



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
ISCG0183

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
**KRISTA FERRELL
 304-558-2596**

PROPERTY

RFQ COPY
 TYPE NAME/ADDRESS HERE

*@Comcast Corporation
 Alt. Bob Boyd
 150 Dow Street
 Manchester NH 03101*

SHIP TO

DEPARTMENT OF ADMINISTRATION
 IS&C - CHIEF FINANCIAL OFFICER
 1 DAVIS SQUARE
 CHARLESTON, WV
 25301
 304-558-5472

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
07/24/2007				

BID OPENING DATE: **08/15/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		725-84		
<p>TELECOMMUNICATIONS MANAGEMENT SOLUTION</p> <p>REQUEST FOR QUOTATION</p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA OFFICE OF TECHNOLOGY, IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH A TELAMANAGEMENT SYSTEM THAT AUTOMATES TELECOMMUNICATIONS NETWORK OPERATIONS AND MANAGEMENT FUNCTIONS TO HELP IMPROVE SERVICES AND MAXIMIZE PROFITABILITY FOR OUR FACILITY. SEE ATTACHED SPECIFICATIONS.</p> <p>TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO KRISTA FERRELL IN THE WEST VIRGINIA STATE PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN IN THE BODY OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT KFERRELL@WVADMIN.GOV. TECHNICAL QUESTIONS INCLUDE, BUT ARE NOT LIMITED TO, SCOPE OF WORK, INSTALLATION/ LABOR, MATERIALS, ETC. DEADLINE FOR TECHNICAL QUESTIONS IS FRIDAY, AUGUST 3, 2007 AT 9:00 AM. ALL TECHNICAL QUESTIONS, IF ANY, WILL BE ANSWERED BY ADDENDUM AFTER THE DEADLINE.</p> <p>QUESTIONS CONCERNING THE PROCESS FOR SUBMITTING A BID TO THE STATE OF WEST VIRGINIA MAY BE SUBMITTED AT ANY TIME PRIOR TO THE BID OPENING AND ARE NOT CONSIDERED TECHNICAL QUESTIONS. THESE QUESTIONS INCLUDE, BUT ARE NOT LIMITED TO, WHERE/HOW/WHEN TO</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 603 628 3205	DATE 8/14/07
TITLE GVP	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening: Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130



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<p>SUBMIT A BID, FORMS, NUMBER OF ADDENDUMS, ETC.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICE SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST</p>						

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<p>ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA</p>						

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<p>CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY I WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH</p>						

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<p>HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;</p> <p>OR</p> <p>() BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE</p>						

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<p>CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p> <p>BIDDER: -----</p> <p>DATE: -----</p> <p>SIGNED: -----</p> <p>TITLE: -----</p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B".</p>						

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<p>(REV. 12/00)</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: KRISTA FERRELL-FILE 21</p> <p>RFQ. NO.: ISCG0183</p> <p>BID OPENING DATE: 08/15/2007</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p> <p><i>(603) 624 3045</i></p>						

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CONTACT PERSON (PLEASE PRINT CLEARLY):						
<i>Bob Boyd</i>						
<i>[Signature]</i>						
***** THIS IS THE END OF RFQ ISCG0183 ***** TOTAL: _____						

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WV OFFICE of TECHNOLOGY
REQUEST FOR QUOTATION (ISCG0183)
TELECOMMUNICATIONS MANAGEMENT SOLUTION

Background

The West Virginia Purchasing Division for the agency, the West Virginia Office of Technology (WVOT), is soliciting bids from qualified vendors, to provide a tele-management system compatible with the existing Cisco Enterprise IPT Cluster for MS Windows Version 5 and 6 that automates telecommunications network operations and management functions to help improve services and maximize profitability for our facility. The system must not only provide call information made by our staff, but must also provide a means to realize a profit margin on these calls and help manage the deployment of IP telephony. We are standardized on Cisco's IP telephony the system must be capable of tracking all call accounting information; collecting, processing and pricing call record detail from Cisco's CallManager Publisher MS Version 5.

Basic Solution Requirement

The WVOT requires that the vendor bid ISI Tele-management's Infortel Select or equivalent solution Equivalent meaning having all feature and functionality band seamless operation in the **existing** Cisco Enterprise IPT environment. The proposed bid must be a verified solution in the Cisco's Developer Support Program. Client access to the application software with no degradation of system performance is required.

Qualifying Vendor Information

Please indicate compliance and provide answers to the following questions:

1. The vendor should have over 5-plus years experience in the telecommunications industry with a solid customer base.
2. The vendor will be ISO9001 certified.
3. Because g the new solution will be deployed in a pre-existing Cisco Enterprise IPT CallManager environment, the proposed product must be Cisco Systems IVT Technology certified and verified.
4. The vendor's software product offerings should be written in MS.net.
5. The vendor will have technical staff certified on Infortel Select or equivalent, (See definition above), that will available to us during expanded business hours of 8AM until 8PM EST.
6. The average tenure of company employee's trained on ISI's Infortel Select or equivalent should be 2-plus years or greater.
7. The vendor's experience selling and supporting ISI's Infortel Select or equivalent applications must be two years or greater.
8. The vendor must have ISI Infortel certified technicians.
9. The vendor must be able to respond to a service call within 2 hours remote diagnostics or 4 hours on-site, or provide a support system subcontracted to the manufacturer.
10. The vendor must be a participant in the Cisco Developer Support Program.

III. System Requirements

A. System Capacity

1. The system must be able to accommodate 2,000,000 call records per month this amount of data at a minimum. The system must retain 13 months of data on-line and offer access to historical data.
2. The system must be able to process information on at least 10,000 stations and/or authorization codes. This should be expandable to 12,000.
3. The system must be able to accept call record data from multiple sites maintaining various PBX's and IP telephony deployments.
4. The system must be able to accommodate up to four hierarchical organizational levels per Agency or location.
5. The system must be able to support up to 150 sites at a minimum.
6. The system should accommodate an unlimited amount of account code activity concurrently with authorization code and station data.
7. The system must be able to import other data, such as information provided by our cellular and calling card vendors.

B. System Architecture

1. The system must utilize Windows 2000 or 2003 Server operating systems and include a SQL, ODBC-compliant database.
2. The system must have true 32-bit architecture providing multi-tasking capabilities and speed of operation.
3. Major applications, including reporting, must be available via a web browser.
4. The system must produce reports in various formats including HTML, Rich Text Format and PDF.
5. The system must be Email compatible, allowing reports to be distributed via email systems. List the specific types of email distribution systems supported.
6. The system must be able to recover from power interruptions and/or host interruptions automatically. To further facilitate this requirement, "critical" functions, such as call collection and processing, must run in Services.
7. The system must have remote diagnostics capability to allow the vendor to remotely make software changes and upload upgrades when necessary.
8. The system must be able to provide a backup routine within the application of reports, call detail data and extension databases.
9. The system must be extremely intuitive, use a Graphical User Interface and include detailed, context sensitive, on-line help.
10. The system should allow easy transition to a larger-scale system to accommodate growth.
11. Provide hardware specifications and/or recommendations to support the proposed solution.

C. System Functionality

1. Call data must not be deleted from the IP telephony source after transmission to the call accounting system to retain a level of redundancy.
2. The system must employ username/password security that can be defined to the user level; i.e. restrict viewing of modules and report data to the station and/or department level. Authentication to the server must be encrypted.
3. The system must be LDAP compliant.
4. The system's on-line directory will be accessible via the network. Searches need to be performed by last name, first name and department information.
5. The directory must be able to be output via printer and disk file in multiple formats such as PDF, HTML and RTF.

6. The system must allow web access to major applications with no limit to the number of concurrent users.
7. Mid-month transfers of personnel must be supported, properly allocating call costs to the appropriate department automatically.
8. The system must be able to fully automate the creation and distribution of reports to various multiple destinations such as email addresses, network drives and printers.
9. The system must make use of Wide Area Networking between multiple locations for call record polling purposes.
10. ANI and DNIS digits must be tracked and reported.
11. The system must allow the user to view unprocessed call detail records.
12. The system must include a built-in monitoring application for the following specific conditions:
 - ◆ No calls received in a user-defined time period
 - ◆ Calls over a user-defined duration
 - ◆ Calls over a user-defined cost
 - ◆ Calls made to user-defined telephone numbers or pattern of numbers
 - ◆ Calls received from user-defined telephone numbers or pattern of numbers (ANI)
 - ◆ Calls made from a user-defined station or set of station numbers
 - ◆ Daily "short" calls, with the duration of "short" user-definable
 - ◆ Calls made or received over specified trunk numbers
 - ◆ Calls made using specific account codes
 - ◆ Threshold definitions, such as "produce an alarm if more than 1 international call is placed within an hour"
 - ◆ Calls made using other common carriers
 - ◆ Calls made over undefined trunks
 - ◆ Calls received by or made by undefined stations
13. The monitoring application must produce visual alarms as well as support alarm distribution to multiple destinations including email addresses, alphanumeric pagers and serial printers.
14. The system must employ drag-and-drop functionality.
15. A built-in backup routine must be included allowing the user to define destination of data.
16. The system must offer an automatic call record purge program. A manual process must be included also.
17. Multiple fixed costs need to be assigned per user, with no limit as to the number of individual charges, to bill back shared tenants for various expenses, such as administrative services, pagers, voice mailbox rental, etc.
18. Credits to users must be supported.
19. Pro-rating of fixed charges must be supported.
20. The system should provide easy to read results for call record collection and totals, such as an "at a glance" screen with graphic representation of call volume. Daily cost statistics should also be available on this same screen.
21. An integrated Facilities Management application must be available that includes modules for work orders and inventory management.

D. Call Costing

1. The system must be able to translate and cost customized dial plans.
2. The system must have the ability to cost calls by various multiple rate methods, including but not limited to:
 - ◆ SDN tariff costing
 - ◆ AT&T Uniplan
 - ◆ Qwest
3. Rate tables utilized must follow standard V&H grid coordinates.
4. Rate tables must be updated on a quarterly basis.
5. Vendor must provide rate table installation without our intervention.
6. Rating within the tables must be able to be viewed and/or printed.
7. The system must accommodate Canadian and other international sites and provide proper costing including Value Added Tax calculations.
8. The system must allow the user to adjust rate tables via a percentage mark-up.
9. The rate table must allow call rating using operator assisted rates.

10. A fixed cost per call and/or a fixed cost per billing interval must be able to be assigned per call type, which overrides the rate table.
11. The billing interval must be user-definable accommodating multiple long distance vendors' rate methodologies.
12. The system must be able to process and cost internal calls.
13. The system must be able to accommodate postalized rate structures per call type.
14. Over 20 call types must be offered including local, interlata/intralata, intralata/interlata, inbound, internal, etc.
15. Up to ten billing classes must be offered allowing disparate rating methodologies to be assigned to various tenants and administration phones.
16. The system must translate and cost abbreviated dial plans, such as tie lines, virtual private networks and software defined networks.
17. User-definable rates for operator-assisted calls are required.
18. Special costing to specific numbers, such as 800, 900 and 976 services must be supported.
19. Station to stations calls must be tracked and priced, if desired.
20. Multiple taxing methodologies must be offered with full support for compound taxes.
21. The system must allow user-definable rating for long distance vendors accessed by seven- or eight-digit numbers.
22. Minimum call duration threshold and grace periods must be user-definable by call type.
23. A "cost a call" routine must be offered allowing prices of user-defined telephone numbers to be displayed.
24. A threshold limit must be able to be defined providing the ability to charge a flat fee for a certain amount of time, and then charge by the minute thereafter.

E. System Reports

1. The system must be installed with multiple standard pre-defined reports, available in a web interface, including:
 - ◆ Call Detail – line-by-line detailed information by room number, station, department, division, etc.
 - ◆ Call Summary - summarized by call type by extension, department, etc.
 - ◆ Frequently Dialed Number by extension, department, etc. The user needs to define the amount of telephone numbers (i.e. provide the top 5 frequently dialed numbers, or the top 10, etc.)
 - ◆ Extension Ranking by Cost, Calls, and Duration
 - ◆ Area Code Detail and Summary
 - ◆ Exchange Detail and Summary
 - ◆ Profit Report indicating profit from marked up calls for tenants
 - ◆ Shared tenant billing indicating detail for call records and multiple fixed costs
 - ◆ Number Search
 - ◆ Undefined stations – to ensure all stations are defined properly to their respective departments or rooms.
 - ◆ Trunk Facility Detail and Summary
 - ◆ Trunk Analysis indicating busy hour
 - ◆ DNIS information-detail and summary on inbound calls dialing particular 800 numbers tagged with DNIS codes
 - ◆ Call Type
 - ◆ Call Count by User
 - ◆ Call Count by Hour
 - ◆ No Calls – showing stations with no activity
 - ◆ Account code detail and summary
 - ◆ Authorization code detail and summary
 - ◆ Percentage usage by user and department for proper phone bill allocation to departments
 - ◆ Graphical representation of call contribution by volume, cost and duration
 - ◆ Trend Reports by user and trunk spanning previous two years
 - ◆ Top Usage by cost and duration
 - ◆ Drill down capabilities by user from summarized data to detail

2. In addition to the above, reporting tools must be in place to disseminate information relative to the IP telephony solutions' voice quality. Specific reports will include:
 - ◆ Quality of Service hourly statistics indicating packets lost, latency and jitter
 - ◆ Quality of Service summary reports indicating total call counts and averages of percentage of lost packets, duration, latency and jitter by extension
 - ◆ Quality of Service detail reports by extension indicating number of packets sent and received, percentage lost, latency and jitter by extension and including call type.
3. Tools must also be included in the package that assist in management of IP traffic; specific reports must allow gateway traffic to be analyzed and must include:
 - ◆ Daily count by gateway indicating total duration, calls, calls per hour, average duration and percent capacity
 - ◆ Hourly count by gateway with the above data
 - ◆ Busy hour by gateway with above plus baseline vs. actual grade of service and total number of trunks required
 - ◆ Hourly averages by gateway indicating total vs. average usage, as well as average number of calls, percentage capacity and trunks required.
4. A modeling tool must be included that allows determination of the optimum number of circuits per gateway required to meet current and future call volumes. For example, a "what if" application must determine trunk requirements for a defined increase or decrease in traffic.
5. The modeling tool must allow the user to input expected grade of service.
6. The modeling tool must indicate grade of service degradation, if any, with the addition of new circuits.
7. Reports must be included that indicate effectiveness of possible gateway deployment at remote locations.
8. Criteria requested in reports must be user-definable; i.e. call type inclusion, exclusion, dates, times, stations, etc.
9. Columns and their headings must be user-definable in summary reports.
10. The ability to customize headers and sub-titles must be supported.
11. The user should be able to define additional comments to appear on reports.
12. The system must allow one report to be defined which will be automatically disbursed among department heads and/or users with only their own data. This will eliminate the need to create multiple departmental and/or user reports.
13. Exception reporting must be available in which the user enters in minimum or maximum durations and/or costs. For example, a report can be generated to include only those calls with duration less than or greater than 30 minutes or less than or greater than \$5.00.
14. Fixed costs (multiple) need to be reflected on reports.
15. Extension reports need to be generated for all calls over one particular trunk group.
16. Reporting options must include the ability to generate a monthly report for calls between a user-defined time interval; 9am and 5pm, as an example.
17. Created reports must be adjustable, as needed, with the ability to rename and save for future use.
18. The system must be able to run and schedule reports in various methods, including:
 - ◆ Ad-hoc or pre-scheduled at any designated time.
 - ◆ Foreground or background generation and distribution to any printer on the network or via email.
 - ◆ Automatically on a periodic basis, including hourly, daily, weekly, monthly and annually.
19. Reports should be available in graphic representations.
20. Page breaks and report grouping must be user-definable.
21. Provisioning reports of all user equipment and activity must be available through a robust, web-based management reporting tool.
22. Provisioning activity reports must include equipment inventory, equipment department assignments, simple service requests, project requests, billing and accounting information.

IV. Installation

The vendor will be responsible for implementation and on-site installation of the system to satisfy the requirements of the telecommunications management system for the property. The vendor will appoint a single point of contact to assist in readying all sites for system installation.

Delivery and installation of the equipment is required within 90 days after the order is placed. The supplier's factory trained technician shall be present on-site to carry out the equipment installation and system integration including connection of cables to peripheral equipment and complete testing of equipment.

V. Training

The successful Vendor must provide operational training for a group of our staff members (up to six people) and shall be provided at our location. User guides and other aides, along with hands-on activity must be included. Complete course descriptions shall also be provided including any pre-requisites.

VI. Warranty and System Support

The system must carry a one-year warranty on hardware against defects. The software should be warranted against deficiencies for one year. The vendor must also provide technical support for all software and hardware purchased. Technical support must include remote access to the system by the vendor. At a minimum, technical assistance must be available from 8am to 6pm Monday through Friday. 24 x 7 support should also be available. The technical assistance center must be accessible via a toll-free number. If a return phone call from certified help desk personnel is required, this should be accomplished within 2 hours.

The vendor should also be capable of sending field technicians to site if warranted. Please provide your hourly rate below. This rate must be all inclusive and include travel.

VII. Vendor Bill Audit Support (Optional)

If the bidding vendor also can provide invoice management software that would provide our company with a tool to monitor vendor invoices for billing errors, unnecessary services and misapplied taxes and surcharges. If there is an annual support cost for this feature include it in year 1 and make sure and itemize it years 2 through 5.

VIII. Cost

The Cost must include total costs for equipment, software, installation, training, documentation, licenses, maintenance, warranty, HelpDesk support, reinstatement fees, and any extra time and material fees such as travel, etc. Please complete the attaché Cost Sheet.

COST SHEET

Description	Cost
Telecommunications Management Solution Per RFQ Specifications <i>(Includes: 1 Year Warranty)</i>	\$ 123,118
The Server will be purchased seperately to manufacturer specifications	
Maintenance	
Year 1 26,427 for Tech Support + 41,700 for rate update	\$ 68,127
Year 2 26,427 for Tech Support + 41,700 for rate update	\$ 68,127
Year 3 26,427 for Tech Support + 41,700 for rate update	\$ 68,127
Year 4 26,427 for Tech Support + 41,700 for rate update	\$ 68,127
	Per Hour Estimated Hours Total
Field Technicaian Rate	\$ 125.11 10 \$

TOTAL COST: \$

*** Note: The above estimated hours are for bid evaluation purposes only.*

Optional Pricing

Invoice Management Software	\$
Maintenance	
Year 1	\$
Year 2	\$
Year 3	\$
Year 4	\$

GSA List prices shown

STATE OF WEST VIRGINIA
Purchasing Division016**PURCHASING AFFIDAVIT**

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

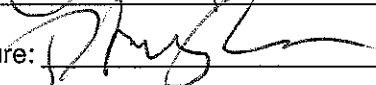
"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

LICENSING: Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY: The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: Authorized Signature:  Date: 3/14/07

AGREEMENT ADDENDUM

017

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **ARBITRATION** - Any references to arbitration contained in the agreement are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.
6. **INTEREST** - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
7. **RECOUPMENT** - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **ATTORNEY FEES** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages or limiting the Vendor's liability under a warranty to a certain dollar amount or to the amount of the agreement is hereby deleted. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:
STATE OF WEST VIRGINIA

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDOR

Company Name: BComm Corp

Signed: [Signature]

Title: EUP

Date: 8/14/07

ATTACHMENT
P.O.# _____

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed

Signature Date

Title

Company Name

Signature Date

Title

Agency/Division

**AT COMM PRICE LIST
COVER PAGE**

At Comm Corporation

Authorized Information Technology Schedule Price List

Schedule 70

GSA Contract GS-35F-05555

Federal Supply Service
U.S. General Services Administration

Contractor:

At Comm Corporation
2041 Pioneer Court, Suite 204
San Mateo, CA 94403
DUNS: 115090557

General Company Information:
Tel: 603-624-4424
Toll Free: 800-327-8662
Fax: 603-624-8269
<http://www.atcomm.com>

Sales Contact: Dave Cyr
Direct: 603-628-3115
Toll Free: 866-428-2666
Fax: 603-628-3140
dcyr@atcomm.com

Support Contact
Direct: 603-628-3000
Toll Free: 866-228-2666
Fax: 603-628-3045
support@atcomm.com



We Make Call Accounting Simple

**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 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 Records) from any mix of legacy PBXs, IP-PBXs, in any mix of brands, of any size and in any location. It is available where the user hosts the application or as a web-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
- VoIP Readiness Assessment Analysis
- Voice Network Management
- Expense Management
- Security Management
- Fraud and Hacking Control

Special Item Number (SIN)	Product/ Description
132-33	Perpetual Software Licenses
132-34	Maintenance of Software
132-51	Information Technology Professional Services
132-52	Electronic Commerce Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

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

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.

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

SIN 132-34 - MAINTENANCE OF SOFTWARE

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D399	Other Information Technology Services, Not

Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Pricelist current through March 20, 2007.

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 <http://www.fss.gsa.gov/>

Note 2: Offerors and Agencies are advised that the Group 70 - Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

SIN 132-52 - ELECTRONIC COMMERCE (EC) SERVICES

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

NOTE: Electronic Commerce Services are not intended to supersede or be substitute for any voice requirements of FTS2001.

CONTRACTOR
At Comm Corporation
2041 Pioneer Court Suite 204
San Mateo, CA 94403-1729
650-375-8188

www.atcomm.com

Contract Number: **GS-35F-05555**
Period Covered by contract:
August 1, 2006 through August 1, 2011
General Services Administration
Federal Supply Service

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Contract modifications

List of revisions

Original Issue	August 30, 2006
Revised Format and descriptions	October 26, 2006
Mod PO-0001	February 6, 2007

**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 (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and woman-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 (866) 428-2666
By Tel (603) 624-4424 press 2
By Fax (603) 628-3140
By e-mail: 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:

(603) 624-4424 press 2
Direct Toll Free (866) 428-2666

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

SPECIAL ITEM NUMBER SIN 132-51
 DELIVERY TIME As agreed to with customer

SPECIAL ITEM NUMBER SIN 132-52
 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 \$100.00.

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

- 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
 Special Item Number 132-51 - Information Technology (IT) Professional Services
 Special Item Number 132-52 - Electronic Commerce (EC) Services

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 AIL 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 or 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.

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

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 characteristics 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

The EIT standard can be found at: 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.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

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 TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), 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 program license agreement before breaking the plastic wrapper covering the documentation or opening the CD-ROM envelope. Breaking the wrapper signifies your acceptance of the license agreement. If you do not agree with the terms, you must return this software program (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 your money will be refunded.

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) 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

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
- (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 (603) 628-3000 or 1 (866) 228-2666. 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.

To register online, fill the form out at <http://www.atcomm.com/support/register.htm>

- b. Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. The

- 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 1-866-228-2666 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. pcAnywhere is provided as a component of the Single and Multi-User bundles

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 backup purposes." Additional licenses for the same software will need to be purchased in the same manner as the original purchase.

**TERMS AND CONDITIONS APPLICABLE TO
INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM
NUMBER 132-51) AND
ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM
NUMBER 132-52)**

- 1. SCOPE**
 - a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
 - b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.
- 2. PERFORMANCE INCENTIVES**
 - a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
 - b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
 - c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- 3. ORDER**
 - a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the

contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation - May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

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

4. PERFORMANCE OF SERVICES

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

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

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

Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services--Fixed Price (AUG 1996) (Deviation -- May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection--Time-and-Materials and Labor-Hour (JAN 1986) (Deviation -- May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor

access to all facilities necessary to perform the requisite IT/EC Services.

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

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

11. INVOICES

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

12. PAYMENTS

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/EC SERVICES AND PRICING SIN 132-51 and SIN 132-52

At Comm Labor Category Descriptions

SIN 132-51

1. Senior Software Engineer GSA Propose Rate = \$186.39 per hour
 Minimum/General Experience: Ten (10) years of progressive information technology experience in system design and development including combined experience in telemanagement software architecture planning; functional and software requirements analysis and specification, application systems development planning, software engineering, design and development, or analysis work.

Functional Responsibility: Designs, codes and tests new features and functionality. Estimate task duration and report progress to team leader. Participate in team/project status meetings. Writes specs including functional and design specs, as appropriate. Develops and maintains software programs utilizing C/C++, .net, Crystal Reports, Microsoft Windows Operating systems, Microsoft Visual Studio and database skills. Designs and develops highly complex systems. Applies software, hardware, and standards information technology knowledge in the analysis, specification, development, integration, and acquisition of information, network and hardware systems.
 Minimum Education: Masters Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

2. Product Support Specialist GSA Propose Rate = \$125.94 per hour

Minimum/General Experience: Eight (8) years of highly specialized experience related to the support of customers with the implementation, training, troubleshooting and integration of telemanagement systems with PBX systems.

Functional Responsibility: Provides installation and configuration of all At Comm products for its customers, as well as support and training of At Comm customers and dealers.

Primary responsibilities include:

- Serve as a second level resource for Product Support Technicians
- Serve as an interface point between the Engineering and Support departments
- Configure databases and insure correct installation of At Comm products
- Assist customers with the proper operation and maintenance of At Comm products
- Provide training to customers and third party technicians
- Provide in-house and application desktop support
- Maintain accurate records of all customer contacts
- Escalate issues as appropriate and maintain contact with the customer

until resolved

Minimum Education: Bachelors degree or five (5) years experience in supporting Legacy PBX, IP PBX and/or Windows based telephony software systems.

3. Product Support Technician GSA Propose Rate = \$125.94 per hour

Minimum/General Experience: At least three (3) years experience configuring and troubleshooting Windows-based applications, delivering technical training, and providing software technical support via telephone and remote access.

Functional Responsibility: Serving as a first level support resource in a call center environment, the technician shall provide installation and configuration assistance for all At Comm products for its customers, as well as support and training of At Comm customers and dealers. Typical responsibilities include:

- Configure databases and insure correct installation of At Comm products
- Assist customers with the proper operation and maintenance of At Comm products
- Provide training to customers and third party technicians
- Maintain accurate records of all customer contacts
- Escalate issues as appropriate and maintain contact with the customer until resolved
- Provide basic Customer Support/Customer Service tasks in addition to technical support duties

Minimum Education: Bachelors degree or five years of relevant experience in supporting software programs related to telephony systems.

Electronic Commerce Services SIN 132-52

For description of Electronic commerce Services see CommView Web, CommView VoIP Readiness Assessment Service, CommView Traffic Reporting Services and CommView Audit on pages 26 – 28. These are hosted applications sometimes referred to as Software Applications as Service (SaaS). The advantages of SaaS are shown. At Comm sells the same products where you host the application and the benefits of that are shown on pages 28 and following. Pricing for these products are shown on pages 39 through 44. The Table of contents on page 4 may give you additional navigational aids. A sheet with sample pricing is shown on page 38 where you might compare the pricing for SaaS products versus the same product you would host.

their participation in ordering activity contracts. To accelerate potential opportunities please contact:

Bob Boyd
Tel (603) 628-3005
bboyd@atcomm.com
Fax (603) 624-8269

**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

**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-05555S.

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

Date

**At Comm Corporation
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____ Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, 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) 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 is a critical application for the surveillance and management of your voice network environment. Utilizing an advanced system allows you to control expenses, improve productivity, provide billback when necessary, enhance PBX security and optimize your PBX programming.

At Comm has been delivering software-based solutions to support the PBX marketplace for over two decades. The company's focus is to provide powerful analysis and reporting solutions that are easy to use and are backed by superior customer support. The current generation of these call accounting and 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): <http://www.atcomm.com/products/reports/>

The CommView family's core components include the CommView application, the WebReporter option and the CommView IP Software Buffer.

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

- We Host - CommView Web (with subsets of VoIP Readiness Assessment Reports, of Traffic Reporting and of CommView Audit)
- You Host – 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 web-server based and extends reporting through a browser-based interface.

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

CommView enables your 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 your organization:

- Productivity analysis
- Sales or Support Agent performance monitoring
- VoIP readiness assessment
- Voice network management
- Expense management
- Security management
- Fraud and hacking control

Overview of Product Family

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

- CommView Web is a service hosted securely by At Comm allowing authorized users access to information and reports through a web browser. Web-hosted applications often are referred to as ASP-based systems or as Software as a Service (SaaS). The web-hosted application 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. Several subsets of this application are also available such as VoIP Readiness Assessment and Traffic Reports or CommView Audit. These subsets feature context appropriate reporting for the intended need without directory features found in the fully featured CommView Web.
- CommView Multi-User system 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 interface. Login and data access is managed by the local administrator so that only

appropriate calling activity may be available to each report user. CommView H Multi-User with Web Reporter is available for hospitality applications where telephone revenue is billed to users through a property management system, such as in billing or lodging facilities.

CommView Single-User system is a workstation-based system 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. CommView H Single-User is available for hospitality applications.

At Comm Hosted Products

CommView Web

CommView Web is a secure Internet web-hosted 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 may be 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. Behind the scenes, 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 Hosted 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 Cisco 3.x, 4.x, 5.x, Avaya 3.x, 4.x, Nortel, NEC, Fujitsu, Mitel, 3Com, Shoreline, 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)

Bundle Description and Service Details

CommView Web

The CommView Web bundle includes everything necessary to implement the service. We host the software application on our network, and provide the CommView IP Software Buffer to collect CDRSMDR 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 CDRSMDR data from each PBX or IP-PBX anywhere to our web host.

The CDR data is logged securely using Secure FTP (SFTP) and then forwarded to an At Comm managed server at a secure location. The raw CDR 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 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 depends on the PBX (Legacy PBX=RS-232, VoIP=IP). The only thing the client user requires is Internet access with a current browser (MS Internet Explorer version 6 or later required).

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 bundle is identical to the CommView Web bundles with the exception that no directory or organizational information is required during the configuration phase.

CommView VoIP Readiness Assessment Service

When planning a migration from a TDM solution to a VoIP PBX, it is critical that you not only understand the load capacity of your network infrastructure but also the anticipated needs for PBX equipment such as trunk requirements and network services. Rather than guessing at future requirements, you can get a baseline of your current calling patterns by implementing a CommView VoIP Readiness Assessment service subscription. Offered as a web-hosted solution, this tool will gather all current call data with the specific intent of providing self-service reporting on trunk use and calling patterns. It is important to know what call volume will be sent over IP between offices after VoIP implementation so the appropriate bandwidth is available for the Quality of Service (QoS) desired. It is also important to understand any decreased trunking (TDM) needs as a result. The later can make a substantial contribution to the ROI for the new system. Determining the call capacity capabilities of your network without knowing the call capacity that the network needs to support is insufficient. No directory information or call billing benefits of a traditional Call Accounting system are included although the VoIP Readiness Assessment service may easily migrate to a CommView Web subscription as needs evolve. To see a sample of reports (CTRL + click): <http://www.atcomm.com/products/reports/>

Bundle Description and Service Details

CommView VoIP Readiness Assessment Service

The VoIP Readiness Assessment bundle, like the CommView Web bundle, includes everything necessary to implement the service. As with CommView Web, we take care of all the hosted hardware and software

while you provide the local workstation for data collection and the PBX programming resources if necessary.

In most cases, data can be collected without interfering with any other applications accessing that CDR from RS-232 ports on the PBX through use of an optional modem splitter.

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

CommView Traffic Analysis and Reports

For the telecom manager who is required to perform frequent and routine traffic reports but does not have the option for a fully deployed call accounting solution, At Comm offers the CommView Web Traffic Analysis and Reports service. Experience in this area shows that many organizations are over-trunked and in addition pay for trunks and services over which no traffic occurs because of possible problems with the trunk(s) or due to legacy services once purchased but no longer in use. As a result of cost reductions in these areas, these types of traffic studies usually pay for themselves.

This web-hosted service provides instant access to reports targeting proper voice network capacity sizing and possible routing problems experienced through ARS overflow or errors or failed equipment. Periods for reports may be quarterly or one-time, with a cost appropriate to either option. All administrative functions are performed by At Comm with proactive communication of anything required to ensure reports will be complete and comprehensive.

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

To see a sample of reports (CTRL + click): <http://www.atcomm.com/products/reports/>

Bundle and Service Description

CommView Traffic Analysis and Reports

The Traffic Analysis and Reports bundle, like the CommView Web bundle,

includes everything necessary to implement the service.

As with CommView Web, we take care of all the hosted hardware and software while you provide the local workstation for data collection and the PBX programming resources if necessary.

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

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 Cisco 3.x, 4.x, 5.x, Avaya, Nortel, Mitel, Fujitsu, NEC, 3Com, Shoreline 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): <http://www.atcomm.com/products/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 over 20 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 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 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 administrator. 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 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 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.

CommView H Single-User and alternately Multi-User with WebReporter

CommView H provides hospitality property and IT managers with PBX call billing and accounting for all types of guest communication services. CommView H provides sophisticated call billing options, such as flexible threshold billing and multi-tier tax billing rates, while providing a highly configurable posting interface to feed the wide variety of guest billing systems. CommView H provides perfect guest billing services for any major brand of PBX plus the powerful call accounting capabilities found in CommView.

CommView H includes call usage and profitability analysis reports to bill and track profitability, as well as management-definable alarms to flag telephone emergencies and security events to improve emergency response and reduce liability.

For the property manager, CommView H provides the most advanced call analysis reports on the market today. CommView H is interoperable with Avaya, Cisco, Mitel, NEC, Fujitsu, Nortel, and other major PBX and IP-PBX systems as well as all major PMS systems on the market today.

CommView H can automatically retrieve rate table updates over IP to ensure consistent guest billing and protect customer satisfaction.

CommView H Multi-User with WebReporter is a web-server based system that, in addition to delivering the billing features above, allows an administrator to authorize users to have access to generate reports on calling activity through a web browser interface, generated ad hoc or on schedule and able to feed other systems such as a General Ledger.

Bundle and Service Description

CommView H Single-User

The CommView H 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 collection are also available as options.

CommView H Single-User 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 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.

Bundle and Service Description

CommView H Multi-User with WebReporter

The CommView H 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 from each of the PBXs or IP-PBXs either from a modem or via the LAN/WAN.

Using CommView H as a foundation for core functions such as CDR 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. 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 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.

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) on the PBX. You insert the CommView CD and we take it from there using either pcAnywhere or Internet provided remote access (WebEx or equivalent).

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 WebEx or equivalent technology includes:

- 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 IP, Internet or modem access. pcAnywhere is provided as a component of the Single and Multi-User bundles.

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.

VoIP Readiness Assessment Data

When converting from a TDM legacy PBX to an IP-PBX consideration needs to be given to:

- o Determining what changes must be made to the IP infrastructure and TDM or IP-PBX trunking to deliver satisfactory QoS, insure customer satisfaction and reduce post installation support and service costs.

- o Estimating the savings made through changes in carrier service provisioning to reduce cost and help justify the IP-PBX purchase.
 - o Determining which calls routed over TDM trunks may now go over the IP network, again reducing costs. Peak load requirements need to be known to insure that the data network will carry the load.
- CommView Web, or the VoIP Readiness Assessment option, can help you answer these and other VoIP pre-purchase questions. Here's how:
- IP test and measurement applications may go a long way in evaluating the capabilities of an IP network. However, measuring packet-side capacity limits and quality is only half of the equation. To optimize the system both traffic loads and trunk utilization patterns need to be known. Pinpointing and sizing call routing and trunk utilization requirements for carrier services is critical for proper VoIP readiness assessment and continued customer satisfaction. This is necessary at both the IP-PBX cutover and then during the ongoing management cycles.

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 or VoIP Readiness Assessment (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 Management

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 PBXs 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

1. 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
2. Determine Web-Hosted Service (we operate) or CPE-Hosted application (you operate with proper hardware requirements)
3. Special rate table considerations if necessary
4. Special CDR/SMDR processing considerations if necessary (such as Centrex or Wireless)
5. Identify the total number of PBX extensions to support in the application for name and organization identification (not required for CommView Audit)

6. Determine schedule and method (remote/on-site) for installation and training

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

1. Xiox IP Software Buffer (no additional charge – requires customer PC) – supports Legacy (RS-232) and IP PBX configurations – capacity virtually unlimited
 2. Optional Xiox Intelligent Hardware Buffer – Backup for Legacy PBX (RS-232)
- Or
- IP Hardware Buffer - Supports only Legacy PBX's on CPE-hosted sites with limited capacity based on buffer size selected

Customer requirements

1. You must have CDR 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. Legacy PBX's delivering CDR via RS-232 require a connected COM port on the Software Buffer PC running MS-Windows XP, 2000, or 2003 Server.
 - b. IP-PBX's delivering CDR via TCP/IP should locate the Software Buffer PC on the same data segment.
2. For sites subscribing to CommView Web-Hosting 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).
3. Customer CPE-hosted configurations require at least one PC workstation (XP Pro, 2000) to host the CommView application. Optionally, a web server (2000 or 2003 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 (2000 or 2003).

Installation and Training

1. Remote installation (WebEX or pcAnywhere) 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.
2. Training is done using a web based application, currently WebEX. Due to the design of the software and user friendliness 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.

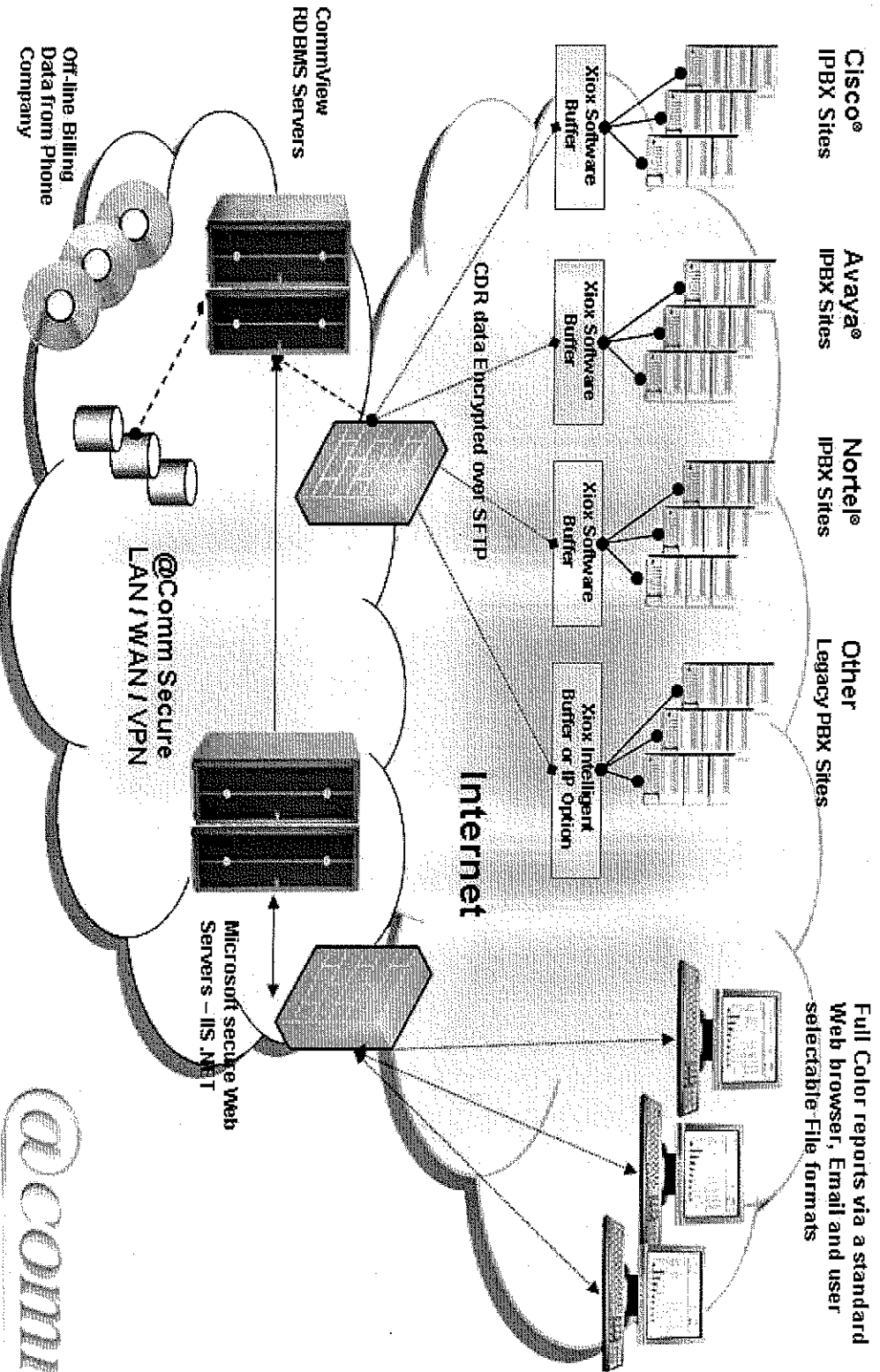
Sample Networks Illustrations At Comm-hosted vs. Customer-Hosted

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.

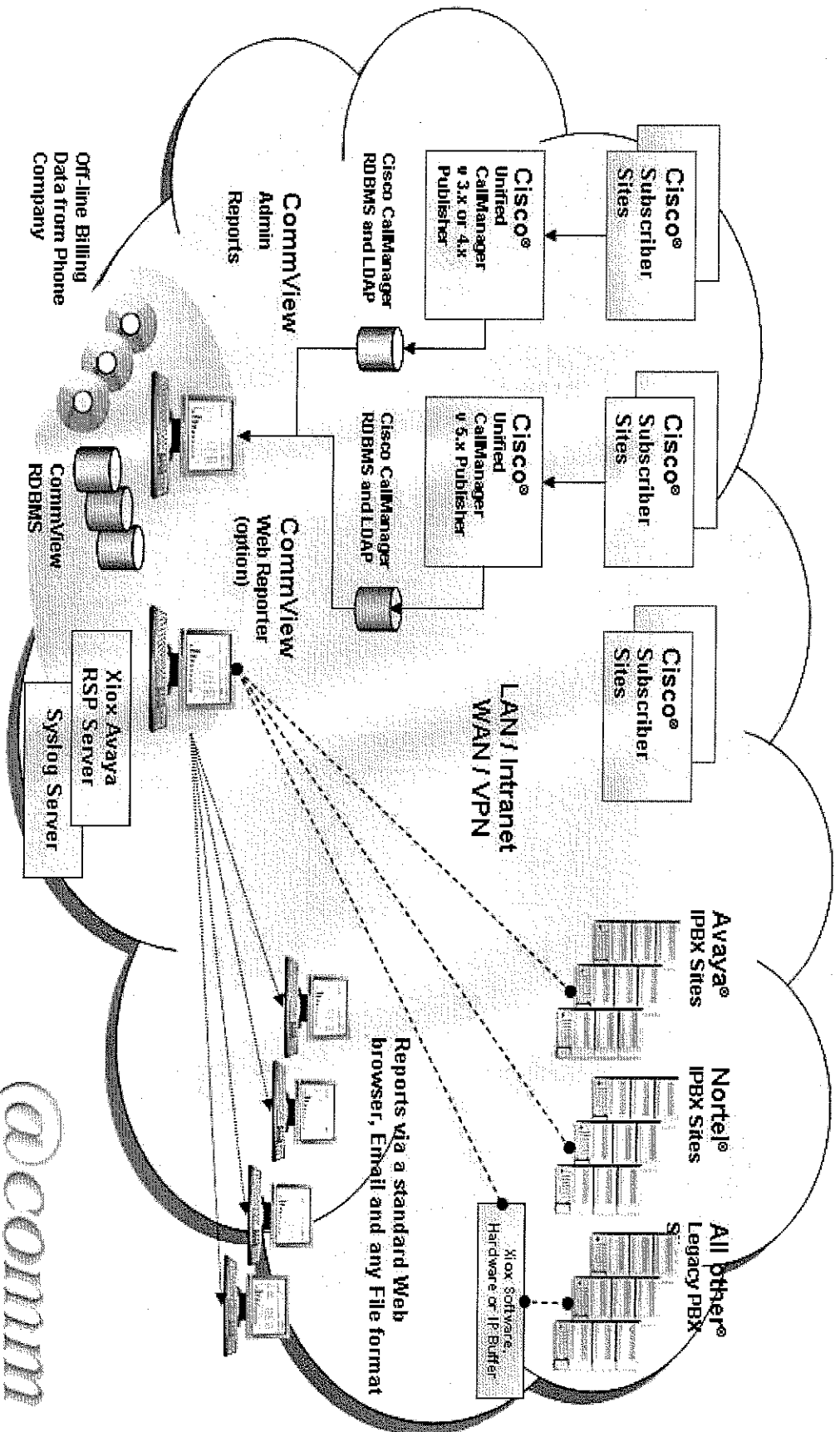
CommView Web® Hosted Service – How It Works

Any Size Networks and Mix of IP and Legacy PBXs



CommView Customer-Hosted System - How It Works

Any Size Network and Mix of IP and Legacy PBXs



We Make Call Accounting Simple

Pricing Examples for New Systems:

Location	System	Extensions	CommView Web Monthly Subscription	CommView Web Annual Subscription	CommView Audit Monthly Subscription	CommView Audit Annual Subscription	CommView Single-User	CommView Multi-User with WebReporter	VoIP Readiness Assessment One Time	VoIP Readiness Assessment Quarterly	Traffic Reports One Time	Traffic Reports Quarterly
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 Site 5	PBX	120										
Remote Site 6	IP-PBX	230										
Remote Site 7	Cisco CME	74										
Remote Site 8	PBX	185										
Remote Site 9	IP-PBX	309										
Remote Site 10	PBX	101										
Total Remote Sites		2399										
Total Extensions		4800										
System Size		5000	\$734	\$8,009	\$367	\$4005	\$12,156	\$14,587	\$2,002	\$2,803	\$2,002	\$2,803
Average Remote Site		240	\$850	\$9,270	\$420	\$4640	\$11,590	\$11,590	\$2,470	\$3,460	\$2,470	\$3,460
Total Bundle System Pricing			\$1584	\$17,279	\$787	\$8645	\$23,746	\$26,177	\$4,472	\$6,263	\$4,472	\$6,263

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 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 consistent reporting format.

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.

If you are interested in a workgroup-only solution, contact ATComm sales.

Assistance: sales@atcomm.com or 1-866-428-2666

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. If your main site has 1,000 extensions and the sum of all remote sites is 4,800, your

total is 5,800. To locate your price, select the nearest capacity above this number, 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 there is a need for data collection polling to be more frequent than the standard one hour increment just add the optional frequency surcharge (15 minute or 30 minute), as listed in pricing Table 2 on the following page, for data collection.

Other Options: See CommView Options Pricing Table 6

CommView Web - Web-hosted Service SIN 132-52		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	CVWEEM16	\$ 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	\$ 366	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

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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

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	CVWE/EB30MPA16	\$ 76	CVWE/EB30MPM16	\$ 7	CVWE/EB15MPA16	\$ 152	CVWE/EB15MPM16	\$ 14
32	CVWE/EB30MPA32	\$ 89	CVWE/EB30MPM32	\$ 8	CVWE/EB15MPA32	\$ 178	CVWE/EB15MPM32	\$ 16
64	CVWE/EB30MPA64	\$ 103	CVWE/EB30MPM64	\$ 9	CVWE/EB15MPA64	\$ 206	CVWE/EB15MPM64	\$ 19
80	CVWE/EB30MPA80	\$ 118	CVWE/EB30MPM80	\$ 11	CVWE/EB15MPA80	\$ 236	CVWE/EB15MPM80	\$ 22
100	CVWE/EB30MPA100	\$ 141	CVWE/EB30MPM100	\$ 13	CVWE/EB15MPA100	\$ 282	CVWE/EB15MPM100	\$ 26
200	CVWE/EB30MPA200	\$ 167	CVWE/EB30MPM200	\$ 15	CVWE/EB15MPA200	\$ 334	CVWE/EB15MPM200	\$ 31
250	CVWE/EB30MPA250	\$ 185	CVWE/EB30MPM250	\$ 17	CVWE/EB15MPA250	\$ 371	CVWE/EB15MPM250	\$ 34
300	CVWE/EB30MPA300	\$ 209	CVWE/EB30MPM300	\$ 19	CVWE/EB15MPA300	\$ 418	CVWE/EB15MPM300	\$ 38
400	CVWE/EB30MPA400	\$ 247	CVWE/EB30MPM400	\$ 23	CVWE/EB15MPA400	\$ 493	CVWE/EB15MPM400	\$ 45
500	CVWE/EB30MPA500	\$ 288	CVWE/EB30MPM500	\$ 26	CVWE/EB15MPA500	\$ 575	CVWE/EB15MPM500	\$ 53
750	CVWE/EB30MPA750	\$ 338	CVWE/EB30MPM750	\$ 31	CVWE/EB15MPA750	\$ 677	CVWE/EB15MPM750	\$ 62
1,000	CVWE/EB30MPA1000	\$ 389	CVWE/EB30MPM1000	\$ 36	CVWE/EB15MPA1000	\$ 778	CVWE/EB15MPM1000	\$ 71
2,000	CVWE/EB30MPA2000	\$ 451	CVWE/EB30MPM2000	\$ 41	CVWE/EB15MPA2000	\$ 902	CVWE/EB15MPM2000	\$ 83
2,500	CVWE/EB30MPA2500	\$ 523	CVWE/EB30MPM2500	\$ 48	CVWE/EB15MPA2500	\$ 1,046	CVWE/EB15MPM2500	\$ 96
3,000	CVWE/EB30MPA3000	\$ 595	CVWE/EB30MPM3000	\$ 55	CVWE/EB15MPA3000	\$ 1,190	CVWE/EB15MPM3000	\$ 109
4,000	CVWE/EB30MPA4000	\$ 694	CVWE/EB30MPM4000	\$ 64	CVWE/EB15MPA4000	\$ 1,388	CVWE/EB15MPM4000	\$ 127
5,000	CVWE/EB30MPA5000	\$ 801	CVWE/EB30MPM5000	\$ 73	CVWE/EB15MPA5000	\$ 1,602	CVWE/EB15MPM5000	\$ 147
6,000	CVWE/EB30MPA6000	\$ 919	CVWE/EB30MPM6000	\$ 84	CVWE/EB15MPA6000	\$ 1,838	CVWE/EB15MPM6000	\$ 168
10,000	CVWE/EB30MPA10000	\$ 1,074	CVWE/EB30MPM10000	\$ 98	CVWE/EB15MPA10000	\$ 2,148	CVWE/EB15MPM10000	\$ 197
20,000	CVWE/EB30MPA20000	\$ 1,241	CVWE/EB30MPM20000	\$ 114	CVWE/EB15MPA20000	\$ 2,482	CVWE/EB15MPM20000	\$ 228
30,000	CVWE/EB30MPA30000	\$ 1,467	CVWE/EB30MPM30000	\$ 134	CVWE/EB15MPA30000	\$ 2,933	CVWE/EB15MPM30000	\$ 269
40,000	CVWE/EB30MPA40000	\$ 1,692	CVWE/EB30MPM40000	\$ 155	CVWE/EB15MPA40000	\$ 3,385	CVWE/EB15MPM40000	\$ 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 port 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 consistent reporting format. See the Steps 1 to 3 and options.
 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.

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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

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 9 for an example.

Option - CommView Audit may be used concurrently with another application that accesses CDR data off a legacy PBX, an optional modem splitter must be added at each required location. It will not interfere with the other application.
 Please refer to Options Pricing Table 6

Number of Extensions all sites	Main Host or Single Site Pricing				Remote Site License Pricing			
	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 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 capacity plus the sum of the extension sizes of all remote sites. For instance, Main site has 1000 extensions and the sum of the remote site extensions is 4800, then the total is 5800. The

(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.

next size up is 6000. The price is based on 6000 extensions. There is an additional charge for each additional remote site - see note (4)

PRICING INSTRUCTIONS: To configure a CommView Web VoIP Readiness Assessment & Traffic Reporting Service subscription, select the Service Bundle appropriate to the extension port capacity of all included sites, followed by the number of remote locations and data collection frequency. See the Steps 1 to 3 to the right. CommView VoIP Readiness Assessment & Traffic Reporting Service 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 consistent reporting format.

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Step 1 - Add up the TOTAL number of extensions, including remote sites.

VoIP Readiness Assessment & Traffic Reporting SIN 132-52

One Time Reports - Host Site & Additional Site				Quarterly Reports - Host Site & Additional Site				
Number of Extensions all sites	Part Number	Host/Main Site Price (5) (6)	Part Number	Remote Site Price (5) (6)	Part Number	Host/Main Site Price (5) (6)	Part Number	Remote Site Price (5) (6)
16	CVRAOT16	\$ 190	CVRARSL0T16	\$ 95	CVRAQ16	\$ 266	CVRARSLQ16	\$ 133
32	CVRAOT32	\$ 222	CVRARSL0T32	\$ 111	CVRAQ32	\$ 311	CVRARSLQ32	\$ 156
64	CVRAOT64	\$ 258	CVRARSL0T64	\$ 129	CVRAQ64	\$ 361	CVRARSLQ64	\$ 180
80	CVRAOT80	\$ 295	CVRARSL0T80	\$ 147	CVRAQ80	\$ 413	CVRARSLQ80	\$ 206
100	CVRAOT100	\$ 352	CVRARSL0T100	\$ 176	CVRAQ100	\$ 493	CVRARSLQ100	\$ 246
200	CVRAOT200	\$ 418	CVRARSL0T200	\$ 209	CVRAQ200	\$ 585	CVRARSLQ200	\$ 292
250	CVRAOT250	\$ 464	CVRARSL0T250	\$ 232	CVRAQ250	\$ 649	CVRARSLQ250	\$ 325
300	CVRAOT300	\$ 522	CVRARSL0T300	\$ 247	CVRAQ300	\$ 731	CVRARSLQ300	\$ 346
400	CVRAOT400	\$ 617	CVRARSL0T400	\$ 247	CVRAQ400	\$ 863	CVRARSLQ400	\$ 346
500	CVRAOT500	\$ 719	CVRARSL0T500	\$ 247	CVRAQ500	\$ 1,006	CVRARSLQ500	\$ 346
750	CVRAOT750	\$ 846	CVRARSL0T750	\$ 247	CVRAQ750	\$ 1,184	CVRARSLQ750	\$ 346
1,000	CVRAOT1000	\$ 972	CVRARSL0T1000	\$ 247	CVRAQ1000	\$ 1,361	CVRARSLQ1000	\$ 346
2,000	CVRAOT2000	\$ 1,128	CVRARSL0T2000	\$ 247	CVRAQ2000	\$ 1,579	CVRARSLQ2000	\$ 346
2,500	CVRAOT2500	\$ 1,308	CVRARSL0T2500	\$ 247	CVRAQ2500	\$ 1,831	CVRARSLQ2500	\$ 346
3,000	CVRAOT3000	\$ 1,488	CVRARSL0T3000	\$ 247	CVRAQ3000	\$ 2,083	CVRARSLQ3000	\$ 346
4,000	CVRAOT4000	\$ 1,734	CVRARSL0T4000	\$ 247	CVRAQ4000	\$ 2,428	CVRARSLQ4000	\$ 346
5,000	CVRAOT5000	\$ 2,002	CVRARSL0T5000	\$ 247	CVRAQ5000	\$ 2,803	CVRARSLQ5000	\$ 346
6,000	CVRAOT6000	\$ 2,297	CVRARSL0T6000	\$ 247	CVRAQ6000	\$ 3,216	CVRARSLQ6000	\$ 346
10,000	CVRAOT10000	\$ 2,685	CVRARSL0T10000	\$ 247	CVRAQ10000	\$ 3,759	CVRARSLQ10000	\$ 346
20,000	CVRAOT20000	\$ 3,102	CVRARSL0T20000	\$ 247	CVRAQ20000	\$ 4,343	CVRARSLQ20000	\$ 346
30,000	CVRAOT30000	\$ 3,667	CVRARSL0T30000	\$ 247	CVRAQ30000	\$ 5,133	CVRARSLQ30000	\$ 346
40,000	CVRAOT40000	\$ 4,231	CVRARSL0T40000	\$ 247	CVRAQ40000	\$ 5,924	CVRARSLQ40000	\$ 346
40,000 Plus	Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales		Contact AtComm Sales	

Note: Standard polling of data is on an hourly basis. No increased polling frequency options are available or necessary for VoIP Readiness & Traffic Analysis Reporting.

(5) CommView VoIP Readiness Assessment & Traffic Analysis Reporting 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, IP Software Buffer application & use license and remote setup assistance. The subscription model size for VoIP Readiness Assessment or Traffic Analysis Reporting is based on the extension capacity of each PBX covered by the service, equaling 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 plus the sum of the extension sizes of all remote sites.

(6) 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.

Step 2 - Pick the next highest extension number from the Host & Single Site table from step 1. i.e. If your main site has 1,000 extensions and the sum of all remote sites is 4,800, your total is 5,800. To locate your price, select the nearest capacity above this number, 6,000 extensions in this case based on one time reports or quarterly reports. See note 5.

Step 3 - 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. See note 6.

CommView - Single-User and CommView Multi-User with WebReporter

Pricing Table 5

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 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 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 consistent reporting format. See Steps 1 to 3.

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Step 1 - Pick one unit from Host & Single Site section based on overall directory size including all See notes 7, 8, 9 and 10

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.

CommView Single-User and CommView Multi-User		CommView Multi-User with WebReporter		CommView Single-User or CommView Multi-User, with WebReporter	
SIN 132-33		SIN 132-33		SIN 132-33	
Extensions All sites	Part Number	Part Number	Bundle Price (8) (9)	Part Number	Bundle Price (10)
16	N/A	N/A	CommView Web only	CVSRSL	\$ 1,159
32	N/A	N/A	CommView Web only	CVSRSL	\$ 1,159
64	N/A	N/A	CommView Web only	CVSRSL	\$ 1,159
80	N/A	N/A	CommView Web only	CVSRSL	\$ 1,159
100	CVSB100	CVMB100	\$ 2,138	CVSRSL	\$ 1,159
200	CVSB200	CVMB200	\$ 2,476	CVSRSL	\$ 1,159
250	CVSB250	CVMB250	\$ 2,814	CVSRSL	\$ 1,159
300	CVSB300	CVMB300	\$ 3,242	CVSRSL	\$ 1,159
400	CVSB400	CVMB400	\$ 3,756	CVSRSL	\$ 1,159
500	CVSB500	CVMB500	\$ 4,364	CVSRSL	\$ 1,159
750	CVSB750	CVMB750	\$ 5,134	CVSRSL	\$ 1,159
1,000	CVSB1000	CVMB1000	\$ 5,905	CVSRSL	\$ 1,159
2,000	CVSB2000	CVMB2000	\$ 6,847	CVSRSL	\$ 1,159
2,500	CVSB2500	CVMB2500	\$ 7,939	CVSRSL	\$ 1,159
3,000	CVSB3000	CVMB3000	\$ 9,030	CVSRSL	\$ 1,159
4,000	CVSB4000	CVMB4000	\$ 10,529	CVSRSL	\$ 1,159
5,000	CVSB5000	CVMB5000	\$ 12,156	CVSRSL	\$ 1,159
6,000	CVSB6000	CVMB6000	\$ 13,947	CVSRSL	\$ 1,159
10,000	CVSB10000	CVMB10000	\$ 16,302	CVSRSL	\$ 1,159
20,000	CVSB20000	CVMB20000	\$ 18,836	CVSRSL	\$ 1,159
30,000	CVSB30000	CVMB30000	\$ 22,261	CVSRSL	\$ 1,159
40,000	CVSB40000	CVMB40000	\$ 25,687	CVSRSL	\$ 1,159
40,000 Plus	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 and pCAnywhere Host Mode. Installation and Training via pCAnywhere and WebEx or equivalent. Although unnecessary optional onsite installation and training is available. See Options Pricing Table 6.

(8) 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 and pCAnywhere Host Mode. Installation and Training via pCAnywhere and WebEx or equivalent. Although unnecessary optional onsite installation and training is available. See Options Pricing Table 6.

(9) If desired, hardware buffers may be added as an option to legacy PBXs only. Refer to CommView Options Pricing Table 6 for type, size and cost. Please read the Instructions in the CommView Options Pricing Table 6 for more detail.

(10) Bundle includes site license, CommView IP Software Buffer, Rate Table (per selection), remote configuration assistance, Installation and Training via pCAnywhere and WebEx or equivalent. Although unnecessary optional onsite installation and training is available. See Options Pricing Table 6. If desired, hardware buffers may be added as an option to legacy PBXs only. Refer to CommView Options Pricing Table 6 for type, size and cost.

PRICING INSTRUCTIONS: Generally, no additional options are required for CommView bundles. The patent pending 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. For most IP-PBXs, the CommView IP Software Buffer generally obtains the CDR across the LAN/WAN through protocols or methods specific to the brand of IP-PBX. No additional hardware buffer is applicable when CDR is not obtained through a RS-232 connection. For PBXs that provide CDR via RS-232, hardware-based buffers may provide alternative storage options and installation flexibility. Should a hardware buffer be desired as just a backup storage device, the simplest and least expensive method for TDM PBXs is to add the @Comm Non-Pollable Buffer as a complement to the CommView IP Software Buffer Application. When connected serially inline between the CDR port of the PBX and the PC running the CommView IP Software Buffer application, it can operate as a pass through device and provide second level storage for CDR in the event of an interruption to the workstation hosting the CommView IP Software Buffer application. Should a hardware-based LAN/WAN buffer be desired, the WTI (Western Telematic, Inc.) network buffer is offered as an available option.

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- Step 1** - If desired add an optional hardware buffer for each site based on desired storage capacity and polling method.
 - 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** - Add a modem splitter if CDR from a legacy PBX is to be shared with another application
- The modem splitter is used where two applications access the CDR simultaneously on PBXs with serial output. The modem splitter will not interfere with the other application. All Bundles include setup assistance, system configuration and training, all performed through remote access. On site installation assistance and training is not required, but is available as an option at the published rate below. See footnotes (7), (8), (9) and (10) in previous pricing Table 5 for items included in the bundles.

CommView Pricing - Options		SIN 132-33	
Buffer Type and Model	Call Capacity	Pricing	
Network Buffers, WTI (Western Telematic Inc.)			
NB15K	15,000	\$	1,393
NB60K	60,000	\$	2,232
NB240K	240,000	\$	3,723
Pollable Buffers (incl modem)			
PBE3K	3,000	\$	1,023
PBE8K	8,000	\$	1,280
PBE15K	15,000	\$	1,623
PBE30K	30,000	\$	2,565
PBE45K	45,000	\$	2,993
PBE90K	90,000	\$	3,421
Non-Pollable Buffers			
CSB3K	3,000	\$	852
CSB8K	8,000	\$	1,023
CSB15K	15,000	\$	1,109
CSB30K	30,000	\$	1,280
CSB45K	45,000	\$	2,565
CSB90K	90,000	\$	2,993

Other Optional Items:		Part Number	Pricing
Configuration assistance and training			
On Site - Price + T&E	CV-CFG A	\$	1,713
Remote	CV-CFG B	\$	599
Additional Site	CV-CFG C	\$	297
Other options			
pcAnywhere Host Mode	PCA	\$	196
Modem	MODEM	\$	196
SMDR Splitter	SPLITTER	\$	151
Add'l five (5) Client Access Licenses	CVCAL	\$	499

CommView - Subsequent Year Maintenance and Support

Pricing Table 7

PRICING INSTRUCTIONS: Select the Support Bundle of the same size as your existing system size. If you have any question on this please call 1-866-528-2666. 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

Assistance: sales@atcomm.com or 1-866-528-2666 for installed base accounts

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

Subsequent Year Maintenance and Support SIN-132-34

CommView - Single-User Subsequent Year Support and Maintenance SIN 132-33
 CommView - Multi-User with WebReporter Subsequent Year Support and Maintenance SIN 132-33

remote site polled. If a bundle is not desired add optional à la Carte pricing that is available for any combination of (a) Software Support only, (b) an Annual rate table subscription or One-Time rate table and/or (c) buffer support.

Step 2 - Add for each site a remote site a Remote Site Support Bundle with annual rate 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 applicably-size main site option selected in Step 1**

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	\$ 213	N/A	CommView Web only	N/A	CommView Web only	
32	CVSSUPB32	\$ 1,173	CVSSUP32	\$ 238	N/A	CommView Web only	N/A	CommView Web only	
64	CVSSUPB64	\$ 1,210	CVSSUP64	\$ 288	N/A	CommView Web only	N/A	CommView Web only	
80	CVSSUPB80	\$ 1,274	CVSSUP80	\$ 377	N/A	CommView Web only	N/A	CommView Web only	
100	CVSSUPB100	\$ 1,367	CVSSUP100	\$ 502	CVMSUPB100	\$ 1,621	CVMSUP100	\$ 603	
200	CVSSUPB200	\$ 1,426	CVSSUP200	\$ 582	CVMSUPB200	\$ 1,701	CVMSUP200	\$ 699	
250	CVSSUPB250	\$ 1,497	CVSSUP250	\$ 679	CVMSUPB250	\$ 1,796	CVMSUP250	\$ 815	
300	CVSSUPB300	\$ 1,574	CVSSUP300	\$ 783	CVMSUPB300	\$ 1,900	CVMSUP300	\$ 939	
400	CVSSUPB400	\$ 1,664	CVSSUP400	\$ 906	CVMSUPB400	\$ 2,022	CVMSUP400	\$ 1,087	
500	CVSSUPB500	\$ 1,682	CVSSUP500	\$ 931	CVMSUPB500	\$ 2,047	CVMSUP500	\$ 1,117	
750	CVSSUPB750	\$ 1,803	CVSSUP750	\$ 1,095	CVMSUPB750	\$ 2,210	CVMSUP750	\$ 1,314	
1,000	CVSSUPB1000	\$ 1,905	CVSSUP1000	\$ 1,233	CVMSUPB1000	\$ 2,347	CVMSUP1000	\$ 1,480	
2,000	CVSSUPB2000	\$ 1,997	CVSSUP2000	\$ 1,359	CVMSUPB2000	\$ 2,472	CVMSUP2000	\$ 1,631	
2,500	CVSSUPB2500	\$ 2,157	CVSSUP2500	\$ 1,576	CVMSUPB2500	\$ 2,688	CVMSUP2500	\$ 1,891	
3,000	CVSSUPB3000	\$ 2,220	CVSSUP3000	\$ 1,661	CVMSUPB3000	\$ 2,772	CVMSUP3000	\$ 1,993	
4,000	CVSSUPB4000	\$ 2,442	CVSSUP4000	\$ 1,963	CVMSUPB4000	\$ 3,073	CVMSUP4000	\$ 2,356	
5,000	CVSSUPB5000	\$ 2,665	CVSSUP5000	\$ 2,266	CVMSUPB5000	\$ 3,373	CVMSUP5000	\$ 2,719	
6,000	CVSSUPB6000	\$ 2,850	CVSSUP6000	\$ 2,517	CVMSUPB6000	\$ 3,623	CVMSUP6000	\$ 3,021	
10,000	CVSSUPB10000	\$ 3,406	CVSSUP10000	\$ 3,273	CVMSUPB10000	\$ 4,374	CVMSUP10000	\$ 3,928	
20,000	CVSSUPB20000	\$ 3,781	CVSSUP20000	\$ 3,782	CVMSUPB20000	\$ 4,880	CVMSUP20000	\$ 4,539	
30,000	CVSSUPB30000	\$ 4,287	CVSSUP30000	\$ 4,469	CVMSUPB30000	\$ 5,562	CVMSUP30000	\$ 5,363	
40,000	CVSSUPB40000	\$ 4,315	CVSSUP40000	\$ 5,158	CVMSUPB40000	\$ 6,246	CVMSUP40000	\$ 6,189	
Contact AtComm Sales		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	

à la Carte Support Options (see Note below)

Remote site support	CVSUPREM	\$	151
Rate table Subscription	CVDRTR	\$	852
Buffer warranty	CVBUFR	\$	353
One time rate update	CVSRSL0T	\$	278

à la Carte Support Options (see Note below)

Remote site support	CVSUPREM	\$	151
Rate table Subscription	CVDRTR	\$	852
Buffer warranty	CVBUFR	\$	353
One time rate update	CVSRSL0T	\$	278

CommView H - Single-User and CommView Multi-User with WebReporter

Pricing Table 8

CommView H (Hospitality) - Single User and CommView H Multi User with WebReporter

CommView H Multi User with WebReporter

PRICING INSTRUCTIONS: To configure a system, select the Software Bundle appropriate to the directory capacity followed by the desired options. Choose between single user and multi user reporting.

Step 1 - Pick one unit from Host & Single Site section based on overall directory size for all station ports assigned to rooms and administrative extensions. If Multi-User reporting is desired, choose that bundle and follow appropriate hardware requirements. See notes 10, 10a

Step 2 - Add an optional hardware buffer for each site based on desired storage capacity. Not required.

CommView H (Hospitality) - Single User and CommView H Multi User with WebReporter SIN 132.33

CommView H Single User SIN 132-33		CommView H Multi User, with WebReporter SIN 132-33		
Single Site		Host & Single Site		
Number of Extensions All extensions	Model Number	Bundle Price (11)	CommView-H WebReporter	Bundle Price (12)
100	CVHB100	\$ 1,734	CVHMB100	\$ 2,081
200	CVHB200	\$ 2,394	CVHMB200	\$ 2,872
300	CVHB300	\$ 2,933	CVHMB300	\$ 3,520
500	CVHB500	\$ 3,318	CVHMB400	\$ 3,982
700	CVHB700	\$ 3,447	CVHMB500	\$ 4,136
1,000	CVHB1000	\$ 3,961	CVHMB1000	\$ 4,753
2,000	CVHB2000	\$ 4,132	CVHMB1500	\$ 4,958
3,000	CVHB3000	\$ 4,389	CVHMB2000	\$ 5,267
4,000	CVHB4000	\$ 4,731	CVHMB2500	\$ 5,678
5,000	CVHB5000	\$ 5,673	CVHMB5000	\$ 6,808
6,000	CVHB6000	\$ 6,102	CVHMB7500	\$ 7,322
7,500 Plus	Contact ATComm Sales		Contact ATComm Sales	

Options CommView H SIN 132-33

Buffer Type and Model	Call Capacity	Pricing
Non-Pollable Buffers		
CSB3K	3,000	\$ 852
CSB8K	8,000	\$ 1,023
CSB15K	15,000	\$ 1,109
CSB30K	30,000	\$ 1,280
CSB45K	45,000	\$ 2,565
CSB90K	90,000	\$ 2,993

Other options	Part Number	Pricing
pcAnywhere Host	PCA	\$ 196
Modem	MODEM	\$ 196
SMDR Splitter	SPLITTER	\$ 151
Add'l Five (5) Client Access Licenses	CVCAL	\$ 499

(11) The Bundle price includes CommView H software, CommView IP Software Buffer, Initial Year Support and Initial Year Rate Table subscription, Remote Configuration Assistance & Training and pcAnywhere Host Mode.

(12) CommView H with WebReporter. Bundle price includes contents of CommView H Single User Bundle plus WebReporter Software.

At Comm Price list
Back Cover

DUNS: 115090557

At Comm Corporation

Authorized Information Technology Schedule Price List
Schedule 70
GSA Contract GS-35F-05555S

Federal Supply Service
U.S. General Services Administration

Contractor:
At Comm Corporation
2041 Pioneer Court, Suite 204
San Mateo, CA 94403

August 14, 2007

Krista Ferrell
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

Dear Krista,

@Comm Corporation respectfully submits answers and a budgetary quotation to the West Virginia Office of Technology in response to RFQ ISCG0183.

Answers and comments shall be ordered to follow the format of the RFQ and use appropriate section headers and numbers. Based on the limited dialogue and engagement to date, this RFQ should serve as a baseline for expectations and for budgetary cost estimates. If the information offered in this response meets your general objectives, a more detailed engagement should occur where needs and offerings may be refined before an agreement to purchase should be made.

This budgetary quotation includes our primary product offering, CommView Multi-user Bundle, which provides CommView, a call accounting application and WebReporter, a web server report interface. This product shall deliver the functionality committed to except where noted in specific answers.

This response, including the budgetary quotation, is made in good faith and shall not be binding or construed as a committed statement of work.

This quotation shall be based on GSA approved pricing and not include any cost related to Cisco IP PBX equipment, software or services that may be needed nor will it include costs related to the hardware platform used to host the application proposed.

Any customized reports, customized interfaces, additional modules, onsite labor or travel and expenses will be quoted after a specification has been mutually agreed upon.

Any promotional discounts available from @Comm, such as competitive trade-in or periodic incentive programs, will be offered if and when a more detailed engagement would occur.

Cordially,



Robert Boyd
Executive VP
@Comm Corporation
150 Dow Street
Manchester, NH 03101
603 628-3005
bboyd@atcomm.com

Qualifying Vendor Information

1. @Comm Corporation, formerly known as Xiox Corporation, has been providing call accounting solutions since 1982 and has a significant installed base for the products proposed.
2. @Comm Corporation has not been ISO9001 certified.
3. @Comm has successfully passed IVT testing for the CommView product.
4. @Comm utilizes MS.net and ASPX technology for the WebReporter browser based report module, available in the CommView Multi-user application bundle. Other development platforms are also used for CommView and related modules.
5. @Comm staffs a technical support department that provides direct access for customers during the business hours specified.
6. The average tenure of @Comm's staff exceeds 8 years.
7. The average tenure of @Comm's technical support staff and engineering staff exceeds 12 years.
8. @Comm is proposing a direct relationship therefore vendor certification is not applicable.
9. Support is provided via remote access and delivered directly from the manufacturer
10. @Comm maintains a current Cisco Developer Support Program agreement, contract number 2893512.

III System Requirements

A. System Capacity

1. Comply.
2. Comply. The budgetary quote supports a 10,000 line directory capacity with option for larger model.
3. Comply
4. Comply
5. Comply
6. Comply
7. Comply. Costs for import of non-CDR data are determined based on review of sample input files and are not currently included in the quotation.

B System Architecture

1. Comply
2. Comply
3. Comply. Reporting and Directory management are accessible via browser.
4. Comply
5. Comply. CommView may be configured to utilize the customer's SMTP relay services.
6. Comply
7. Comply
8. Comply
9. Comply
10. Comply
11. Standard minimum hardware specification sheet is attached to quotation. Recommendations on optimal hardware platform to purchase can only be made during a more detailed engagement.

C System Functionality

1. Comply
2. Comply with support for encryption for report module login.
3. Comply
4. Available as an optional, integrated application. Additional information is required prior to quoting this option.
5. Comply
6. CommView application is designed to support access by a single administrator. The WebReporter module provides web access with reasonable concurrent access limits imposed by Business Objects, used as an underlying technology. The quotation will identify license parameters and options.
7. Comply
8. Comply
9. Comply
10. Comply
11. Comply
12. The method of CDR delivery in your proposed Cisco configuration is via FTP delivery. Since the delivery of data is managed by Cisco, notification and

alarming is subject to delays imposed by this method and real-time system monitoring should not be the expectation. Many of the items requested are available for review through the use of the report engine. Some of the requested conditions do not seem appropriate or relevant to a PBX environment of your size, number of locations and call volume.

13. Comply

14. Do not comply

15. Comply

16. Comply

17. A reasonable amount fix costs per user are offered. Due to interface and report considerations, most customers prefer a maximum of 4 charges to be itemized.

18. Credits should be managed by a billing system and are not part of the quoted deliverables.

19. Pro-rating may be supported through administrative adjustment of data values.

20. Comply as a function of the reporting module

21. Available as an optional, integrated application. Additional information is required prior to quoting this option.

D Call Costing

1. Requires clarification. Is this the same intent as section D question 16?

2. Comply

3. Comply

4. Comply. @Comm will provide quarterly update options at the price of one time due to economy of scale related to number of sites sharing local exchanges.

5. Comply. CommView to be configured to automatically download rate updates on a quarterly schedule.

6. Do not comply. Utilities exist for @Comm engineering to view and print the rate tables but the output is not intuitive and call pricing is often determined by more factors than the raw tariff table data.

7. Requires further definition. Why would this apply to the State of West Virginia?

8. Comply

9. Comply

10. Comply

11. Comply
12. Comply
13. Comply
14. Comply
15. Comply
16. Comply
17. Comply
18. Comply
19. Comply
20. Optional. This capability exists in the Hospitality version of CommView and may be considered depending on need.
21. Comply
22. Comply
23. Comply as a tool offered to the CommView system administrator.
24. Comply

E System Reports

1. Please refer to attached Report Library Description sheet for a listing of report titles including sort, filter and drill-down criteria.
2. Please refer to attached Report Library Description sheet for a listing of report titles including sort, filter and drill-down criteria.
3. Please refer to attached Report Library Description sheet for a listing of report titles including sort, filter and drill-down criteria.
4. Comply through the Traffic Calculator function
5. Comply through the Traffic Calculator function
6. Comply through the Traffic Calculator function
7. Report may be designed to highlight opportunities however interpretation of report data would be required to validate.
8. Comply
9. User defined customization of report format design is beyond the scope of standard offering.
10. User defined customization of report format design is beyond the scope of standard offering.

11. Comply through the use of 3rd party tools provided, supported and licensed by customer.
12. Optional function requiring definition of report type and directory structure. Not reflected in quotation.
13. Comply as a function of reports run through the CommView application
14. Comply for the appropriate report types
15. Comply
16. Comply
17. Comply as a function of reports run through the CommView application
18. Comply
19. Comply for appropriate summary reports
20. User defined customization of report format design is beyond the scope of standard offering.
21. Optional function requiring Facilities Management module. Not reflected in quotation.
22. Optional function requiring Facilities Management module. Not reflected in quotation.

IV Installation

@Comm offers both onsite and remote access installation assistance and administrator training. The customer is generally responsible for the procurement of the hardware, internal networking support and provisioning and configuration of the PBX solution. The quotation will include remote access service as standard and @Comm will provide onsite options as the roll out requirements are defined.

V Training

Training is generally provided via remote access and would support the desired number of attendees. @Comm will provide onsite options as the roll out requirements are defined.

VI Warranty and System Support

Review the @Comm GSA Catalog for warranty and support information. Since @Comm is offering manufacturer support, T & E will be billed at cost if onsite is required.

VII Vendor Bill Audit Support

@Comm will postpone response until it is determined that a more detailed engagement will occur.

VIII Cost

Please refer to the attached budgetary quotation for a description of services offered. The cost sheet shall represent a good faith estimate of all costs offered. Actual costs may be less based on product and service selection for subsequent year maintenance.

CommView CPE (Multi-User)

Company: WVOT
 Contact:
 Date: 8/14/2007



@Comm Call Accounting: GSA Contract GS-35F-0555S

Part Number	Description	Qty	GSA Price	GSA Price Extended
CVMB10000	<p>Host Site</p> <p>CommView Multi-User Bundle 10,000 includes: - CommView Multi-User Software (10,000 extensions & 5 concurrent users) - WebReporter (Browser-based reporting module) - Voice Network Optimization (Traffic Engineering) Module - Automatic Report Distribution via E-Mail - On-screen Drill-Down Reporting - Toll Fraud Tracking - ANI Reporting Capability (if PBX supplies ANI information) - Product Support & Software Maintenance (1 Year) - Unlimited Deluxe Rate Table Updates (1 Year) - CommView IP Software Buffer Application - Installation, Configuration & Training-(1) Day - Remote -PC Anywhere for Windows version 11.0 (Host Only)</p>	1	\$19,563	\$19,563
CVRSLOT	<p>Remote Site(s)</p> <p>Remote Site License Bundle with Annual Rate Subscription includes: - Site License #NAME? -CommView IP Software Buffer Application - Remote Site Installation & Configuration Assistance (Remotely)</p>	149	\$695	\$103,555
Total - Without Options				\$123,118

Options:		List
CVMUPG2000	CommView Multi-User Extension Size Increase (10,000 - 20,000 extensions)	\$3,648
CVCAL	Additional Client Access License	\$499
CVMSUP1000	2nd Year Product Support & Software Maintenance	\$26,427
CVDRTROT	2nd Year Rate Tables (per site)	\$278



CommView™

Third-generation Call Accounting, Billing and
Voice Network Optimization Management Software

Built-in Report Library Overview

SUMMARY REPORTS w Drilldown

Basic Summary
 Basic Summary - Detail Drilldown
 Advanced Summary*
 Cost Summary*
 Inbound Outbound Summary*

DETAIL REPORTS

Basic Detail Report
 Detail Report with Account Codes
 Detail Report with Trunk Groups
 Detail Data Report – No Sub Totals

NETWORK OPTIMIZATION REPORTS

Trunk Member Report*
 Group Traffic by Hour*
 Routing*
 Traffic Site Configuration*
 Trunk Group Greatest 5*
 Logical Group Traffic Summary*
 Trunk Group Traffic by Day*
 Traffic Site Configuration

SPECIAL REPORTS

10 Most Frequently Dialed Numbers*
 50 Most Frequently Dialed Numbers
 Summary Telephone Bill
 Detailed Telephone Bill
 Potential Caribbean Fraud
 10 Most Frequent ANI Numbers*
 50 Most Frequent ANI Numbers
 10 Longest Calls
 10 Most Costly Calls
 Summary Archive
 Detail Archive

BILLBACK REPORTS

Summary Telephone Bill
 Detail Telephone Bill
 Billback Summary*
 Billback Detail
 Profit Summary*
 Taxation Summary*

(* Indicates report can be run with embedded graphs.

Summary Reports can provide detail through drill down.

Custom Reports can be created using Crystal Reports or any third party ODBC-compliant reporting tool.

ORGANIZATION REPORTS

Organization 2 Roll Down Summary
 Organization 2 Roll Down Details
 Organization 3 Roll Down Summary
 Organization 3 Roll Down Details
 Unassigned Extension Report

DIRECTORY REPORTS

Directory by Billing ID
 Directory by Site
 Directory by Last Name
 Directory by Org 1
 Directory by Org 2
 Directory by Org Name Only
 Directory by Org 2 Name Only
 Directory by Credit Limit.
 Unassigned Extensions

Report Data Selection Criteria, Variables & Output Formats

(Enhancements/ additions vs. GBS Win are in *ITALICS*)

SELECTION CRITERIA

All Calls
 Incoming
 Domestic Outgoing
 International
 Long Calls
 Costly Calls
 Long and Costly
 Trunk Orig. Calls
 Call Cost
 Tandem Trunk Group

FILTER VARIABLES

PBX Extension
 Organization Level 1-8
 Dialed Number
 Area Code
 Date
 Time
 Hour
 Processing Rule

VARIABLES cont'd ...

Call Duration, Cost & Trunk Group
 Site ID
 Call Type
 Account Code
 Authorization Code
 Trunk Member
 Tax Rate
 Mark Up (Used in Hotel & Tennant Applications)
 First Name
 Last name
 Full Name
 Tandem Trunk Group
 Tariff
 Billing ID
 Country Code
 Prefix
 Subscriber Number
 ANI Numbers
 Processing Option
 Month

OUTPUT

Printer
 Screen
 Email (MAPI)
 Adobe PDF
 Comma Separated Values (CSV)
 MS Word (Windows)
 HTML v 3.2 and 4.0
 Data Interchange File (DIF)
 MS Excel 5.0, 7.0 & 8.0
 RTP
 Lotus 1-2-3
 Crystal Reports Format



CommView CPE (Multi-User)

(Minimum Server Requirements)

<i>Minimum:</i>	<i>Note:</i>
Pentium III 800MHz	Pentium 4, 1.3GHz improves Windows performance significantly
1GB RAM or higher	2GB improves Windows Server performance significantly
80GB Drive for call storage and temporary report storage	RAID 0 or higher recommended
At least 2GB free disk space for programs and workspace	
CD-ROM Drive	
Windows 2000 Server or 2003 Server	
Any Graphics Card with 800x600 resolution or higher	1024x768 or higher recommended
One COM Port (Required if LAN/IP polling option is not being used)	For polling remote sites or remote access – For direct connect configure COM port as COM1, IRQ 4, Base 3F8
One V.90 Modem	2 nd Modem required for customer support if polling remote sites – configure as COM3, IRQ 5, Base 3E8
SMDR/CDR data and cable from phone system to Xiox Intelligent Buffer	25-pin DB-25 Female to Buffer Transmit on Pin 2 or 3 Signal Ground on Pin 7 1200, N, 8 1 recommended
Automatic Tape Backup Process for data archiving	Note: Tape backup hardware and software must be supported directly by the third party manufacturer, not @Comm

CommView Multi-User: Client

Any Windows PC running Internet Explorer 5.x or higher	Explorer 6.0 Users must upgrade to SP1 or later
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NOTE: The most significant improvement in system performance can be gained by increasing the amount of RAM in the PC running CommView. This improves Windows' as well as CommView's performance. Additional performance is obtained by frequently de-fragmenting all drives on the PC. This will boost CommView report-processing and Windows significantly.