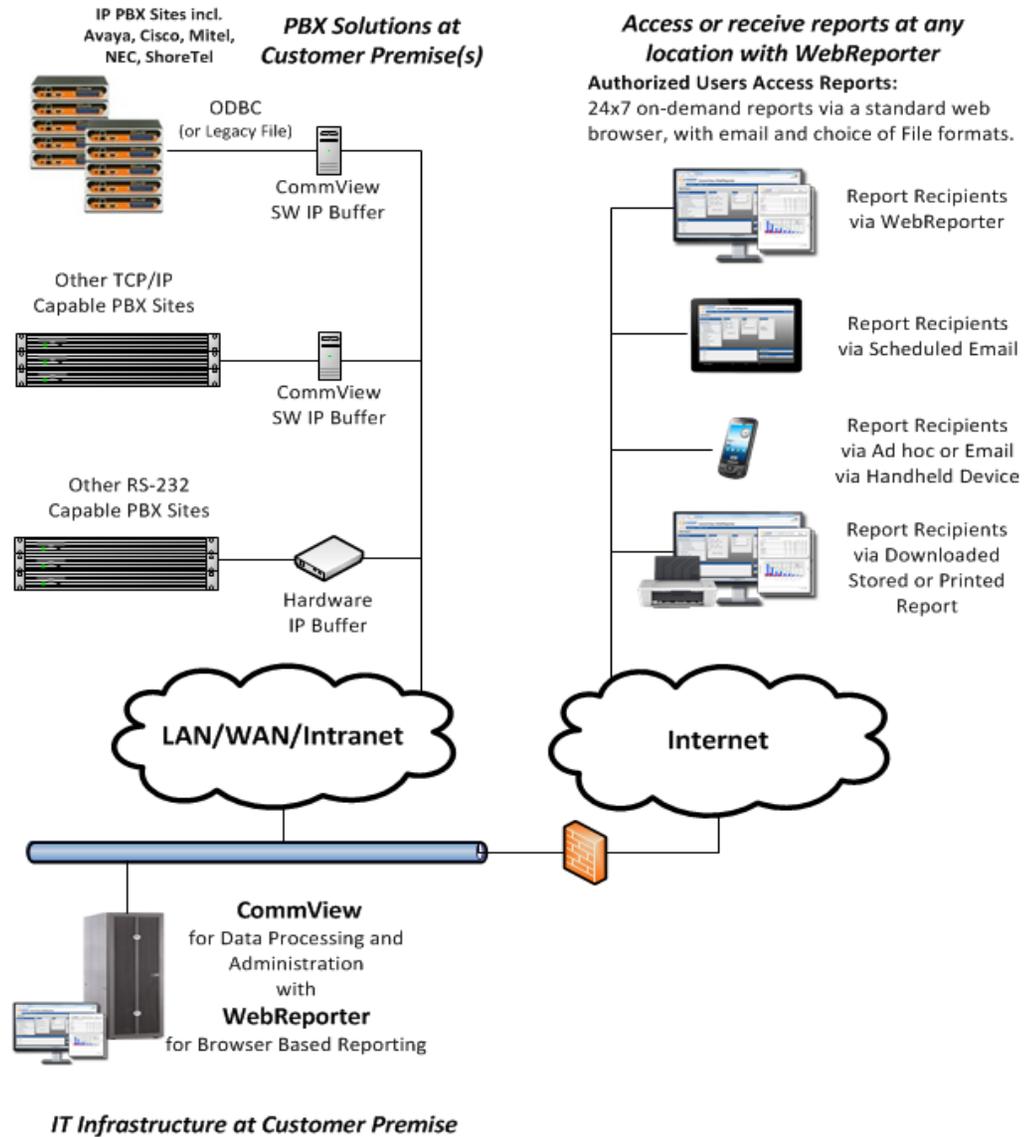
The software is designed to handle small single PBX installations to very large heterogeneous networks of systems from different manufacturers and different technologies located anywhere yet integrate the data in single uniform reports.



**CommView Single User Workstation Application**



**CommView Multi User Workstation Application Includes WebReporter**



PRICING INSTRUCTIONS: To configure a CommView Web service subscription, select the Service Bundle appropriate to the extension directory capacity of all included sites, followed by the number of remote locations and data collection frequency. See the Steps 1 to 3 and options to the right. CommView Web can collect any available CDR/SMDR from any mix of legacy PBXs, IP-PBXs, in any mix of brands, of any size in any location and combine all CDR/SMDR in a single uniformly consistent reporting format. If you have more than a single location (or CDR/SMDR data source), first select a Host Site Bundle, and then add a Remote Site License for each additional site. If you are interested in a workgroup-only solution, contact AtComm sales. Assistance: sales@atcomm.com or 1-800-641-5400

- Step 1 - Add up the TOTAL number of extensions on your directory, including remote sites.
- Step 2 - Pick the next highest extension number from the Host & Single Site table from step 1.

i.e. 6,000 extensions in this case. Then select a Monthly or Annual plan.

Step 3 -The subscription charge for each remote site is based on the average number of directory extensions for all remote sites times the number of remote sites - for example, 10 total remote sites that have a sum total of 4800 extensions. The average size for the ten remote sites is 480. Use the subscription charge for the next highest size. In this example it is the pricing for the 500 extensions. Multiply this price by 10 and that is the total price for additional remote sites that should be added to the main site price. For Remote Site Pricing see table below.

Option - Standard data collection is hourly and is included in all base prices. However if you need a high frequency for data collection, just add the optional frequency surcharge (15 minute or 30 minute), as listed in pricing Table 2 on the following page. for data collection.

CommView Web - Web-hosted Service SIN 132-33								
	Main Host or Single Site Pricing				Remote Site License Pricing			
	Monthly plan		Annual Plan		Monthly plan		Annual Plan	
Number of Extensions - all sites	Part Number Main Host	Monthly Payment Price - No Annual Contract (1) (2)	Part Number Main Host	Annual Subscription Payment Price (1) (2)	Part Number	Monthly Payment Price - per EACH remote site (2)	Part Number	Annual Subscription Payment Price - per EACH remote site (2)
16	CVWEBM16	\$ 70	CVWEB16	\$ 759	CVWEBRSLM16	\$ 35	CVWEBRSL16	\$ 379
32	CVWEBM32	\$ 82	CVWEB32	\$ 889	CVWEBRSLM32	\$ 41	CVWEBRSL32	\$ 444
64	CVWEBM64	\$ 94	CVWEB64	\$ 1,030	CVWEBRSLM64	\$ 47	CVWEBRSL64	\$ 515
80	CVWEBM80	\$ 108	CVWEB80	\$ 1,180	CVWEBRSLM80	\$ 54	CVWEBRSL80	\$ 590
100	CVWEBM100	\$ 129	CVWEB100	\$ 1,408	CVWEBRSLM100	\$ 65	CVWEBRSL100	\$ 704
200	CVWEBM200	\$ 153	CVWEB200	\$ 1,671	CVWEBRSLM200	\$ 77	CVWEBRSL200	\$ 836
250	CVWEBM250	\$ 170	CVWEB250	\$ 1,854	CVWEBRSLM250	\$ 85	CVWEBRSL250	\$ 927
300	CVWEBM300	\$ 191	CVWEB300	\$ 2,089	CVWEBRSLM300	\$ 91	CVWEBRSL300	\$ 988
400	CVWEBM400	\$ 226	CVWEB400	\$ 2,466	CVWEBRSLM400	\$ 91	CVWEBRSL400	\$ 988
500	CVWEBM500	\$ 264	CVWEB500	\$ 2,875	CVWEBRSLM500	\$ 91	CVWEBRSL500	\$ 988
750	CVWEBM750	\$ 310	CVWEB750	\$ 3,383	CVWEBRSLM750	\$ 91	CVWEBRSL750	\$ 988
1,000	CVWEBM1000	\$ 356	CVWEB1000	\$ 3,890	CVWEBRSLM1000	\$ 91	CVWEBRSL1000	\$ 988
2,000	CVWEBM2000	\$ 413	CVWEB2000	\$ 4,511	CVWEBRSLM2000	\$ 91	CVWEBRSL2000	\$ 988
2,500	CVWEBM2500	\$ 480	CVWEB2500	\$ 5,230	CVWEBRSLM2500	\$ 91	CVWEBRSL2500	\$ 988
3,000	CVWEBM3000	\$ 546	CVWEB3000	\$ 5,950	CVWEBRSLM3000	\$ 91	CVWEBRSL3000	\$ 988
4,000	CVWEBM4000	\$ 636	CVWEB4000	\$ 6,938	CVWEBRSLM4000	\$ 91	CVWEBRSL4000	\$ 988
5,000	CVWEBM5000	\$ 734	CVWEB5000	\$ 8,009	CVWEBRSLM5000	\$ 91	CVWEBRSL5000	\$ 988
6,000	CVWEBM6000	\$ 842	CVWEB6000	\$ 9,189	CVWEBRSLM6000	\$ 91	CVWEBRSL6000	\$ 988
10,000	CVWEBM10000	\$ 985	CVWEB10000	\$ 10,741	CVWEBRSLM10000	\$ 91	CVWEBRSL10000	\$ 988
20,000	CVWEBM20000	\$ 1,138	CVWEB20000	\$ 12,410	CVWEBRSLM20000	\$ 91	CVWEBRSL20000	\$ 988
30,000	CVWEBM30000	\$ 1,345	CVWEB30000	\$ 14,667	CVWEBRSLM30000	\$ 91	CVWEBRSL30000	\$ 988
40,000	CVWEBM40000	\$ 1,551	CVWEB40000	\$ 16,924	CVWEBRSLM40000	\$ 91	CVWEBRSL40000	\$ 988
40,000 Plus	Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales	

- (1) CommView Web features a subscription-based call accounting reporting service with browser access for 1- 5 seats, concurrent client access licenses (CALs). See options for additional CALs. The subscription includes software use license, IP Software Buffer application & use license and remote setup assistance. The subscription model size selected is based on the extension directory capacity available for reporting, usually the total amount of extensions in all PBXs covered by the service. If data is provided from more than one site, the subscription capacity should include the combined size of the main site extension directory plus the sum of the extension sizes of all remote site directories. For instance, Main site has 1000 extensions and the sum of the remote site directory extensions is 4800, then the total is 5800. The next size up is 6000. The price is based on 6000 extensions. There is an additional charge for each additional remote site - see note (2) below.
- (2) The subscription charge for each remote site is based on the average amount of directory extensions for all remote sites times the number of remote sites - for example, 10 total remote sites that have a sum total of 4800 extensions. The average size for the ten remote sites is 480. Use the subscription charge for the next highest size. In this example it is the pricing for the 500 extensions. Multiply this price by 10 and that is the total price for additional remote sites that should be added to the main site price. For Remote Site Pricing see table above.

**PRICING INSTRUCTIONS:** The standard polling increment is hourly. If a shorter period such as 30 minute or 15 minute is desired an additional charge is required. To add this option to a service subscription, configure the standard service and then add the following surcharge. See Steps 1 to 2 on the right

**Step 1 -** Select the option for the same directory capacity as the CommView Web Service size for either a 30 minute increment or a 15 minute increment  
**Step 2 -** Add either the annual payment or monthly payment price for that Optional Data Surcharge to the CommView Web service pricing

Assistance: sales@atcomm.com or 1-800-641-5400

CommView Web Pricing - Options SIN 132-33								
Number of Extensions - all sites	30 Minute Data Collection Frequency Surcharge				15 Minute Data Collection Frequency Surcharge			
	Part Number	Annual Payment Surcharge	Part Number	Monthly Payment Surcharge	Part Number	Annual Payment Surcharge	Part Number	Monthly Payment Surcharge
16	CVWEB30MPA16	\$ 76	CVWEB30MPM16	\$ 7	CVWEB15MPA16	\$ 152	CVWEB15MPM16	\$ 14
32	CVWEB30MPA32	\$ 89	CVWEB30MPM32	\$ 8	CVWEB15MPA32	\$ 178	CVWEB15MPM32	\$ 16
64	CVWEB30MPA64	\$ 103	CVWEB30MPM64	\$ 9	CVWEB15MPA64	\$ 206	CVWEB15MPM64	\$ 19
80	CVWEB30MPA80	\$ 118	CVWEB30MPM80	\$ 11	CVWEB15MPA80	\$ 236	CVWEB15MPM80	\$ 22
100	CVWEB30MPA100	\$ 141	CVWEB30MPM100	\$ 13	CVWEB15MPA100	\$ 282	CVWEB15MPM100	\$ 26
200	CVWEB30MPA200	\$ 167	CVWEB30MPM200	\$ 15	CVWEB15MPA200	\$ 334	CVWEB15MPM200	\$ 31
250	CVWEB30MPA250	\$ 185	CVWEB30MPM250	\$ 17	CVWEB15MPA250	\$ 371	CVWEB15MPM250	\$ 34
300	CVWEB30MPA300	\$ 209	CVWEB30MPM300	\$ 19	CVWEB15MPA300	\$ 418	CVWEB15MPM300	\$ 38
400	CVWEB30MPA400	\$ 247	CVWEB30MPM400	\$ 23	CVWEB15MPA400	\$ 493	CVWEB15MPM400	\$ 45
500	CVWEB30MPA500	\$ 288	CVWEB30MPM500	\$ 26	CVWEB15MPA500	\$ 575	CVWEB15MPM500	\$ 53
750	CVWEB30MPA750	\$ 338	CVWEB30MPM750	\$ 31	CVWEB15MPA750	\$ 677	CVWEB15MPM750	\$ 62
1,000	CVWEB30MPA1000	\$ 389	CVWEB30MPM1000	\$ 36	CVWEB15MPA1000	\$ 778	CVWEB15MPM1000	\$ 71
2,000	CVWEB30MPA2000	\$ 451	CVWEB30MPM2000	\$ 41	CVWEB15MPA2000	\$ 902	CVWEB15MPM2000	\$ 83
2,500	CVWEB30MPA2500	\$ 523	CVWEB30MPM2500	\$ 48	CVWEB15MPA2500	\$ 1,046	CVWEB15MPM2500	\$ 96
3,000	CVWEB30MPA3000	\$ 595	CVWEB30MPM3000	\$ 55	CVWEB15MPA3000	\$ 1,190	CVWEB15MPM3000	\$ 109
4,000	CVWEB30MPA4000	\$ 694	CVWEB30MPM4000	\$ 64	CVWEB15MPA4000	\$ 1,388	CVWEB15MPM4000	\$ 127
5,000	CVWEB30MPA5000	\$ 801	CVWEB30MPM5000	\$ 73	CVWEB15MPA5000	\$ 1,602	CVWEB15MPM5000	\$ 147
6,000	CVWEB30MPA6000	\$ 919	CVWEB30MPM6000	\$ 84	CVWEB15MPA6000	\$ 1,838	CVWEB15MPM6000	\$ 168
10,000	CVWEB30MPA10000	\$ 1,074	CVWEB30MPM10000	\$ 98	CVWEB15MPA10000	\$ 2,148	CVWEB15MPM10000	\$ 197
20,000	CVWEB30MPA20000	\$ 1,241	CVWEB30MPM20000	\$ 114	CVWEB15MPA20000	\$ 2,482	CVWEB15MPM20000	\$ 228
30,000	CVWEB30MPA30000	\$ 1,467	CVWEB30MPM30000	\$ 134	CVWEB15MPA30000	\$ 2,933	CVWEB15MPM30000	\$ 269
40,000	CVWEB30MPA40000	\$ 1,692	CVWEB30MPM40000	\$ 155	CVWEB15MPA40000	\$ 3,385	CVWEB15MPM40000	\$ 310
40,000 Plus	Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales	

PRICING INSTRUCTIONS: To configure a CommView Audit service subscription, select the subscription size appropriate to the total extension capacity of all included sites, followed by a license for each additional remote location. CommView Audit can collect any available CDR from any mix of legacy PBXs, IP-PBXs, in any mix of brands, of any size in any location and combine all CDR in a single uniformly consistent reporting format. See the Steps 1 to 3 and options to the right.

If you have more than a single location (or CDR data source), first select a Host Site Bundle, and then add a Remote Site License for each additional site.

Step 1 - Add up the TOTAL number of extensions, including those at remote sites, and select the nearest capacity above this number from the Host or Single Site Pricing. See Note (3 and (4) for an example.

Step 2 - Select a Monthly or Annual Plan based on payment preference.

Step 3 -Add a remote site license charge for each additional SMDR data source. The model size is based on the average number of extensions for all remote sites, times the total number of remotes included in the service - See Note 4 for an example.

Assistance: sales@atcomm.com or 1-800-641-5400

CommView Audit - Web-hosted Service SIN 132-33								
Main Host or Single Site Pricing					Remote Site License Pricing			
Number of Extensions - all sites	Monthly plan		Annual Plan		Monthly plan		Annual Plan	
	Part Number Main Host	Monthly Payment Price - No Annual Contract (3) (4)	Part Number Main Host	Annual Subscription Payment Price (3) (4)	Part Number	Monthly Payment Price - per EACH remote site (4)	Part Number	Annual Subscription Payment Price - per remote site (4)
16	CVAUDM16	\$ 35	CVAUD16	\$ 379	CVAUDRSLM16	\$ 17	CVAUDRSL16	\$ 190
32	CVAUDM32	\$ 41	CVAUD32	\$ 444	CVAUDRSLM32	\$ 20	CVAUDRSL32	\$ 222
64	CVAUDM64	\$ 47	CVAUD64	\$ 515	CVAUDRSLM64	\$ 24	CVAUDRSL64	\$ 258
80	CVAUDM80	\$ 54	CVAUD80	\$ 590	CVAUDRSLM80	\$ 27	CVAUDRSL80	\$ 295
100	CVAUDM100	\$ 64	CVAUD100	\$ 704	CVAUDRSLM100	\$ 32	CVAUDRSL100	\$ 352
200	CVAUDM200	\$ 77	CVAUD200	\$ 836	CVAUDRSLM200	\$ 38	CVAUDRSL200	\$ 418
250	CVAUDM250	\$ 85	CVAUD250	\$ 927	CVAUDRSLM250	\$ 42	CVAUDRSL250	\$ 464
300	CVAUDM300	\$ 96	CVAUD300	\$ 1,045	CVAUDRSLM300	\$ 45	CVAUDRSL300	\$ 494
400	CVAUDM400	\$ 113	CVAUD400	\$ 1,233	CVAUDRSLM400	\$ 45	CVAUDRSL400	\$ 494
500	CVAUDM500	\$ 132	CVAUD500	\$ 1,438	CVAUDRSLM500	\$ 45	CVAUDRSL500	\$ 494
750	CVAUDM750	\$ 155	CVAUD750	\$ 1,692	CVAUDRSLM750	\$ 45	CVAUDRSL750	\$ 494
1,000	CVAUDM1000	\$ 178	CVAUD1000	\$ 1,945	CVAUDRSLM1000	\$ 45	CVAUDRSL1000	\$ 494
2,000	CVAUDM2000	\$ 207	CVAUD2000	\$ 2,256	CVAUDRSLM2000	\$ 45	CVAUDRSL2000	\$ 494
2,500	CVAUDM2500	\$ 240	CVAUD2500	\$ 2,615	CVAUDRSLM2500	\$ 45	CVAUDRSL2500	\$ 494
3,000	CVAUDM3000	\$ 273	CVAUD3000	\$ 2,975	CVAUDRSLM3000	\$ 45	CVAUDRSL3000	\$ 494
4,000	CVAUDM4000	\$ 318	CVAUD4000	\$ 3,469	CVAUDRSLM4000	\$ 45	CVAUDRSL4000	\$ 494
5,000	CVAUDM5000	\$ 367	CVAUD5000	\$ 4,005	CVAUDRSLM5000	\$ 45	CVAUDRSL5000	\$ 494
6,000	CVAUDM6000	\$ 421	CVAUD6000	\$ 4,595	CVAUDRSLM6000	\$ 45	CVAUDRSL6000	\$ 494
10,000	CVAUDM10000	\$ 492	CVAUD10000	\$ 5,371	CVAUDRSLM10000	\$ 45	CVAUDRSL10000	\$ 494
20,000	CVAUDM20000	\$ 569	CVAUD20000	\$ 6,205	CVAUDRSLM20000	\$ 45	CVAUDRSL20000	\$ 494
30,000	CVAUDM30000	\$ 672	CVAUD30000	\$ 7,333	CVAUDRSLM30000	\$ 45	CVAUDRSL30000	\$ 494
40,000	CVAUDM40000	\$ 776	CVAUD40000	\$ 8,462	CVAUDRSLM40000	\$ 45	CVAUDRSL40000	\$ 494
40,000 Plus	Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales	

(3) CommView Audit features a subscription-based call accounting reporting service with browser access for 1- 5 seats, concurrent client access licenses (CALs). The subscription includes software use license, CommView IP Software Buffer application & use license and remote setup assistance. The subscription model size selected is based on the extension capacity observed in SMDR and available for reporting, usually the total amount of extensions

(4) The subscription charge for each remote site is based on the average number of extensions for all remote sites times the number of remote sites - for example, 10 total remote sites that have a sum total of 4800 extensions. The average size for the ten remote sites is 480. Use the subscription charge for the next highest size. In this example it is the pricing for the 500 extensions. Multiply this price by 10 and that is the total price for additional remote sites that should be added to the main site price.

PRICING INSTRUCTIONS: To configure a system, select the Software Bundle appropriate to the directory capacity of all sites polled followed by the desired options. Choose between Single-User and Multi-User reporting for initial selection. If more than a single location (or CDR/SMDR data source), first select a Host Site Bundle and add a Remote Site License and any desired options for each additional site. See the Steps 1 to 3 to the right. CommView Single-User and CommView Multi-User with WebReporter can collect any available CDR/SMDR from any mix of legacy PBXs, IP-PBXs, in any mix of brands, of any size in any location and combine all CDR/SMDR in a single uniformly consistent reporting format. See Steps 1 to 3 on the right.

Step 1 - Pick one unit from Host & Single Site section based on overall directory size including all remote sites. For instance, Main site has 1000 extensions and the sum of the remote site directory extensions is 4800, then the total is 5800. The next size up is 6000. The price is based on 6000 extensions. There is an additional charge for each additional remote site.

Step 2 - Add a site license for each remote site from the Remote Site section based on choice of rate table options.

Step 3 - Add an optional hardware buffer for each site based on desired storage capacity and polling method. Not required. For more info on types, sizes and pricing, see CommView Options Pricing Table 6.

See notes 7, 7a, 8 and 9 below.

Assistance: sales@atcomm.com or 1-800-641-5400

CommView Single-User and CommView Multi-User with WebReporter SIN 132-33								
Number of Extensions All sites	CommView Single-User SIN 132-33		CommView Multi-User, with WebReporter SIN 132-33		CommView Single-User or CommView Multi-User, with WebReporter SIN 132-33			
	Host & Single Site		Host & Single Site		Remote site license bundle with annual rate subscription		Remote site license bundle with initial rate table (no updates)	
	Part Number	Bundle Price (7) (8)	Part Number	Bundle Price (7a) (8)	Part Number	Bundle Price (9)	Part Number	Bundle Price (9)
16	N/A	CommView Web only	N/A	CommView Web only	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
32	N/A	CommView Web only	N/A	CommView Web only	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
64	N/A	CommView Web only	N/A	CommView Web only	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
80	N/A	CommView Web only	N/A	CommView Web only	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
100	CVSB100	\$ 2,138	CVMB100	\$ 2,565	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
200	CVSB200	\$ 2,476	CVMB200	\$ 2,971	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
250	CVSB250	\$ 2,814	CVMB250	\$ 3,377	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
300	CVSB300	\$ 3,242	CVMB300	\$ 3,891	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
400	CVSB400	\$ 3,756	CVMB400	\$ 4,507	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
500	CVSB500	\$ 4,364	CVMB500	\$ 5,237	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
750	CVSB750	\$ 5,134	CVMB750	\$ 6,161	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
1,000	CVSB1000	\$ 5,905	CVMB1000	\$ 7,086	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
2,000	CVSB2000	\$ 6,847	CVMB2000	\$ 8,216	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
2,500	CVSB2500	\$ 7,939	CVMB2500	\$ 9,526	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
3,000	CVSB3000	\$ 9,030	CVMB3000	\$ 10,837	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
4,000	CVSB4000	\$ 10,529	CVMB4000	\$ 12,635	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
5,000	CVSB5000	\$ 12,156	CVMB5000	\$ 14,587	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
6,000	CVSB6000	\$ 13,947	CVMB6000	\$ 16,737	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
10,000	CVSB10000	\$ 16,302	CVMB10000	\$ 19,563	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
20,000	CVSB20000	\$ 18,836	CVMB20000	\$ 22,603	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
30,000	CVSB30000	\$ 22,261	CVMB30000	\$ 26,714	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
40,000	CVSB40000	\$ 25,687	CVMB40000	\$ 30,824	CVSRSL	\$ 1,159	CVSRSLOT	\$ 695
40,000 Plus	Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales	

(7) Bundle price includes CommView Software, CommView IP Software Buffer, Initial Year Support and Initial Year Rate Table Subscription, Remote Configuration Assistance & Training via remote access.

(7a) Bundle price includes CommView Software with Web Reporter Software, CommView IP Software Buffer, Initial Year Support and Initial Year Rate Table Subscription, Remote Configuration Assistance & Training via remote access.

(8) Certain PBX's delivering CDR/SMDR via RS-232 require an optional Scannex ip.1-32 LAN/WAN buffer to deliver the CDR/SMDR to the CommView application. Refer to CommView Options Pricing Table 5 for type, size and cost. Please read the Instructions in the CommView Options Pricing Table 5 for more detail.

(9) Bundle includes site license, CommView IP Software Buffer, Rate Table (per selection), remote configuration assistance via remote access. Certain PBX's delivering CDR/SMDR via RS-232 require an optional Scannex ip.1-32 LAN/WAN buffer to deliver the CDR/SMDR to the CommView application. Refer to CommView Options Pricing Table 5 for type, size and cost.

INSTRUCTIONS: Generally, no additional options are required for CommView bundles. The patented CommView IP Software Buffer application (included in all main and remote site bundles) resides on a customer provided PC for the temporary storage and forwarding of CDR/SMDR. For most IP-PBXs, the CommView IP Software Buffer generally obtains the CDR/SMDR across the LAN/WAN through protocols or methods specific to the brand of IP-PBX. Certain PBX's delivering CDR/SMDR via RS-232 require an optional Scannex ip.1-32 LAN/WAN buffer to deliver the CDR/SMDR to the CommView application. Should a hardware buffer be desired as just a backup storage device, the simplest and least expensive method is a hardware-based LAN/WAN buffer, the Scannex Network Buffer is offered as that available option.

Step 1 - If desired add an optional hardware buffer for each site .  
 Step 2 - Included Client Access License (CAL) for CommView Multi User with WebReporter and CommView Web cover 5 users. For Additional CALs add additional units of five (5)  
 Step 3 - Remote installation, configuration and training are included with each bundle. If desired, add for on site installation, configuration assistance and training  
 Step 4 - All bundles include CommView Software, CommView IP Software Buffers, Initial Year Support and Initial Year Rate Table Subscription, Remote Configuration Assistance & Training via remote access. On site installation assistance is not required, but available for the published rate. See footnotes (7), (7a), (8) and (9) on prior page

**Assistance: sales@atcomm.com or 1-800-641-5400**

Buffer option:			Other Optional Items:		
<b>SIN 132-33</b>					
Buffer Type and Model	Call Capacity	Pricing			
Network Buffers			<b>SIN 132-33</b>		
Scannex ip.1-32	15,000	\$ 1,393	Add'l Client Access Li- censes (5)	CVCAL	\$ 499

# CommView - Subsequent Year Maintenance and Support Pricing Table 6

INSTRUCTIONS: Select the Support Bundle of the same size as your existing system size. If you have any question on this please call AtComm Sales 1-800-641-5400. or Choose between Single-User and Multi-User Subsequent Year Support and Maintenance as appropriate for your system. If more than a single location (or CDR data source), first select a Host Site Bundle and add a Remote Site License and any desired options for each additional site. See the Steps 1 to 2 to the right.

Note: If remote site support bundles are not chosen, a remote site support charge of \$150 shall be added for each remote site to either the bundle or ala carte pricing of applicable size main site option selected

Note: If remote site support bundles are not chosen, a remote site support charge of \$150 shall be added for each remote site to either the bundle or ala carte pricing of applicable size main site option

Step 1 - Choose the same size as your existing system size. The bundle includes Software Support, Rate Table Subscription and Buffer Warranty Add a remote site support bundle for each remote site polled. If a bundle is not desired add à la Carte pricing is available for (a) Software Support only, (b) an Annual rate table subscription or One-Time rate table and/or (c) buffer support options.

Step 2 - Add for each site a remote site a Remote Site Support Bundle with annual rate table subscription. If a bundle is not desired à la Carte pricing for rate tables or buffer warranties are available. Note: If remote site support bundles are not chosen, a remote site support charge of \$151 shall be added for each remote site with or without à la carte pricing in addition to the applicable-size main site option selected in Step 1

Subsequent Year Maintenance and Support SIN-132-34								
CommView - Single-User Subsequent Year Support and Maintenance SIN 132-34					CommView - Multi-User with WebReporter Subsequent Year Support and Maintenance SIN 132-34			
Number of Extensions - all sites	Part Number	Main/Single Site Support bundle	Part Number	Main/Single Site System Support - à la Carte	Part Number	Main/Single Site Support bundle	Part Number	Main/Single Site System Support - à la Carte
16	CVSSUPB16	\$ 1,154	CVSSUP16	\$ 195	N/A	CommView Web	N/A	CommView Web only
32	CVSSUPB32	\$ 1,173	CVSSUP32	\$ 218	N/A	CommView Web	N/A	CommView Web only
64	CVSSUPB64	\$ 1,210	CVSSUP64	\$ 288	N/A	CommView Web	N/A	CommView Web only
80	CVSSUPB80	\$ 1,274	CVSSUP80	\$ 347	N/A	CommView Web	N/A	CommView Web only
100	CVSSUPB100	\$ 1,367	CVSSUP100	\$ 462	CVMSUPB100	\$ 1,621	CVMSUP100	\$ 555
200	CVSSUPB200	\$ 1,426	CVSSUP200	\$ 536	CVMSUPB200	\$ 1,701	CVMSUP200	\$ 643
250	CVSSUPB250	\$ 1,497	CVSSUP250	\$ 625	CVMSUPB250	\$ 1,796	CVMSUP250	\$ 749
300	CVSSUPB300	\$ 1,574	CVSSUP300	\$ 720	CVMSUPB300	\$ 1,900	CVMSUP300	\$ 864
400	CVSSUPB400	\$ 1,664	CVSSUP400	\$ 833	CVMSUPB400	\$ 2,022	CVMSUP400	\$ 1,000
500	CVSSUPB500	\$ 1,682	CVSSUP500	\$ 856	CVMSUPB500	\$ 2,047	CVMSUP500	\$ 1,027
750	CVSSUPB750	\$ 1,803	CVSSUP750	\$ 1,007	CVMSUPB750	\$ 2,210	CVMSUP750	\$ 1,209
1,000	CVSSUPB1000	\$ 1,905	CVSSUP1000	\$ 1,134	CVMSUPB1000	\$ 2,347	CVMSUP1000	\$ 1,361
2,000	CVSSUPB2000	\$ 1,997	CVSSUP2000	\$ 1,250	CVMSUPB2000	\$ 2,472	CVMSUP2000	\$ 1,500
2,500	CVSSUPB2500	\$ 2,157	CVSSUP2500	\$ 1,450	CVMSUPB2500	\$ 2,688	CVMSUP2500	\$ 1,758
3,000	CVSSUPB3000	\$ 2,220	CVSSUP3000	\$ 1,528	CVMSUPB3000	\$ 2,772	CVMSUP3000	\$ 1,834
4,000	CVSSUPB4000	\$ 2,442	CVSSUP4000	\$ 1806	CVMSUPB4000	\$ 3,073	CVMSUP4000	\$ 2,168
5,000	CVSSUPB5000	\$ 2,665	CVSSUP5000	\$ 2,085	CVMSUPB5000	\$ 3,373	CVMSUP5000	\$ 2,501
6,000	CVSSUPB6000	\$ 2,850	CVSSUP6000	\$ 2,316	CVMSUPB6000	\$ 3,623	CVMSUP6000	\$ 2,779
10,000	CVSSUPB10000	\$ 3,406	CVSSUP10000	\$ 3,011	CVMSUPB10000	\$ 4,374	CVMSUP10000	\$ 3,614
20,000	CVSSUPB20000	\$ 3,781	CVSSUP20000	\$ 3,480	CVMSUPB20000	\$ 4,880	CVMSUP20000	\$ 4,175
30,000	CVSSUPB30000	\$ 4,287	CVSSUP30000	\$ 4,112	CVMSUPB30000	\$ 5,562	CVMSUP30000	\$ 4,934
40,000	CVSSUPB40000	\$ 4,315	CVSSUP40000	\$ 4,745	CVMSUPB40000	\$ 6,246	CVMSUP40000	\$ 5,694
40,000 Plus	Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales	
	Remote Site Support Bundle with annual rate table subscription		CVSUPREMB	\$ 1,010	Remote Site Support Bundle with annual rate table subscription		CVSUPREMB	\$ 1,010
	Ala Carte Support Options (see Note above)				Ala Carte Support Options (see Note above)			
	Remote site support		CVSUPREM	\$ 151	Remote site support		CVSUPREM	\$ 151
	Rate table Subscription		CVDRTR	\$ 852	Rate table Subscription		CVDRTR	\$ 852
	Buffer warranty		CVBUFR	\$ 353	Buffer warranty		CVBUFR	\$ 353
	One time rate update		CVDRTR-1	\$ 278	One time rate update		CVDRTR-1	\$ 278

**At Comm Price list  
Back Cover**

**DUNS: 115090557**

# **At Comm Corporation**

**Authorized Information Technology Schedule Price List  
Schedule 70  
GSA Contract GS-35F-0555S**

**Federal Supply Service  
U.S. General Services Administration**

**Contractor:  
At Comm Corporation  
907 Burkhart Ave  
San Leandro CA 94579-2118**