

**CACI Commercial Pricelist
For
NET Products
Equipment Maintenance
Updated 4/28/06**

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I GENERAL INFORMATION

CACI is the exclusive service provider for net.com's distributed equipment.

The geographic scope of this contract is the 48 contiguous states, the District of Columbia, Alaska, and Hawaii. Maintenance offerings are based on level of service.

Various levels of coverage are available to the customer at a fixed quarterly price per equipment unit.

Services outside of the scope of defined offerings in this schedule are offered on a quote basis. Time and Material rates are also available to customers who elect not to purchase a maintenance agreement and still require technical assistance. Time and Material efforts are scheduled and delivered on a best effort basis.

Maintenance offerings available and described herein include:

- Technical Assistance Center (TAC) ONLY
- Technical Assistance Center (TAC) and Parts
- Standard On-Site
- FULL On-Site

Other maintenance and traditional services not described herein are available on a quote basis.

II MAINTENANCE

CACI will provide maintenance for all equipment identified in the price list herein.

SECURITY REQUIREMENTS – In the event security requirements are necessary, the ordering activities may incorporate in their delivery orders a security clearance clause in accordance with current laws, regulations, and individual agency policy. However, the burden of administering the security clearance requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will be negotiated with CACI on an open market basis outside of the scope the contact.

MANUFACTURER END OF LIFE / NOT SUPPORTED EQUIPMENT – For products that are end of life (EOL) and/or no longer supported by the original equipment manufacturer, on-site service will be provided based on the availability of repaired/replacement parts. CACI assumes no liability, on-site or otherwise, for parts that cannot be spared properly as a result of a product being EOL or no longer supported by an original equipment manufacturer. If EOL products/parts can still be repaired/replaced by the original equipment manufacturer, CACI will deliver repair and return service only. CACI will facilitate the repair and return of such parts, but will not be responsible for on-site service for entitled customers until a replacement part is available. CACI assumes no liability for the product/part if the original equipment manufacturer cannot repair/replace an EOL/no longer supported product/part.

WARRANTY – CACI, as the exclusive service provider for net.com manufactured equipment, facilitates warranty entitlement on behalf of the customer and net.com.

TERMS AND CONDITION APPLICABLE TO ALL MAINTENANCE PROGRAMS – Equipment placed under maintenance service shall be installed in accordance with standard and accepted installation practices and in good operating condition.

In order to determine that the equipment is in good operating condition for equipment not covered under a current maintenance agreement, CACI reserves the right to certify such equipment, at the customer's expense, to ensure that the equipment is installed in accordance with accepted standards prior to CACI assuming maintenance responsibility. Deficiencies noted during a certification require correction by the customer prior to a maintenance agreement with CACI taking effect.

CUSTOMER RESPONSIBILITIES

Customer personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by CACI.

Subject to security regulations, the customer shall permit access to the equipment that is to be maintained or repaired.

RESPONSIBILITIES OF CACI – For equipment not covered under an existing maintenance contract or warranty, the manufacturer’s repair service personnel shall complete repairs on a reasonable effort basis, as agreed to between all parties concerned. All repairs will be performed on a Time and Materials Basis.

MAINTENANCE ORDER

The customer may use written orders for ordering maintenance under this contract. CACI shall confirm customer orders within fifteen (15) calendar days from the date of receipt. Please note confirmation of orders shall be considered automatic for renewals of current maintenance. Automatic acceptance of renewal orders will include maintenance service for equipment that may have been discontinued from use for temporary periods of time not longer than 90 calendar days.

Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment.

Maintenance may be discontinued by the customer on thirty (30) calendar days written notice, or shorter notice when agreed to by CACI; such notice to become effective thirty (30) calendar days from the date on the notification

SELECTING A SERVICE LEVEL – Ordering offices may select a combination of the TAC ONLY, TAC & Parts and On-Site Service Programs. Equipment installed by the customer or equipment not covered by a service contract, at the discretions of the service provider, may require certification before any level of maintenance can go into effect.

To determine costs for equipment maintenance:

1. Locate the equipment type on the equipment price list
2. Select a level of coverage that best meets requirements

TECHNICAL ASSISTANCE CENTER (TAC) ONLY

TAC ONLY includes 24x7 telephone support. To receive service under the TAC ONLY Service Program, all communications must be through the CACI Network Control Center (NCC).

The TAC ONLY Service Program allows for support to compliment the customer's trained technical personnel in network maintenance. Should the customer's technical personnel encounter a defective part, CACI can arrange for the repair and return of parts on a quote basis. Because this service program is designed for end-users with extensive in-house technical capabilities, on-site service is not included but available on a T&M basis.

REMOTE TECHNICAL ASSISTANCE CENTER (TAC) AND PARTS

Remote includes 24x7 telephone support and Advance Exchange of Parts for remedial service. To receive service under the TAC and Parts Service Program, all communications must be through the CACI Network Control Center (NCC).

The Remote Service Program allows for support to compliment the customer's trained technical personnel in network maintenance. CACI provides access to CACI's NCC and parts exchange for the return and repair of parts should customer technical personnel encounter a defective part. Because this service program is designed for end-users with extensive in-house technical capabilities, on-site service is not included but available on a T&M basis.

PRIORITY RESPONSE TIME VARIES BY LEVEL OF CLIENT SERVICE – Since CACI's goal is to keep the customer's network up and running 24 hours a day, when both emergency and non-emergency calls are received, emergency calls will be given priority. For non-emergency calls, service response times will be based upon the level of service purchased. Clients who have purchased an On-Site Service program will receive priority over clients who have purchased a TAC ONLY or Remote Service Program.

TECHNICAL TELEPHONE ASSISTANCE FROM THE CACI NETWORK CONTROL CENTER (NCC) – CACI provides telephone support from the NCC 24 hours a day, seven days a week (including holidays). The customer must provide the NCC with a minimum 28.8K dial-in modem and telephone line for each node to be accessed in order to receive remote diagnostic service. The NCC will determine the nature of reported problems and facilitate the identification of corrective action.

PARTS EXCHANGE AND/OR RETURN - For part repair or exchange, CACI will provide a Return Materials Authorization form (RMA) to the customer. The RMA must accompany the defective part on its return. The customer is responsible for the shipment of defective parts to CACI as well as the associated expenses. CACI is responsible for the shipment of replacement parts to the customer and the associated shipping expenses.

PARTS EXCHANGE – Once the NCC diagnoses a part, as at fault, a replacement part will be shipped from CACI. Only parts identified by the NCC as being required to correct node faults will be entitled to advanced parts exchange. These replacement parts can be shipped priority mail by the next business day. Please note that while the part may be shipped by the next business day, receipt of the shipment may take longer. The customer must return the defective part to CACI within 60 calendar days after receipt of the replacement part or CACI reserves the right to bill the customer for the replacement at net.com's then current list price.

PARTS REPAIR AND RETURN – When the customer has parts that are faulty and not entitled to parts exchange, those faulty parts will be repaired and returned to the Customer. CACI will ensure the faulty part is repaired and ship that part to the Customer. If the Manufacturer's repair facility deems the part un-repairable, the un-repaired part will be returned to the customer

UPGRADE OF PARTS – All parts returned to CACI for repair will also receive manufacturer mandatory upgrades.

PRIORITY RESPONSE FROM TAC BASED ON YOUR NEEDS

When a Product problem arises which requires TAC assistance, CACI will respond based on the seriousness of the problem. For problems defined as critical, the call will be given priority and promptly handled by a TAC engineer. A critical problem involves a service disruption, which substantially interferes with the customer's ability to conduct normal operations. Some examples are a node being down or isolated from the network or critical applications are down which are supported by a node.

CUSTOMER RESPONSIBILITIES UNDER THE TAC AND PARTS SERVICE PROGRAM

CACI's goal is to make sure the customer's network is up and running at all times. With this in mind, the TAC Service Programs are designed for users with the technical capabilities to provide on-site network service with the telephone assistance of the NCC. During the term of the TAC Services Program, the customer must have personnel available, on-site, who have successfully completed technical maintenance classes appropriate for the equipment located at the sites to be serviced. In addition, it is recommended the customer stock and use customer owned spare parts for immediate remedial action required at each equipment site.

ON-SITE MAINTENANCE

STANDARD, and FULL On-Site Service Offerings include TAC and Parts support through CACI's Network Control Center (NCC) and on-site support performed by qualified CACI Field Service Technicians or by a CACI authorized representative.

SERVICES INCLUDED IN ON-SITE MAINTENANCE

For equipment problems requiring On-Site Maintenance Services, Field Service Technicians will provide remedial maintenance at the site location of the customer's equipment. Remedial maintenance will be performed when equipment experiences a failure or malfunction. CACI will provide the initial diagnosis, service, and repair necessary to return the equipment to good operating condition. If the malfunction is identified as critical, CACI will dispatch a Field Service Technician on a priority basis.

SERVICES NOT INCLUDED IN ON-SITE MAINTENANCE

The following services are not part of the On-Site Service Program, but may be available at a Time and Materials rate.

Support Exclusions:

1. Non-Contractor related problems
2. Customer caused problems
3. Telco problems
4. Relocation or reconfiguration of equipment
5. Non-mandatory engineering changes
6. Support outside the Principal period of maintenance purchased

MAINTENANCE RATE PROVISIONS

CACI will bear all costs of maintenance as outlined in the Service Plan Options, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the Customer, or acts of nature such as, but not limited to, floods or lightening.

REGULAR HOURS

The basic monthly rate for each make and model of equipment shall entitle the Customer to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance exclusive of weekends, and holidays observed at the Customer location (except for TAC Only , TAC and Parts Service Plan).

AFTER HOURS

Should the Customer require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour unless Full Service Plan purchase includes 24x7 On-site Support.

TRAVEL AND TRANSPORTATION

Predicated on customer equipment location, travel costs over and above the regular maintenance rates may apply. In these cases, prior customer authorization will be required and actual costs will be charged in accordance with the terms and conditions agreed to.

PRINCIPAL PERIOD OF MAINTENANCE

The hours when On-Site Maintenance coverage is available (the “Principal Period of Maintenance” or “PPM”) vary depending on the service level purchased as follows:

Service Level	Principal Period of Maintenance
Standard	Mon–Fri, 8:00am–5:00pm
Full	7 days per week, 24 hours per day

RESPONSE TIMES

For non-emergency problems identified by the CACI NCC that require on-site maintenance service, a CACI Field Service Technician will arrive on-site during the PPM hours.

EMERGENCY MAINTENANCE

For problems that are identified as critical by the CACI NCC and require on-site maintenance service, the On-Site Program provides on-site emergency response during the relevant PPM. Priority response time for an emergency will vary depending on the geographic area in which the customer node is located. In all cases, CACI will respond at best effort.

SCHEDULING ON-SITE MAINTENANCE

To receive service under an On-Site Service Program, all communications must be through the CACI Network Control Center (NCC). The end user and CACI's NCC Engineer will analyze the problem and make a decision as to whether On-Site Services are required.

III TIME AND MATERIALS

TIME AND MATERIAL

Time and material (T&M) maintenance will be provided on a best effort basis when appropriate node maintenance has not been purchased. T&M charges will also apply to dispatches requested during Outside Principal Period of Maintenance (OPPM) for a particular node, for dispatches resulting in equipment outages beyond the control of CACI, i.e., power outages, or carrier/span outages.

All parts required under this option to restore service to a node not covered under maintenance will be at a rate determined after CACI has obtained a quote for part repair from the original equipment manufacturer.

ON-SITE EQUIPMENT SUPPORT ON A REASONABLE EFFORTS BASIS

CACI will provide on-site maintenance support Monday through Friday, 8:00am to 5:00pm. Please be aware that as a Time and Materials customer, there is no priority response for on-site service requests. On-site service will be provided to Time and Material customers after customers with On-Site Services Programs on an as available basis, as agreed to between the parties.

CUSTOMER RESPONSIBILITIES UNDER TIME AND MATERIALS SERVICES

In an emergency, CACI will provide Time and Materials Services upon receipt of a faxed copy of a customer Purchase Order. To prevent delays in obtaining Time and Materials Services, CACI recommends that a blanket Purchase Order for all Time and Materials Services be issued.

CHARGES FOR TIME AND MATERIAL SERVICES

For Time and Materials Services, the customer will be charged the prevailing Time and Materials rate when the Services are provided. TAC assistance is billed for a minimum of one hour. On-Site support is billed for a minimum of three (3) hours labor plus parts and travel expenses.

The customer will reimburse CACI for actual travel expenses related to service performed.

TIME AND MATERIAL SERVICE RATES

- \$210 per hour for Regular Work Hours
Monday – Friday, 8:00am-5:00pm, weekends and holidays are not included.
- \$240 per hour for After Regular Work Hours
Weekends and holidays are not included
- \$300 per hour for Weekends and Holidays

IV MAINTENANCE PRICELIST

PRICE LIST P/N	DESCRIPTION	QUARTERLY PRICING
SVC-PROM-TAC-100-RNWL	Promina, TAC Only Maint, 24hr, 100, renewal	\$153.60
SVC-PROM-TAC-200-RNWL	Promina, TAC Only Maint, 24hr, 200, renewal	\$290.40
SVC-PROM-TAC-400-RNWL	Promina, TAC Only Maint, 24hr, 400, renewal	\$724.80
SVC-PROM-TAC-800A-RNWL	Promina, TAC Only Maint, 24hr, 800,1-3SHF, renewal	\$1,932.00
SVC-PROM-TAC-800B-RNWL	Promina, TAC Only Maint, 24hr, 800, 4-7SHF, renewal	\$3,840.00
SVC-PROM-REM-100-RNWL	Promina, Remote Maint, 24hr, 100, Renewal	\$336.00
SVC-PROM-REM-200-RNWL	Promina, Remote Maint, 24hr, 200, Renewal	\$370.80
SVC-PROM-REM-400-RNWL	Promina, Remote Maint, 24hr, 400, Renewal	\$963.60
SVC-PROM-REM-800A-RNWL	Promina, Remote Maint, 24hr, 800,1-3SHF, Renewal	\$2,670.00
SVC-PROM-REM-800B-RNWL	Promina, Remote Maint, 24hr, 800,4-7SHF, Renewal	\$5,130.00
SVC-PROM-ONST-100-RNWL	Promina, Onsite Maint, 24hr, 100, Renewal	\$517.20
SVC-PROM-ONST-200-RNWL	Promina, Onsite Maint, 24hr, 200, Renewal	\$517.20
SVC-PROM-ONST-400-RNWL	Promina, Onsite Maint, 24hr, 400, Renewal	\$1,257.60
SVC-PROM-ONST-800A-RNWL	Promina, Onsite Maint, 24hr, 800,1-3SHF, Renewal	\$4,042.80
SVC-PROM-ONST-800B-RNWL	Promina, Onsite Maint, 24hr, 800,4-7SHF, Renewal	\$7,956.00
SVC-PROM-ONST-FULL-100-RNWL	Promina, Onsite Full Maint, 24hr, 100, Renewal	\$832.80
SVC-PROM-ONST-FULL-200-RNWL	Promina, Onsite Full Maint, 24hr, 200, Renewal	\$832.80
SVC-PROM-ONST-FULL-400-RNWL	Promina, Onsite Full Maint, 24hr, 400, Renewal	\$2,407.20
SVC-PROM-ONST-FULL-800A-RNWL	Promina, Onsite Full Maint, 24hr, 800, 1-3SHF, Renewal	\$7,722.00
SVC-PROM-ONST-FULL-800B-RNWL	Promina, Onsite Full Maint, 24hr, 800,4-7SHF, Renewal	\$15,186.00
SVC-PBBS-TAC-400-10K-RNWL	Promina BBS, TAC Only Maint, 24hr, 400,10K, Renewal	\$2,253.60
SVC-PBBS-TAC-400-5K-RNWL	Promina BBS, TAC Only Maint, 24hr, 400,5K, Renewal	\$1,591.20
SVC-PBBS-TAC-800A-10K-RNWL	Promina BBS, TAC Only Maint, 24hr, 800,1-3SHF, 10K, Renewal	\$3,531.60
SVC-PBBS-TAC-800A-5K-RNWL	Promina BBS, TAC Only Maint, 24hr, 800,1-3SHF, 5K, Renewal	\$2,869.20
SVC-PBBS-TAC-800B-10K-RNWL	Promina BBS, TAC Only Maint, 24hr, 800,4-7SHF, 10K, Renewal	\$5,034.00

SVC-PBBS-TAC-800B-5K-RNWL	Promina BBS, TAC Only Maint, 24hr, 800,4-7SHF, 5K, Renewal	\$4,368.00
SVC-PBBS-REM-400-10K-RNWL	Promina BBS, Remote Maint, 24hr, 400,10K, Renewal	\$3,002.40
SVC-PBBS-REM-400-5K-RNWL	Promina BBS, Remote Maint, 24hr, 400,5K, Renewal	\$2,119.20
SVC-PBBS-REM-800A-10K-RNWL	Promina BBS, Remote Maint, 24hr, 800,1-3SHF, 10K, Renewal	\$4,886.40
SVC-PBBS-REM-800A-5K-RNWL	Promina BBS, Remote Maint, 24hr, 800,1-3SHF, 5K, Renewal	\$3,847.20
SVC-PBBS-REM-800B-10K-RNWL	Promina BBS, Remote Maint, 24hr, 800,4-7SHF, 10K, Renewal	\$6,607.20
SVC-PBBS-REM-800B-5K-RNWL	Promina BBS, Remote Maint, 24hr, 800,4-7SHF, 5K, Renewal	\$6,084.00
SVC-PBBS-ONST-400-10K-RNWL	Promina BBS, Onsite Maint, 24hr, 400,10K, Renewal	\$5,828.40
SVC-PBBS-ONST-400-5K-RNWL	Promina BBS, Onsite Maint, 24hr, 400, 5K, Renewal	\$3,894.00
SVC-PBBS-ONST-800A-10K-RNWL	Promina BBS, Onsite Maint, 24hr, 800,1-3SHF, 10K, Renewal	\$8,563.20
SVC-PBBS-ONST-800A-5K-RNWL	Promina BBS, Onsite Maint, 24hr, 800,1-3SHF, 5K, Renewal	\$6,547.20
SVC-PBBS-ONST-800B-10K-RNWL	Promina BBS, Onsite Maint, 24hr, 800, 4-7SHF, 10K, Renewal	\$12,164.40
SVC-PBBS-ONST-800B-5K-RNWL	Promina BBS, Onsite Maint, 24hr, 800, 4-7SHF, 5K, Renewal	\$10,222.80
SVC-PBBS-ONST-FULL-400-10K-RNWL	Promina BBS, Onsite Full Maint, 24hr, 400,10K, Renewal	\$8,625.60
SVC-PBBS-ONST-FULL-400-5K-RNWL	Promina BBS, Onsite Full Maint, 24hr, 400, 5K, Renewal	\$5,347.20
SVC-PBBS-ONST-FULL-800A-10K-RNWL	Promina BBS, Onsite Full Maint, 24hr, 800,1-3SHF, 10K, Renewal	\$12,673.20
SVC-PBBS-ONST-FULL--800A-5K-RNWL	Promina BBS, Onsite Full Maint, 24hr, 800,1-3SHF, 5K, Renewal	\$9,688.80
SVC-PBBS-ONST-FULL-800B-10K-RNWL	Promina BBS, Onsite Full Maint, 24hr, 800,4-7SHF, 10K, Renewal	\$17,224.80
SVC-PBBS-ONST-FULL-800B-5K-RNWL	Promina BBS, Onsite Full Maint, 24hr, 800, 4-7SHF, 5K, Renewal	\$12,765.60
SVC-SCR-TAC-100-RNWL	Scream/BBS10K, TAC Only Maint, 24hr, 100, Renewal	\$1,528.80
SVC-SCR-TAC-50-RNWL	Scream/BBS5K, TAC Only Maint, 24hr, 50, Renewal	\$866.40
SVC-SCR-REM-100-RNWL	Scream/BBS10K, Remote Maint, 24hr, 100, Renewal	\$2,038.80
SVC-SCR-REM-50-RNWL	Scream/BBS5K, Remote Maint, 24hr, 50, Renewal	\$1,155.60
SVC-SCR-ONST-100-RNWL	Scream/BBS10K, Onsite Maint, 24hr, 100, Renewal	\$4,758.00
SVC-SCR-ONST-50-RNWL	Scream/BBS5K, Onsite Maint, 24hr, 50, Renewal	\$2,697.60
SVC-SCR-ONST-100-FULL-RNWL	Scream/BBS10K, Onsite Maint, 24hr, Full, 100, Renewal	\$7,041.60
SVC-SCR-ONST-50-FULL-RNWL	Scream/BBS5K, Onsite Maint, 24hr,Full, 50, Renewal	\$3,992.40
SVC-SHO-TAC-2500-RNWL	ShoutIP, TAC Only Maint, 24hr, 2500, Renewal	\$1,024.80
SVC-SHO-TAC-900-RNWL	ShoutIP, TAC Only Maint, 24hr, 900, Renewal	\$320.40
SVC-SHO-REM-2500-RNWL	ShoutIP, Remote Maint, 24hr, 2500, Renewal	\$1,365.60
SVC-SHO-REM-900-RNWL	ShoutIP, Remote Maint, 24hr, 900, Renewal	\$427.20

SVC-SHO-ONST-2500-RNWL	ShoutIP, Onsite Maint, 24hr, 2500, Renewal	\$3,188.40
SVC-SHO-ONST-900-RNWL	ShoutIP, Onsite Maint, 24hr, 900, Renewal	\$829.20
SVC-SHO-ONST-FULL-2500-RNWL	ShoutIP, Onsite Full Maint, 24hr, 2500, Renewal	\$4,718.40
SVC-SHO-ONST-FULL-900-RNWL	ShoutIP, Onsite Full Maint, 24hr, 900, Renewal	\$1,226.40
SVC-NETMS-REMSW-NETMSOS	NetMS, Remote SW Maint, NetMS OP System	\$540.00
SVC-PVUE-REMSW-BASESYS	Panavue, Remote SW Maint, Base System	\$270.00
SVC-PVUE-REMSW-DCU	Panavue, Remote SW Maint, Data Collection Utility	\$270.00
SVC-PVUE-REMSW-MULTIUSER	Panavue, Remote SW Maint, Multi-user Option	\$540.00
SVC-PVUE-REMSW-P8SM	Panavue, Remote SW Maint, P800 Series Mgr	\$540.00
SVC-SVUE-REMSW-SCVOS	Screamvue, Remote SW Maint, Screamvue Oper Sys	\$2,160.00

Installations (Fixed Pricing)

SVC-PROM-INST-100	Promina, install, 100	\$1,080.00
SVC-PROM-INST-200	Promina, install, 200	\$1,620.00
SVC-PROM-INST-400	Promina, install, 400	\$3,888.00
SVC-PROM-INST-800	Promina, install, 800	\$5,400.00
SVC-PBBS-INST-400-10K	Promina BBS Install, 400/10K	\$9,304.80
SVC-PBBS-INST-400-5K	Promina BBS Install, 400/5K	\$7,987.20
SVC-PBBS-INST-800-10K	Promina BBS Install, 800/10K	\$10,816.80
SVC-PBBS-INST-800-5K	Promina BBS Install, 800/5K	\$10,147.20
SVC-SCR-INST-100	Scream/BBS, Install, 100	\$5,416.80
SVC-SCR-INST-50	Scream/BBS, Install, 50	\$4,747.20
SVC-SHO-INST-2500	ShoutIP, Install, 2500	\$4,488.00
SVC-SHO-INST-900	ShoutIP, Install, 900	\$1,460.40
SVC-NETMS-INST	NetMS, Install	\$5,400.00
SVC-PVUE-INST-DCU	Panavue, Remote Install, Data Collection Utility	\$540.00
SVC-PVUE-INST-P8SM	Panavue, Install, P800 Series Mgr	\$5,400.00
SVC-PVUE-INST-FRXMGR	Panavue, Install, framexpress Mgr, Option X	\$2,160.00

Site Survey

SVC-PROM-SITE-SURV	Promina, Site Survey Service	Quote required at T&M Rates
SVC-PBBS-SITE-SURV	Promina BBS, Site Survey Service	Quote required at T&M Rates
SVC-SCR-SITE-SURV	Scream / BBS, Site Survey Service	Quote required at T&M Rates
SVC-SHO-SITE-SURV	ShoutIP, Site Survey	Quote required at T&M Rates

Upgrade Support

SVC-PROM-UPG-SUP	Promina, Upgrade Support	Quote required at T&M Rates
SVC-PBBS-UPG-SUP	Promina BBS, Upgrade Support	Quote required at T&M Rates
SVC-SCR-UPG-SUP	Scream, Upgrade Support	Quote required at T&M Rates
SVC-SHO-UPG-SUP	ShoutIP Upgrade Support	Quote required at T&M Rates

Certification

SVC-PROM-CERT-SUP	Promina, Certification Support	Quote required at T&M Rates
SVC-PBBS-CERT-SUP	Promina BBS, Certification Support	Quote required at T&M Rates
SVC-SCR-CERT-SUP	Scream / BBS, Certification Support	Quote required at T&M Rates
SVC-SHO-CERT-SUP	ShoutIP, Certification Support	Quote required at T&M Rates

Staging and Integration Support

SVC-PROM-SI-SUP	Promina, Staging & Integration Support Service	Quote required at T&M Rates
SVC-PBBS-SI-SUP	Promina BBS, Staging & Integration Support Service	Quote required at T&M Rates
SVC-SCR-SI-SUP	Scream / BBS, Staging & Integration Support Service	Quote required at T&M Rates
SVC-SHO-SI-SUP	ShoutIP, Staging & Integration Support Service	Quote required at T&M Rates

Other

SVC-LOG-SUP	Logistics Support	Quote required at T&M Rates
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