



## **APPTIX VOICE PRODUCT PRICING**

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## Apptix Voice Charges

Name	Description	Activation Fee	Monthly Fees
<b>Premium Service</b>	Unlimited Inbound minutes, Unlimited Outbound minutes (Local, Local Toll, Continental US Long Distance and Canada). Includes Voice Mail, Outlook Integration, Softphone support, Remote Office, Enhanced Call Forwarding, Hunt Groups, Music on Hold and more.	\$49.99	\$49.99
<b>Business Service</b>	Unlimited Inbound minutes, Unlimited Outbound minutes (Local, Local Toll, Continental US Long Distance and Canada). Includes Voice Mail, Call Forwarding, Find Me/Follow Me.	\$39.99	\$39.99
<b>Basic Service</b>	Unlimited Inbound minutes, Unlimited Outbound minutes (Local, Local Toll, Continental US Long Distance and Canada).	\$24.99	\$24.99
<b>Virtual Worker Service</b>	Perfect for the mobile employee! Unlimited calls are routed via the auto attendant to an extension. Callers can choose to leave a message or be forwarded a mobile phone or other number. Voice messages are forwarded as an attachment to email.	\$9.99	\$9.99
<b>Call Center</b>	Build a comprehensive, feature-rich call center anywhere in the world with no additional hardware or software. Includes voice mail, multiple call distribution policies, call queuing, statistics and more.	\$149.99	\$149.99
<b>Telephony Tool Bar</b>	The Telephony Toolbar is an integrated toolbar that enables users to make and accept telephone calls, and change telephone settings, from within Microsoft Outlook® and Internet Explorer®.	\$9.99	\$1.00
<b>Auto Attendant</b>	One Auto Attendant is included per customer account with a minimum of four users. Additional licenses can be purchased for multi-level applications.	\$14.99	\$14.99
<b>Reception Console - 8 Users</b>	This PC-based program provides your receptionist with a graphical view of the phone system, and enables them to efficiently answer and route inbound calls with the click of a mouse.	\$44.99	\$14.99
<b>Reception Console – 30 Users</b>		\$89.99	\$44.99
<b>Reception Console – Unlimited</b>		\$419.99	\$64.99
<b>Installation and Port Charges</b>			
<b>Toll-Free Numbers</b>	Port of an existing customer Toll-Free number	\$12.00	
	Installation of a new Toll-Free number	\$12.00	
<b>DID Numbers</b>	Port of an existing customer DID number	\$10.00	
	Installation of a new DID number	\$10.00	
<b>Information and Operator Service Fees</b>			
<b>Directory and Operator Assistance</b>		1.50/call	
<b>Monthly Charges</b>			
<b>DID Charges</b>	Any DID in inventory or in active use that is not part of a package.		\$2.00/number
<b>International usage</b>	Initial billing increment: 30 seconds, Add'l billing increment: 6 seconds <b>Mexico:</b> 60 second increments		See International Pricing below
<b>Toll-Free Usage</b>	Initial billing increment: 6 seconds, Add'l billing increment: 6 seconds		See Toll-Free Pricing Below
<b>Toll-Free Charges</b>	Any Toll-Free number activated on the Apptix Voice platform.		\$1.00/month/number
<b>Call Forwarding (Busy or Always)</b>	Additional licenses		\$2.99/mo/per user
<b>Softphone</b>	<b>As an addition to the Business Package, you can use a softphone, as well as your desk phone, to make and receive calls on the same phone number.</b>		\$4.99/mo/per user

Taxes and Surcharges	
E911 Charges	\$2.00/number
Universal Service Charge	TBD
State Sales Tax	Varies by state

### Hawaii and Alaska Usage Charges

State	Interstate Rate (per min \$USD)	Intrastate Rate (per min \$USD)
AK	\$0.3714	\$0.3714
HI	\$0.3714	\$0.3714

### Toll Free Usage Charges

State to State	Rate (per min \$USD)
All Continental US	\$0.0350
AK	\$0.3293
HI	\$0.3293

Off-Shore Origination to US Mainland Termination	Rate (per min \$USD)
Alaska (AK)	\$0.3293
Guam (GU)	\$0.3443
Hawaii (HI)	\$0.2093
PR/USVI (PR and VI)	\$0.2093
CNMI (NN)	\$0.7343
Canada	\$0.2243

## International Usage Charges

International rates are subject to change without notice.

Country Code	Location	Rate
93	Afghanistan - Mobile	\$0.4982
93	Afghanistan - Other	\$0.4981
355	Albania - Mobile 1	\$0.1894
355	Albania - Mobile 2	\$0.3719
355	Albania - Other	\$0.1639
213	Algeria - Algiers	\$0.1950
213	Algeria - Mobile	\$0.3546
213	Algeria - Other	\$0.1950
684	American Samoa	\$0.1357
1	American Samoa	\$0.1357
684	American Samoa - Mobile	\$0.1357
376	Andorra - Mobile	\$0.4266
376	Andorra - Other	\$0.3666
244	Angola - Mobile	\$0.3210
244	Angola - Other	\$0.2213
1	Anguilla	\$0.2999
672	Antarctica - Casey	\$1.5000
672	Antarctica - Davis	\$1.5000
672	Antarctica - Maquarie Station	\$1.5000
672	Antarctica - Mawson	\$1.5000
672	Antarctica - Other	\$1.5000
1	Antigua & Barbuda	\$0.2441
54	Argentina - Buenos Aires 1	\$0.0186
54	Argentina - Buenos Aires 2	\$0.0282
54	Argentina - Buenos Aires 3	\$0.0318
54	Argentina - Cordoba 1	\$0.0240
54	Argentina - Cordoba 2	\$0.0331
54	Argentina - Mobile	\$0.2999
54	Argentina - Other 1	\$0.0420
54	Argentina - Other 2	\$0.0420
374	Armenia - Mobile	\$0.2879
374	Armenia - Other	\$0.3188
374	Armenia - Yerevan	\$0.3311
297	Aruba - Mobile	\$0.3119
297	Aruba - Other	\$0.1999
247	Ascension Islands	\$0.7139
61	Australia - Melbourne	\$0.0234
61	Australia - Mobile 1	\$0.2399
61	Australia - Mobile 2	\$0.2399
61	Australia - Mobile 3	\$0.2399
61	Australia - Mobile 4	\$0.2399
61	Australia - Mobile 5	\$0.2399
61	Australia - Other	\$0.0245

<b>61</b>	Australia - Sydney	\$0.0234
<b>61</b>	Australian Territories - Christmas Island	\$0.9060
<b>61</b>	Australian Territories - Cocos Island	\$0.9060
<b>672</b>	Australian Territories - Norfolk Island	\$0.9060
<b>43</b>	Austria - Mobile 1	\$0.3719
<b>43</b>	Austria - Mobile 2	\$0.3719
<b>43</b>	Austria - Mobile 3	\$0.3719
<b>43</b>	Austria - Mobile 4	\$0.3719
<b>43</b>	Austria - Other	\$0.0293
<b>43</b>	Austria - Vienna	\$0.0300
<b>994</b>	Azerbaijan - Mobile	\$0.2858
<b>994</b>	Azerbaijan - Other	\$0.2466
<b>1</b>	Bahamas	\$0.0780
<b>973</b>	Bahrain - Mobile	\$0.1919
<b>973</b>	Bahrain - Other	\$0.2039
<b>880</b>	Bangladesh - Chittagong	\$0.3719
<b>880</b>	Bangladesh - Dhaka	\$0.3719
<b>880</b>	Bangladesh - Mobile	\$0.3719
<b>880</b>	Bangladesh - Other	\$0.3719
<b>880</b>	Bangladesh - Syhlet	\$0.3719
<b>1</b>	Barbados - Mobile	\$0.3390
<b>1</b>	Barbados - Other	\$0.2759
<b>375</b>	Belarus - Minsk	\$0.3371
<b>375</b>	Belarus - Mobile	\$0.3500
<b>375</b>	Belarus - Other	\$0.3499
<b>32</b>	Belgium - Brussels	\$0.0270
<b>32</b>	Belgium - Mobile 1	\$0.2285
<b>32</b>	Belgium - Mobile 2	\$0.3239
<b>32</b>	Belgium - Mobile 3	\$0.3239
<b>32</b>	Belgium - Mobile 4	\$0.3959
<b>32</b>	Belgium - Mobile 5	\$0.3504
<b>32</b>	Belgium - Other 1	\$0.0264
<b>32</b>	Belgium - Other 2	\$0.3504
<b>501</b>	Belize - Mobile	\$0.2904
<b>501</b>	Belize - Other	\$0.2999
<b>229</b>	Benin - Mobile	\$0.2946
<b>229</b>	Benin - Other	\$0.2759
<b>1</b>	Bermuda - Other	\$0.1200
<b>1</b>	Bermuda - Mobile	\$0.1320
<b>975</b>	Bhutan - Mobile	\$0.2520
<b>975</b>	Bhutan - Other	\$0.2316
<b>591</b>	Bolivia - Cochabamba	\$0.1403
<b>591</b>	Bolivia - La Paz	\$0.0978
<b>591</b>	Bolivia - Mobile	\$0.1976
<b>591</b>	Bolivia - Other	\$0.1446
<b>591</b>	Bolivia - Santa Cruz	\$0.0840
<b>387</b>	Bosnia - Mobile	\$0.3119

387	Bosnia - Other	\$0.4044
387	Bosnia - Sarajevo	\$0.2346
267	Botswana - Other	\$0.2999
267	Botswana - Mobile	\$0.2862
55	Brazil - Belo Horizonte 1	\$0.0599
55	Brazil - Belo Horizonte 2	\$0.1470
55	Brazil - Campinas	\$0.1470
55	Brazil - Goiania	\$0.1470
55	Brazil - Mobile	\$0.3479
55	Brazil - Other	\$0.0600
55	Brazil - Recife	\$0.1470
55	Brazil - Rio de Janeiro 1	\$0.0240
55	Brazil - Rio de Janeiro 2	\$0.1470
55	Brazil - Sao Paolo 1	\$0.0240
55	Brazil - Sao Paolo 2	\$0.1470
1	British Virgin Islands - Other	\$0.2399
1	British Virgin Islands - Mobile	\$0.2399
359	Bulgaria - Mobile	\$0.4439
359	Bulgaria - Other	\$0.1076
359	Bulgaria - Sofia	\$0.0464
226	Burkina Faso - Mobile	\$0.3479
226	Burkina Faso - Other	\$0.3119
257	Burundi - Mobile	\$0.2999
257	Burundi - Other	\$0.2999
855	Cambodia - Mobile	\$0.3380
855	Cambodia - Other	\$0.3360
855	Cambodia - Phnom Penh	\$0.3360
237	Cameroon - Douala	\$0.3449
237	Cameroon - Mobile	\$0.3449
237	Cameroon - Other	\$0.3476
237	Cameroon - Yaounde	\$0.3449
238	Cape Verde - Mobile	\$0.4319
238	Cape Verde - Other	\$0.4319
1	Cayman Islands - Other	\$0.2525
1	Cayman Islands - Mobile	\$0.2754
236	Central African Republic	\$0.4319
235	Chad - Mobile	\$0.3845
235	Chad - Other	\$0.3845
56	Chile - Mobile	\$0.2879
56	Chile - Other 1	\$0.0250
56	Chile - Other 2	\$0.0250
56	Chile - Santiago	\$0.0239
86	China - Beijing	\$0.0254
86	China - Fuzhou	\$0.0269
86	China - Guangzhou	\$0.0269
86	China - Mobile	\$0.0275
86	China - Other	\$0.0258

86	China - Shanghai	\$0.0246
57	Colombia - Barranquilla 1	\$0.0678
57	Colombia - Barranquilla 2	\$0.0882
57	Colombia - Bogota	\$0.0822
57	Colombia - Cali	\$0.0714
57	Colombia - Medellin	\$0.1079
57	Colombia - Mobile	\$0.2159
57	Colombia - Other	\$0.2039
57	Colombia - Pereira	\$0.1079
269	Comoros 1	\$0.4830
269	Comoros 2	\$0.4830
242	Congo	\$0.2120
682	Cook Islands - Mobile	\$0.9360
682	Cook Islands - Other	\$0.9360
506	Costa Rica - Mobile	\$0.0949
506	Costa Rica - Other	\$0.0853
385	Croatia - Mobile	\$0.2999
385	Croatia - Other	\$0.0822
53	Cuba - Guantanamo	\$1.4574
53	Cuba - Other	\$1.3223
357	Cyprus - Mobile	\$0.1061
357	Cyprus - Other	\$0.0599
420	Czech Republic - Mobile	\$0.2856
420	Czech Republic - Other	\$0.0348
420	Czech Republic - Prague	\$0.0324
45	Denmark - Mobile	\$0.3344
45	Denmark - Other 1	\$0.0240
45	Denmark - Other 2	\$0.2994
246	Diego Garcia	\$1.2182
253	Djibouti - Mobile	\$0.4853
253	Djibouti - Other	\$0.4853
1	Dominica - Mobile	\$0.3359
1	Dominica - Other	\$0.2700
1	Dominican Republic - Mobile	\$0.2759
1	Dominican Republic	\$0.1878
1	Dominican Republic - Santo Domingo	\$0.0923
670	East Timor	\$2.1119
593	Ecuador - Cuenca	\$0.2094
593	Ecuador - Guayaquil	\$0.2018
593	Ecuador - Mobile	\$0.3318
593	Ecuador - Other	\$0.2399
593	Ecuador - Quito	\$0.2261
20	Egypt - Alexandria	\$0.2342
20	Egypt - Cairo	\$0.2348
20	Egypt - Mobile	\$0.2024
20	Egypt - Other	\$0.2342
503	El Salvador - Mobile	\$0.1800

503	El Salvador - Other	\$0.1490
240	Equatorial Guinea - Other	\$0.3650
240	Equatorial Guinea - Mobile	\$0.3650
291	Eritrea	\$0.4578
372	Estonia - Mobile	\$0.4610
372	Estonia - Other	\$0.0407
251	Ethiopia - Addis Ababa	\$0.5201
251	Ethiopia - Mobile	\$0.5201
251	Ethiopia - Other	\$0.5201
500	Falkland Islands	\$0.9704
298	Faroe Islands	\$0.2210
679	Fiji - Mobile	\$0.4079
679	Fiji - Other	\$0.3827
358	Finland - Helsinki	\$0.0528
358	Finland - Mobile 1	\$0.1696
358	Finland - Mobile 2	\$0.2017
358	Finland - Mobile 3	\$0.2402
358	Finland - Mobile 4	\$0.2534
358	Finland - Other	\$0.0380
33	France - Mobile 1	\$0.2159
33	France - Mobile 2	\$0.2514
33	France - Mobile 3	\$0.2514
33	France - Mobile 4	\$0.2514
33	France - Other 1	\$0.1595
33	France - Other 2	\$0.2514
33	France - Paris 1	\$0.0204
33	France - Paris 2	\$0.2514
594	French Guiana - Other	\$0.2758
594	French Guiana - Mobile	\$0.3931
689	French Polynesia	\$0.3288
241	Gabon - Mobile	\$0.1799
241	Gabon - Other	\$0.1799
220	Gambia - Other	\$0.3479
220	Gambia - Mobile	\$0.3479
995	Georgia - Mobile 1	\$0.1410
995	Georgia - Mobile 2	\$0.1943
995	Georgia - Mobile 3	\$0.2303
995	Georgia - Other	\$0.0988
49	Germany - Berlin	\$0.0227
49	Germany - Frankfurt	\$0.0212
49	Germany - Mobile 1	\$0.2879
49	Germany - Mobile 2	\$0.2879
49	Germany - Mobile 3	\$0.2879
49	Germany - Mobile 4	\$0.2879
49	Germany - Mobile 5	\$0.3241
49	Germany - Mobile 6	\$0.3361
49	Germany - Other	\$0.0224

233	Ghana - Accra	\$0.1679
233	Ghana - Mobile	\$0.2279
233	Ghana - Other	\$0.1476
350	Gibraltar - Mobile	\$0.3786
350	Gibraltar - Other	\$0.8388
30	Greece - Athens	\$0.0300
30	Greece - Mobile 1	\$0.1729
30	Greece - Mobile 2	\$0.3774
30	Greece - Other	\$0.0311
299	Greenland - Mobile	\$0.6806
299	Greenland - Other	\$0.6807
1	Grenada	\$0.3182
590	Guadeloupe - Mobile	\$0.4441
590	Guadeloupe 1	\$0.0721
590	Guadeloupe 2	\$0.4321
1	Guam - Other	\$0.0463
1	Guam - Mobile	\$0.1679
502	Guatemala - Mobile	\$0.2010
502	Guatemala - Other	\$0.1770
245	Guinea - Bissau - Mobile	\$0.6990
245	Guinea - Bissau - Other	\$0.5080
224	Guinea - Mobile	\$0.7730
224	Guinea - Other	\$0.7730
592	Guyana - Mobile	\$0.4451
592	Guyana - Other	\$0.4451
509	Haiti - Mobile	\$0.3749
509	Haiti - Other	\$0.3150
509	Haiti - Port au Prince	\$0.2790
504	Honduras - Mobile	\$0.4680
504	Honduras - Other	\$0.4400
852	Hong Kong - Mobile 1	\$0.0149
852	Hong Kong - Mobile 2	\$0.0222
852	Hong Kong - Mobile 3	\$0.0264
852	Hong Kong - Other	\$0.0264
36	Hungary - Budapest	\$0.0343
36	Hungary - Mobile	\$0.3086
36	Hungary - Other	\$0.0395
354	Iceland - Mobile	\$0.2462
354	Iceland - Other	\$0.0521
91	India - Ahmadabad	\$0.1878
91	India - Bangalore	\$0.1800
91	India - Baroda	\$0.1920
91	India - Bombay	\$0.1920
91	India - Calcutta	\$0.2201
91	India - Gujarat	\$0.1920
91	India - Hydrabad	\$0.1800
91	India - Kerala	\$0.2201

91	India - Madras	\$0.1920
91	India - Mobile	\$0.2123
91	India - New Delhi	\$0.1920
91	India - Other	\$0.2201
91	India - Pune (Poona)	\$0.2357
91	India - Punjab	\$0.1968
62	Indonesia - Jakarta	\$0.0488
62	Indonesia - Mobile	\$0.1754
62	Indonesia - Other	\$0.1400
62	Indonesia - Surabaya	\$0.1172
871	Inmarsat Atlantic East Aero	\$9.5988
871	Inmarsat Atlantic East B HSD	\$9.5988
871	Inmarsat Atlantic East B Voice/Data	\$9.5988
871	Inmarsat Atlantic East default	\$9.5988
871	Inmarsat Atlantic East M	\$9.5988
871	Inmarsat Atlantic East M4 HSD	\$9.5988
871	Inmarsat Atlantic East Mini M	\$9.5988
874	Inmarsat Atlantic West A default	\$9.5988
874	Inmarsat Atlantic West Aero	\$9.5988
874	Inmarsat Atlantic West B HSD	\$9.5988
874	Inmarsat Atlantic West B Voice/Data	\$9.5988
874	Inmarsat Atlantic West M	\$9.5988
874	Inmarsat Atlantic West M4 HSD	\$9.5988
874	Inmarsat Atlantic West Mini M	\$9.5988
873	Inmarsat Indian Ocean A Voice/Data	\$9.5988
873	Inmarsat Indian Ocean Aero	\$9.5988
873	Inmarsat Indian Ocean B HSD	\$9.5988
873	Inmarsat Indian Ocean B Voice/Data	\$9.5988
873	Inmarsat Indian Ocean default	\$9.5988
873	Inmarsat Indian Ocean M	\$9.5988
873	Inmarsat Indian Ocean Mini M	\$9.5988
872	Inmarsat Pacific Ocean Aero	\$9.5988
872	Inmarsat Pacific Ocean B HSD	\$9.5988
872	Inmarsat Pacific Ocean B Voice/Data	\$9.5988
872	Inmarsat Pacific Ocean default	\$9.5988
872	Inmarsat Pacific Ocean M	\$9.5988
872	Inmarsat Pacific Ocean M4 HSD	\$9.5988
872	Inmarsat Pacific Ocean Mini M	\$9.5988
870	Inmarsat Unified B	\$9.5988
870	Inmarsat Unified default	\$9.5988
870	Inmarsat Unified M	\$9.5988
870	Inmarsat Unified Mini M	\$9.5988
98	Iran - Mobile	\$0.2399
98	Iran - Other	\$0.2142
98	Iran - Tehran	\$0.1050
964	Iraq - Baghdad	\$0.2999
964	Iraq - Mobile	\$0.3401

964	Iraq - Other	\$0.2999
353	Ireland - Dublin	\$0.0210
353	Ireland - Mobile 1	\$0.2879
353	Ireland - Mobile 2	\$0.2879
353	Ireland - Mobile 3	\$0.2879
353	Ireland - Mobile 4	\$0.2879
353	Ireland - Mobile 5	\$0.2906
353	Ireland - Other	\$0.0246
881	Iridium 881-6	\$4.7988
881	Iridium 881-7	\$5.0437
972	Israel - Jerusalem	\$0.0306
972	Israel - Mobile 1	\$0.3479
972	Israel - Mobile 2	\$0.3479
972	Israel - Mobile 3	\$0.3479
972	Israel - Mobile 4	\$0.3479
972	Israel - Other	\$0.0270
972	Israel - Palestine	\$0.2785
972	Israel - Tel Aviv	\$0.0289
39	Italy - Milan	\$0.0216
39	Italy - Mobile 1	\$0.3599
39	Italy - Mobile 2	\$0.3599
39	Italy - Mobile 3	\$0.3599
39	Italy - Mobile 4	\$0.3599
39	Italy - Mobile 5	\$0.3599
39	Italy - Other	\$0.0248
39	Italy - Rome	\$0.0239
225	Ivory Coast - Abidjan	\$0.2490
225	Ivory Coast - Mobile	\$0.2879
225	Ivory Coast - Other	\$0.2648
1	Jamaica - Mobile	\$0.3065
1	Jamaica - Other	\$0.3305
81	Japan - Military	\$0.0372
81	Japan - Mobile	\$0.2141
81	Japan - Nagoya	\$0.0403
81	Japan - Okinawa	\$0.0403
81	Japan - Osaka	\$0.0403
81	Japan - Other	\$0.0403
81	Japan - Tokyo	\$0.0403
962	Jordan - Amman	\$0.2191
962	Jordan - Mobile	\$0.2879
962	Jordan - Other	\$0.2432
7	Kazakhstan - Mobile	\$0.2399
7	Kazakhstan - Other 1	\$0.2399
7	Kazakhstan - Other 2	\$0.2399
254	Kenya - Mobile	\$0.2639
254	Kenya - Mombassa	\$0.2765
254	Kenya - Nairobi	\$0.3658

254	Kenya - Other	\$0.4841
686	Kiribati - Mobile	\$0.9329
686	Kiribati - Other	\$0.9329
965	Kuwait - Mobile	\$0.1472
965	Kuwait - Other	\$0.1421
996	Kyrgyzstan - Mobile	\$0.1799
996	Kyrgyzstan - Other	\$0.1799
856	Laos - Other	\$0.1406
856	Laos - Mobile	\$0.1406
371	Latvia - Mobile	\$0.3101
371	Latvia - Other	\$0.1104
371	Latvia - Riga	\$0.2664
961	Lebanon - Beirut	\$0.3296
961	Lebanon - Mobile	\$0.2533
961	Lebanon - Other	\$0.3164
266	Lesotho - Mobile	\$0.2927
266	Lesotho - Other	\$0.2927
231	Liberia - Mobile	\$0.3271
231	Liberia - Other	\$0.3271
218	Libya - Mobile	\$0.3587
218	Libya - Other	\$0.3587
423	Liechtenstein - Other	\$0.0900
423	Liechtenstein - Mobile	\$0.7183
370	Lithuania - Mobile	\$0.2639
370	Lithuania - Other	\$0.1328
352	Luxembourg - Mobile	\$0.3396
352	Luxembourg -Other	\$0.0277
853	Macau - Mobile	\$0.0755
853	Macau - Other	\$0.0755
389	Macedonia - Mobile	\$0.3119
389	Macedonia - Other	\$0.4427
261	Madagascar - Mobile	\$0.3360
261	Madagascar - Other	\$1.2000
265	Malawi - Mobile	\$0.2279
265	Malawi - Other	\$0.2279
60	Malaysia - Johor Bahru	\$0.0294
60	Malaysia - Kuala Lumpur	\$0.0289
60	Malaysia - Mobile	\$0.0677
60	Malaysia - Other	\$0.0288
960	Maldives - Mobile	\$0.4016
960	Maldives - Other	\$0.4016
223	Mali - Other	\$0.2759
223	Mali - Mobile	\$0.3642
356	Malta - Mobile	\$0.3870
356	Malta - Other	\$0.4348
1	Mariana Islands	\$0.0656
692	Marshall Islands	\$0.4554

596	Martinique - Other	\$0.0778
596	Martinique - Mobile	\$0.5310
222	Mauritania	\$0.4256
230	Mauritius	\$0.1769
269	Mayotte Island - Other	\$0.4499
269	Mayotte Island - Mobile	\$0.4739
52	Mexico - Guadalajara	\$0.1309
52	Mexico - Leon	\$0.0330
52	Mexico - Mexico City	\$0.0517
52	Mexico - Monterrey	\$0.0517
52	Mexico - Oaxaca	\$0.0916
52	Mexico - On Net 1	\$0.0517
52	Mexico - On Net 2	\$0.0517
52	Mexico - On Net 3	\$0.0365
52	Mexico - On Net 4	\$0.0365
52	Mexico - On Net 5	\$0.0365
52	Mexico - On Net 6	\$0.0275
52	Mexico - On Net 7	\$0.0359
52	Mexico - Other	\$0.2706
52	Mexico - Puebla	\$0.0277
52	Mexico - Toluca	\$0.0365
691	Micronesia	\$0.3996
373	Moldova - Audiotext	\$0.2946
373	Moldova - Other	\$0.1714
377	Monaco - Mobile 1	\$0.3959
377	Monaco - Mobile 2	\$0.3959
377	Monaco - Mobile 3	\$0.3959
377	Monaco - Other	\$0.0402
976	Mongolia - Other	\$0.2399
976	Mongolia - Mobile	\$0.2399
1	Montserrat - Other	\$0.2778
212	Morocco - Casablanca	\$0.3024
212	Morocco - Mobile	\$0.4421
212	Morocco - Other	\$0.3240
212	Morocco - Rabat	\$0.3240
258	Mozambique - Maputo	\$0.2399
258	Mozambique - Mobile	\$0.2879
258	Mozambique - Other	\$0.1760
95	Myanmar (Burma) - Other	\$0.5238
95	Myanmar (Burma) - Ragoon	\$0.5238
264	Namibia - Other	\$0.1745
264	Namibia - Mobile	\$0.3065
674	Nauru - Mobile	\$1.2452
674	Nauru - Other	\$1.2452
673	Negara Brunei - Mobile	\$0.0764
673	Negara Brunei - Other	\$0.0767
977	Nepal - Kathmandu	\$0.3515

977	Nepal - Mobile	\$0.4463
977	Nepal - Other	\$0.4463
31	Netherlands - Amsterdam	\$0.0204
31	Netherlands - Mobile	\$0.3744
31	Netherlands - Other	\$0.0204
599	Netherlands Antilles - Mobile	\$0.2396
599	Netherlands Antilles - Other	\$0.1968
687	New Caledonia	\$0.4541
64	New Zealand - Mobile	\$0.3599
64	New Zealand - Other 1	\$0.0281
64	New Zealand - Other 2	\$0.1841
505	Nicaragua - Mobile	\$0.2940
505	Nicaragua - Other	\$0.2573
227	Niger - Other	\$0.2070
227	Niger - Mobile	\$0.2070
234	Nigeria - Lagos 1	\$0.0728
234	Nigeria - Lagos 2	\$0.2527
234	Nigeria - Mobile	\$0.3203
234	Nigeria - Other	\$0.1262
683	Niue Island - Mobile	\$1.2485
683	Niue Island - Other	\$1.2485
850	North Korea	\$0.7772
47	Norway - Mobile 1	\$0.2879
47	Norway - Mobile 2	\$0.2879
47	Norway - Oslo	\$0.0215
47	Norway - Other	\$0.0215
968	Oman - Mobile	\$0.2681
968	Oman - Other	\$0.2681
92	Pakistan - Islamabad	\$0.2267
92	Pakistan - Karachi	\$0.1799
92	Pakistan - Lahore	\$0.2027
92	Pakistan - Mobile	\$0.2267
92	Pakistan - Other	\$0.2267
680	Palau	\$0.5370
970	Palestine - Mobile	\$0.3546
970	Palestine - Other	\$0.3546
507	Panama - Mobile	\$0.1751
507	Panama - Other	\$0.0587
507	Panama - Panama City	\$0.0347
675	Papua New Guinea - Mobile	\$0.7807
675	Papua New Guinea - Other	\$0.7807
595	Paraguay - Asuncion	\$0.1265
595	Paraguay - Mobile	\$0.2297
595	Paraguay - Other	\$0.1758
51	Peru - Lima	\$0.0336
51	Peru - Mobile	\$0.3714
51	Peru - Other	\$0.0768

<b>63</b>	Philippines - Manila 1	\$0.2639
<b>63</b>	Philippines - Manila 2	\$0.2639
<b>63</b>	Philippines - Mobile	\$0.3000
<b>63</b>	Philippines - Other	\$0.2375
<b>48</b>	Poland - Krakow	\$0.0353
<b>48</b>	Poland - Mobile 1	\$0.3528
<b>48</b>	Poland - Mobile 2	\$0.3528
<b>48</b>	Poland - Mobile 3	\$0.3528
<b>48</b>	Poland - Mobile 4	\$0.3528
<b>48</b>	Poland - Other	\$0.0324
<b>48</b>	Poland - Warsaw 1	\$0.0288
<b>48</b>	Poland - Warsaw 2	\$0.0288
<b>351</b>	Portugal - Lisbon	\$0.0341
<b>351</b>	Portugal - Mobile	\$0.4193
<b>351</b>	Portugal - Other 1	\$0.0335
<b>351</b>	Portugal - Other 2	\$0.0335
<b>1</b>	Puerto Rico - Other	\$0.0328
<b>1</b>	Puerto Rico - Mobile	\$0.0328
<b>974</b>	Qatar - Mobile	\$0.4757
<b>974</b>	Qatar - Other	\$0.4181
<b>262</b>	Reunion Island - Mobile	\$0.4050
<b>262</b>	Reunion Island - Other	\$0.1410
<b>40</b>	Romania - Bucharest	\$0.1202
<b>40</b>	Romania - Mobile	\$0.3170
<b>40</b>	Romania - Other	\$0.1584
<b>7</b>	Russia - Chechnya	\$0.0642
<b>7</b>	Russia - Mobile	\$0.1919
<b>7</b>	Russia - Moscow - Central	\$0.0575
<b>7</b>	Russia - Moscow - Suburb	\$0.0574
<b>7</b>	Russia - Other	\$0.0731
<b>7</b>	Russia - Overlay 1	\$0.0731
<b>73</b>	Russia - Overlay 2	\$0.0731
<b>75</b>	Russia - Overlay 3	\$0.0731
<b>7</b>	Russia - St. Petersburg	\$0.0155
<b>250</b>	Rwanda	\$0.1980
<b>378</b>	San Marino - Mobile	\$0.0368
<b>378</b>	San Marino - Other	\$0.0368
<b>239</b>	Sao Tome & Principe	\$1.7666
<b>966</b>	Saudi Arabia - Dhahran	\$0.2111
<b>966</b>	Saudi Arabia - Jeddah	\$0.3512
<b>966</b>	Saudi Arabia - Mecca	\$0.1674
<b>966</b>	Saudi Arabia - Mobile	\$0.2279
<b>966</b>	Saudi Arabia - Other	\$0.2213
<b>966</b>	Saudi Arabia - Riyadh	\$0.1590
<b>221</b>	Senegal - Dakar	\$0.2630
<b>221</b>	Senegal - Mobile	\$0.3176
<b>221</b>	Senegal - Other	\$0.2760

<b>381</b>	Serbia - Belgrade	\$0.1751
<b>381</b>	Serbia - Mobile	\$0.3599
<b>381</b>	Serbia - Other	\$0.1439
<b>248</b>	Seychelles - Mobile	\$0.3479
<b>248</b>	Seychelles - Other	\$0.3479
<b>232</b>	Sierra Leone - Freetown	\$0.3599
<b>232</b>	Sierra Leone - Mobile	\$0.3599
<b>232</b>	Sierre Leone - Other	\$0.3599
<b>65</b>	Singapore - Mobile	\$0.0239
<b>65</b>	Singapore - Other	\$0.0150
<b>421</b>	Slovakia - Bratislava	\$0.0942
<b>421</b>	Slovakia - Mobile	\$0.1927
<b>421</b>	Slovakia - Other	\$0.1318
<b>386</b>	Slovenia - Mobile	\$0.4319
<b>386</b>	Slovenia - Other	\$0.0737
<b>677</b>	Solomon Islands - Mobile	\$1.3583
<b>677</b>	Solomon Islands - Other	\$1.3583
<b>252</b>	Somalia - Other	\$0.6749
<b>252</b>	Somalia - Mogedishu	\$0.7949
<b>27</b>	South Africa - Cape Town	\$0.1199
<b>27</b>	South Africa - Johannesburg	\$0.1199
<b>27</b>	South Africa - Mobile	\$0.3020
<b>27</b>	South Africa - Other	\$0.0930
<b>27</b>	South Africa - Pretoria	\$0.0930
<b>82</b>	South Korea - Mobile	\$0.0848
<b>82</b>	South Korea - Other	\$0.0288
<b>82</b>	South Korea - Seoul	\$0.0528
<b>34</b>	Spain - Barcelona	\$0.0200
<b>34</b>	Spain - Canary Islands	\$0.0215
<b>34</b>	Spain - Madrid	\$0.0200
<b>34</b>	Spain - Mobile	\$0.2639
<b>34</b>	Spain - Other	\$0.0197
<b>94</b>	Sri Lanka - Colombo	\$0.2256
<b>94</b>	Sri Lanka - Mobile	\$0.2270
<b>94</b>	Sri Lanka - Other	\$0.2270
<b>290</b>	St. Helena	\$1.0992
<b>1</b>	St. Kitts & Nevis	\$0.3368
<b>1</b>	St. Lucia - Other	\$0.3368
<b>1</b>	St. Lucia - Mobile	\$0.3368
<b>508</b>	St. Pierre & Miquelon	\$0.3863
<b>1</b>	St. Vincent & Grenadines - Other	\$0.3012
<b>1</b>	St. Vincent & Grenadines - Mobile	\$0.3012
<b>249</b>	Sudan - Mobile	\$0.9947
<b>249</b>	Sudan - Other	\$0.2706
<b>597</b>	Suriname - Mobile	\$0.3606
<b>597</b>	Suriname - Other	\$0.3659
<b>268</b>	Swaziland - Mobile	\$0.3246

268	Swaziland - Other	\$0.3246
46	Sweden - Mobile	\$0.3480
46	Sweden - Other 1	\$0.0216
46	Sweden - Other 2	\$0.3480
41	Switzerland - Mobile 1	\$0.3966
41	Switzerland - Mobile 2	\$0.3966
41	Switzerland - Mobile 3	\$0.3966
41	Switzerland - Mobile 4	\$0.3966
41	Switzerland - Mobile 5	\$0.3966
41	Switzerland - Other	\$0.0269
41	Switzerland - Zurich	\$0.0269
963	Syria - Mobile	\$0.4886
963	Syria - Other	\$0.4886
886	Taiwan - Mobile	\$0.1559
886	Taiwan - Other	\$0.0270
886	Taiwan - Taipei	\$0.0248
992	Tajikistan - Other	\$0.2240
992	Tajikistan - Mobile	\$0.2240
255	Tanzania - Dar es Salaam	\$0.2856
255	Tanzania - Mobile 1	\$0.3066
255	Tanzania - Mobile 2	\$0.3666
255	Tanzania - Other	\$0.2999
255	Tanzania - Zanzibar	\$0.2436
66	Thailand - Bangkok	\$0.0426
66	Thailand - Mobile	\$0.0665
66	Thailand - Other	\$0.0665
882	Thuraya 1	\$1.5072
882	Thuraya 2	\$4.2612
228	Togo - Mobile	\$0.4199
228	Togo - Other	\$0.4199
690	Tokelau - Mobile	\$1.0721
690	Tokelau - Other	\$1.0721
676	Tonga	\$0.3578
1	Trinidad & Tobago - Other	\$0.1739
1	Trinidad & Tobago - Mobile	\$0.4799
216	Tunisia - Other	\$0.3234
216	Tunisia - Mobile	\$0.4199
90	Turkey - Ankara	\$0.0901
90	Turkey - Cypress North	\$0.1309
90	Turkey - Istanbul	\$0.0894
90	Turkey - Mobile	\$0.2882
90	Turkey - Other	\$0.1325
993	Turkmenistan - Other	\$0.2999
993	Turkmenistan - Mobile	\$0.2999
1	Turks & Caicos Islands	\$0.5639
688	Tuvalu - Mobile	\$0.8540
688	Tuvalu - Other	\$0.8540

<b>1</b>	U.S. Virgin Islands	\$0.0340
<b>256</b>	Uganda - Mobile	\$0.2357
<b>256</b>	Uganda - Other	\$0.2159
<b>44</b>	UK - London	\$0.0180
<b>44</b>	UK - Mobile / Premium	\$0.3798
<b>44</b>	UK - Other	\$0.0182
<b>380</b>	Ukraine - Kiev	\$0.1464
<b>380</b>	Ukraine - Lviv	\$0.1404
<b>380</b>	Ukraine - Mobile	\$0.1811
<b>380</b>	Ukraine - Odessa	\$0.1493
<b>380</b>	Ukraine - Other	\$0.1619
<b>971</b>	United Arab Emirates - Dubai	\$0.3534
<b>971</b>	United Arab Emirates - Mobile	\$0.3534
<b>971</b>	United Arab Emirates - Other	\$0.3572
<b>598</b>	Uruguay - Mobile	\$0.3168
<b>598</b>	Uruguay - Montevideo	\$0.0966
<b>598</b>	Uruguay - Other	\$0.1172
<b>998</b>	Uzbekistan	\$0.1457
<b>678</b>	Vanuatu - Mobile	\$0.9340
<b>678</b>	Vanuatu - Other	\$0.9340
<b>39</b>	Vatican City 1	\$0.0208
<b>379</b>	Vatican City 2	\$0.0292
<b>58</b>	Venezuela - Caracas	\$0.0335
<b>58</b>	Venezuela - Mobile	\$0.2946
<b>58</b>	Venezuela - Other	\$0.0450
<b>84</b>	Vietnam - Hanoi	\$0.2556
<b>84</b>	Vietnam - Ho Chi Minh City	\$0.2436
<b>84</b>	Vietnam - Mobile	\$0.4445
<b>84</b>	Vietnam - Other	\$0.4536
<b>681</b>	Wallis & Futuna	\$1.5120
<b>685</b>	Western Samoa	\$0.4877
<b>967</b>	Yemen - Mobile	\$0.2543
<b>967</b>	Yemen - Other	\$0.2543
<b>243</b>	Zaire - Mobile	\$0.4769
<b>243</b>	Zaire - Other	\$0.4721
<b>260</b>	Zambia - Lusaka	\$0.1919
<b>260</b>	Zambia - Mobile	\$0.2279
<b>260</b>	Zambia - Other	\$0.2106
<b>263</b>	Zimbabwe - Harare	\$0.2106
<b>263</b>	Zimbabwe - Mobile	\$0.4266
<b>263</b>	Zimbabwe - Other	\$0.4266

# Polycom IP Telephone Pricing

All SoundPoint and SoundStation phones come with a one year “Next Business Day” (calls before 3:00 EST) replacement service in the event of device failure.

Description		Apptix Price	MSRP	Model #
<b>SoundPoint IP 301 SIP</b> <ul style="list-style-type: none"> <li>2 lines</li> <li>Dual port 10/100 Ethernet switch</li> </ul>		<b>\$165</b>	\$180	2200-11331-001
<b>SoundPoint IP 320 SIP</b> <ul style="list-style-type: none"> <li>2 lines</li> <li>Single 10/100 Ethernet port and PoE support.</li> <li>Full-duplex speakerphone with Acoustic Clarify Technology</li> <li>Includes power supply.</li> </ul>		<b>\$127</b>	\$159	2200-12320-001
<b>SoundPoint IP 330 SIP</b> <ul style="list-style-type: none"> <li>2 lines</li> <li>Dual 10/100 Ethernet port and PoE support.</li> <li>Full-duplex speakerphone with Acoustic Clarify Technology</li> <li>Includes power supply.</li> </ul>		<b>\$163</b>	\$199	2200-12330-001
<b>SoundPoint IP 430 SIP</b> <ul style="list-style-type: none"> <li>2 lines</li> <li>Full-duplex speakerphone with Acoustic Clarify Technology</li> <li>Dual switched 10/100 Mbps Ethernet ports AC and Power over Ethernet supported</li> </ul>		<b>\$176</b>	\$239	2200-12430-001
<b>SoundPoint IP 501 SIP</b> <ul style="list-style-type: none"> <li>3 Lines</li> <li>Dual switched 10/100 Mbps Ethernet ports</li> <li>Multiple call appearances</li> <li>Full duplex speakerphone</li> </ul>		<b>\$197</b>	\$270	2200-11531-001
<b>SoundPoint IP 550 SIP with HD Voice</b> <ul style="list-style-type: none"> <li>4 Lines</li> <li>Dual switched 10/100 Mbps Ethernet ports</li> <li>Multiple call appearances</li> <li>Full duplex speakerphone</li> </ul>		<b>\$290</b>	\$369	2200-12550-001
<b>SoundPoint IP 601 SIP</b> <ul style="list-style-type: none"> <li>6 lines (12 lines with the Expansion Module)</li> <li>Full-duplex speakerphone with Acoustic Clarify Technology</li> <li>Dual switched 10/100 Mbps Ethernet ports</li> </ul>		<b>\$350</b>	\$399	2200-11631-001

Description		Apptix Price	MSRP	Model #
<b>SoundPoint IP 601 Expansion Module</b> <ul style="list-style-type: none"> <li>▪ 14 illuminated multifunctional keys automatically configurable as a line registration, call appearance, or speed dial</li> <li>▪ Dual-color (red or green) illuminated LEDs for line status information</li> </ul>		<b>\$267</b>	\$299	2200-11700-025
<b>SoundPoint IP 650 SIP with HD Voice</b> <ul style="list-style-type: none"> <li>▪ 6 lines (12 lines with the Expansion Module)</li> <li>▪ 320 x 160 backlit grayscale graphical LCD</li> <li>▪ USB port for future applications</li> <li>▪ Full-duplex hands-free speakerphone</li> <li>▪ Dual switched 10/100 Mbps Ethernet ports</li> </ul>		<b>\$390</b>	\$449	2200-12651-001
<b>SoundStation IP 4000 (SIP) conference phone</b> <ul style="list-style-type: none"> <li>▪ Acoustic Clarity Technology</li> <li>▪ Speak up to 10 ft. away from the mic</li> <li>▪ Backlit, graphical LCD</li> </ul>		<b>\$941</b>	\$1,099	2200-06640-001
<b>Polycom Communicator C100S - USB Speakerphone</b> <ul style="list-style-type: none"> <li>▪ HD Voice technology for high-fidelity sound</li> <li>▪ Two high-quality microphones</li> <li>▪ Built-in stereo headphone port</li> <li>▪ Connects and powers through USB</li> </ul>		<b>\$119</b>	\$129	2200-44040-001

## Edgewater Device Pricing

Edgewater Device Name	Description	MSRP	Apptix Price
<b>EdgeMarc 4200 Series</b>			
4200: EM upgrade 2-5	4200 EdgeMarc VoIP License Upgrade - 5 WAN calls	\$160	<b>\$135</b>
4200: EM upgrade 5-10	4200 EdgeMarc VoIP License Upgrade - 10 WAN calls	\$192	<b>\$163</b>
4200: EM upgrade 10-30	4200 EdgeMarc VoIP License Upgrade - 30 WAN calls	\$357	<b>\$302</b>
<b>EdgeMarc 4300 Series</b>			
4300: EM upgrade 5	4300 EdgeMarc VoIP License Upgrade - 5 WAN Calls	\$89	<b>\$75</b>
4300: EM upgrade 15	4300 EdgeMarc VoIP License Upgrade - 15 WAN Calls	\$242	<b>\$204</b>
4300: EM upgrade 15 - 30	4300 EdgeMarc VoIP License Upgrade - 30 WAN Calls	\$177	<b>\$150</b>
4300: AC power adapter	AC power adapter for 4300 EdgeMarc appliance	\$40	<b>\$34</b>
4300T: AC power adapter	AC power adapter for 4300T EdgeMarc appliance	\$61	<b>\$52</b>
4300T: 19" Rack Mount Kit	19" Rack Mount Kit for EdgeMarc 4300T (Assembly Number: 120-4300T-01-B)	\$29	<b>\$25</b>
<b>EdgeMarc 4500 Series</b>			
4500: Edgemarc 2	4500 EdgeMarc 2 Converged Network Appliance	\$346	<b>\$293</b>
4500: EdgeMarc 5	4500 EdgeMarc 5 Converged Network Appliance	\$485	<b>\$410</b>
4500: EdgeMarc 10	4500 EdgeMarc 10 Converged Network Appliance	\$652	<b>\$551</b>
4500: EdgeMarc 30	4500 EdgeMarc 30 Converged Network Appliance	\$962	<b>\$813</b>
4500T4: VPN Router	4500T4 VPN Router 4XT1 with Single T1 Enabled	\$769	<b>\$650</b>
4500T4: EdgeMarc 5T	4500T4 EdgeMarc 5 Converged Network Appliance with Single T1 Enabled	\$846	<b>\$715</b>
4500T4: EdgeMarc 15T	4500T4 EdgeMarc 15 Converged Network Appliance with Single T1 Enabled	\$1,000	<b>\$845</b>
4500T4: EdgeMarc 30T	4500T4 EdgeMarc 30 Converged Network Appliance with Single T1 Enabled	\$1,154	<b>\$975</b>
4500: EM upgrade 2-5	4500 EdgeMarc VoIP License Upgrade - 5 WAN calls	\$160	<b>\$135</b>
4500: EM upgrade 5-10	4500 EdgeMarc VoIP License Upgrade - 10 WAN calls	\$192	<b>\$163</b>
4500: EM upgrade 10-30	4500 EdgeMarc VoIP License Upgrade - 30 WAN calls	\$357	<b>\$302</b>

## Edgewater Service Package Options

Edgewater	Standard						Premium					
	If purchased within 90 days			If purchased after 90 days			If purchased within 90 days			If purchased after 90 days		
Device Name	Silver 1 Year	Gold 2 Year	Platinum 3 Year	Silver 1 Year	Gold 2 Year	Platinum 3 Year	Silver 1 Year	Gold 2 Year	Platinum 3 Year	Silver 1 Year	Gold 2 Year	Platinum 3 Year
<b>EdgeMarc 4200 Series</b>												
4200: EM upgrade 2 to 5	\$13	\$22	\$29	\$16	\$29	\$38	\$18	\$32	\$43	\$21	\$38	\$53
4200: EM upgrade 5 to 10	\$15	\$27	\$35	\$19	\$35	\$46	\$21	\$38	\$52	\$25	\$46	\$63
4200: EM upgrade 10 to 30	\$29	\$50	\$64	\$36	\$64	\$86	\$39	\$71	\$96	\$46	\$86	\$118
<b>EdgeMarc 4300 Series</b>												
4300: EM upgrade 5	\$7	\$12	\$16	\$9	\$16	\$21	\$10	\$18	\$24	\$12	\$21	\$29
4300: EM upgrade 15	\$19	\$34	\$44	\$24	\$44	\$58	\$27	\$48	\$65	\$31	\$58	\$80
4300: EM upgrade 15 to 30	\$14	\$25	\$32	\$18	\$32	\$42	\$19	\$35	\$48	\$23	\$42	\$58
<b>EdgeMarc 4500 Series</b>												
4500: Edgemarc 2	\$28	\$48	\$62	\$35	\$62	\$83	\$38	\$69	\$93	\$45	\$83	\$114
4500: EdgeMarc 5	\$39	\$68	\$87	\$49	\$87	\$116	\$53	\$97	\$131	\$63	\$116	\$160
4500: EdgeMarc 10	\$52	\$91	\$117	\$65	\$117	\$156	\$72	\$130	\$176	\$85	\$156	\$215
4500: EdgeMarc 30	\$77	\$135	\$173	\$96	\$173	\$231	\$106	\$192	\$260	\$125	\$231	\$317
4500T: VPN Router	\$62	\$108	\$138	\$77	\$138	\$185	\$85	\$154	\$208	\$100	\$185	\$254
4500T: EdgeMarc 5T	\$68	\$118	\$152	\$85	\$152	\$203	\$93	\$169	\$228	\$110	\$203	\$279
4500T: EdgeMarc 15T	\$80	\$140	\$180	\$100	\$180	\$240	\$110	\$200	\$270	\$130	\$240	\$330
4500T: EdgeMarc 30T	\$92	\$162	\$208	\$115	\$208	\$277	\$127	\$231	\$312	\$150	\$277	\$381
4500: EM upgrade 2 to 5	\$13	\$22	\$29	\$16	\$29	\$38	\$18	\$32	\$43	\$21	\$38	\$53
4500: EM upgrade 5 to 10	\$15	\$27	\$35	\$19	\$35	\$46	\$21	\$38	\$52	\$25	\$46	\$63
4500: EM upgrade 10 to 30	\$29	\$50	\$64	\$36	\$64	\$86	\$39	\$71	\$96	\$46	\$86	\$118

<b>Edgewater Networks Technical Support Programs</b>		
<b>Support Packages</b>	<b>Standard</b>	<b>Premium</b>
<b>Phone Support – Hours of Coverage</b>	"5 x 12" 4-hour response 6am – 6pm PST, Monday – Friday (except holidays)	"7 x 24" 4-hour response
<b>Online support (Web self service, knowledge base and FTP support)</b>	Yes	Yes
<b>Software Updates (maintenance and enhancements)</b>	Yes	Yes
<b>Hardware Replace or Repair</b>	Return to Factory for Repair	Advance Replacement
<b>RMA Response Level</b>	7 calendar days	Next business day
<b>Term</b>	One year, annually renewable	One year, annually renewable