

Basic Support Service Terms of Service

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Description

This is a contract between the Customer and SaskTel. It spells out the terms and conditions which apply to the Customer's receipt of any of SaskTel's repair and maintenance service offerings provided by SaskTel as described below (collectively known as the "Service") as chosen by the Customer.

By subscribing to the Service or by using the Service, the Customer is agreeing to be legally bound by and abide by the terms of this Agreement. If you do not agree to be bound by this Agreement, you may not subscribe for, access or use the Service.

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1. Service Details

Basic Support Coverage Options:

DayTime:	AnyTime:
08:00-17:30 Hrs Monday to Friday (Regular Hours)	24 Hrs / 7 days a week
SaskTel observed Holidays Excluded	SaskTel observed Holidays Excluded
Labour included	Labour included
No Repair Parts or Spares included	No Repair Parts or Spares included

SaskTel Holidays: New Years Day, Good Friday, Dominion Day, First Monday in August, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day

Basic Support Service Terms of Service - Continued

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2. Service Definitions and Time Objectives

Minor failures

In response to a request for non-emergency Service, SaskTel will dispatch personnel to the Customer's address or conduct a remote diagnostic assessment during Regular Hours within 24 business hours of receipt of Customer's request. If the request is made on the day before a SaskTel Holiday or a weekend, the work will then commence on SaskTel's next business day.

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Major Failure

SaskTel will dispatch personnel to the Customer's address or conduct a remote diagnostic assessment within three hours to correct an Emergency condition within the Response Time (as defined in the Emergency Service Definitions below) during the coverage period chosen by the Customer. SaskTel's Response Time objective in urban centers is three hours (includes Regina, Saskatoon, Swift Current, Moose Jaw, North Battleford, Lloydminster, Prince Albert, Melfort, Yorkton, Weyburn, and Estevan). In the event of a major power failure, repair response will occur within three hours following the restoration of commercial power.

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In all other locations, the Response Time objective (as noted for urban centers) shall be increased by two hours plus applicable travel time. Other locations are defined as locations within Saskatchewan below the 54th parallel as well as Meadow Lake, Pierceland, Goodsoil, Peerless, Dorintosh, Rapid View, Green Lake, Loon Lake and Makwa. Any location above the 54th parallel, with the exception of those named, is considered a special case to which no Response Time objective applies and will be dealt with on a case by case basis as agreed upon by SaskTel and the Customer.

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Where the Customer initiates an Emergency Service and no Emergency condition is found to exist, SaskTel will assess hourly charges at SaskTel's current applicable rates.

A Major Failure/Emergency shall be deemed to exist when one or more of the symptoms noted in the definition of Major Failure below have occurred for the Equipment. Any other problems shall be considered a Minor Failure.

Basic Support Service Terms of Service – Continued

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2. Service Definitions and Time Objectives – Continued

Major Failure on a SaskTel Holiday

Customers with an AnyTime Basic Support package who experience a Major Failure on a SaskTel Holiday will have any associated labour costs covered provided personnel are available. Responses to Major Failures on SaskTel Holidays are on a commercially reasonable basis and depend on the availability of SaskTel personnel and the number of customers requiring maintenance services. A response cannot therefore be guaranteed on a SaskTel Holiday.

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Major Failure/Emergency Service Definitions

Equipment type	Key Systems
Response Time	3 Hours
Symptoms	• Attendant position inoperable preventing processing of calls
	• 50% or more incoming lines inoperable
	• Major trunk group out-of-service
	• Common equipment (CPU) out-of-service

3. Service Obligations

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SaskTel agrees to use commercially reasonable efforts to maintain, as requested by the Customer, at the Service addresses indicated by the Customer, the Customer’s chosen equipment (hardware and/or software) (the “Equipment”) in the same condition that the Equipment is after the 30 day burn-in period of the Equipment after initial installation. The Basic Support coverage available through this Agreement will only go into effect after a burn-in period of 30 days from the Pre-Survey that is conducted by SaskTel to determine the eligibility of the Equipment for the Service. During such 30 day period, if any components fail, all SaskTel time and parts used to repair the trouble are chargeable to the Customer at SaskTel’s applicable charges then in effect. A pre-Survey must be conducted, at the Customer’s expense, to ensure that the Customer’s equipment is in good operating condition and supportable by SaskTel.

Basic Support Service Terms of Service – Continued

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4. Customer Obligations

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The Customer agrees to provide SaskTel with prompt and free access to the Equipment, together with Customer resources as SaskTel may reasonably require, to provide the Service. The Customer will not allow the Equipment to be serviced or maintained by any person other than authorized by SaskTel. SaskTel may take any reasonable steps to mark or otherwise identify any Equipment covered by this Agreement. Such markings will assist subsequent efforts to provide the Service. Any attempts to remove the markings will permit SaskTel to terminate this Agreement. The Customer acknowledges that this Agreement may not be cancelled or terminated prior to the end of the current term or renewal term except as expressly provided herein.

5. Service Coverage Options

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The Customer shall choose one of the Service coverage options listed below:

- a) *DayTime*. Service shall be provided from 8:00 - 17:30 Hours. Monday to Friday, local time, excluding SaskTel Holidays.
- b) *AnyTime*. Service shall be provided 24 hours per day, 7 days per week. “Other Time” means anytime outside the parameters of the *DayTime* Service coverage option

6. Charges

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- a) The Customer agrees to pay to SaskTel a periodic monthly fee, as indicated in this Section, in connection with *DayTime* and *AnyTime* Service coverage.
- b) The Customer agrees to pay SaskTel’s prevailing charges and premiums, on a parts and labour basis, in connection with Other Time maintenance and work undertaken by SaskTel pursuant to Section 11. SaskTel’s parts and labour charges are subject to change without notice to the Customer. Other Time maintenance includes a two hour minimum charge.
- c) The Customer agrees to pay any applicable taxes in connection with the Service provided.

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Basic Support Service Terms of Service – Continued

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6. Charges – Continued

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- d) Any invoice for the above charges and applicable taxes shall be payable upon receipt. Late payment charges, calculated at SaskTel's then current rate being the rate indicated in Item 90 of SaskTel's General Tariff as amended from time to time, apply to any overdue amounts. The Customer shall not be entitled to set off any amount owing by SaskTel to it against the payment due under this Agreement. F
- e) The Customer acknowledges that maintenance of equipment or components of such equipment selected by the Customer may not be eligible to be covered by the Service options selected by the Customer. Where SaskTel is able to provide Service for such equipment or components of it, such Service is offered on a parts and labour basis only, and SaskTel offers no guarantee or representation that it can offer the Service for such equipment or its components on a continuing basis. F
- f) The Customer agrees that the Service covers only the labour portion of a reported trouble. All parts and equipment used to clear the trouble are billable to the Customer.

7. Term and Termination

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- a) The Customer will be billed monthly. The minimum term of this Agreement is 12 months. Thereafter, the term of this Agreement shall be month to month. Monthly billing will continue until either the Customer or SaskTel provides the other with one month prior notice of a desire to terminate this Agreement. F
- b) SaskTel agrees to provide the Customer with written notice of changes to the terms and conditions hereof or to the rates for the Service 30 days prior to the effective date of any such changes. If the Customer is not satisfied with these changes, the Customer can terminate the Agreement without being required to pay termination charges, effective the date of the changes.
- c) The Customer may, in its absolute discretion, terminate all of the Service at any time prior to the end of the minimum Agreement term by giving notice of this effect to SaskTel at least 30 days prior to the proposed early termination date, provided that the Customer pays to SaskTel an amount equal to 65% of the charges for the Service for the period from the date of termination to the end of the minimum term of the Agreement.

Basic Support Service Terms of Service – *Continued*

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7. Term and Termination - *Continued*

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- d) The Customer may terminate the Service prior to the end of the 12-month minimum term, if SaskTel breaches a material obligation on its part to be performed, (excluding response objectives) by delivering written notice of such breach to SaskTel. If the breach remains unremedied after 30 days, the Customer may terminate this Agreement, and the Customer's payment obligations shall be terminated. F
- e) SaskTel may terminate this Agreement at any time with notice but without incurring any liability upon the occurrence of any default by the Customer, including but not limited to the occurrence of any event in Section 10 or upon the Customer's failure to carry out or perform any obligations as set out in this Agreement. In such event, the Customer agrees to pay SaskTel an amount equal to 65% of charges for the Service for the period from the date of termination to the end of the minimum term of the Agreement. If SaskTel terminates this Agreement after the 12-month minimum, the Customer shall not be responsible for any additional payments excepting any amount due and owing as of the date of termination. Where the Customer received a discount on the initial purchase of the Equipment that was conditional on the Customer's participation in this Agreement for a specific term, SaskTel shall be entitled to recalculate such discount based on the actual term of this Agreement prior to the effective date of its termination, and the Customer agrees to pay to SaskTel the difference between the discount originally received and the discount the Customer would have received for the shorter term. F
- f) If the Customer effectively deletes any Equipment from coverage under this Agreement, such deletion shall not alter the Customer's obligations under this Agreement, and specifically, the Customer shall continue to be obligated to pay SaskTel the applicable rates and charges for the Equipment deleted by the Customer from this Agreement. C

Basic Support Service Terms of Service – Continued

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8. Service Response Objectives

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- a) SaskTel undertakes to provide a response to a request for Service (“Service Response”) within the times as outlined in this section.
- b) For the purposes of this Agreement, a “Service Response” time shall be defined as the duration of time between the initial Customer report and SaskTel’s initial response to the Customer report. F
- c) For the purposes of this Agreement, a satisfactory Service Response shall constitute one of the following: F
 - i) The dispatch by SaskTel of a competent repairman to the Customer site; or
 - ii) A status report to the Customer of actions taken to restore the Equipment trouble to normal working condition.
- d) It is agreed by the parties that a Service Response in the form of a status report will be used when:
 - a) The Equipment problem is restored to normal working condition by means of a remote dial up procedure; and/or
 - b) SaskTel determines, in its sole discretion, that it is unable to dispatch a repairman due to the high number of reported customer problems.
- e) Actual times to repair either a Minor Failure or a Major Failure will depend not only on the availability of SaskTel resources but also on the availability of repair parts as SaskTel may not carry the parts required to resolve the Customer’s Equipment problem. N
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9. Service Exclusions

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- SaskTel shall not be obligated to provide the Service and may terminate this Agreement if and when:
- a) the Equipment has been serviced, installed, altered, repaired or relocated, whether inside or outside SaskTel’s operating territory, by any person other than SaskTel or personnel authorized by SaskTel;
 - b) the Equipment has been transferred in title without the written consent of SaskTel (which consent shall not be unreasonably withheld);
 - c) the Equipment displays defects that are the result of mishandling, abuse, misuse, improper storage or operation, installation or maintenance by any person other than SaskTel or personnel authorized by SaskTel;
 - d) the Equipment has been damaged by or fails to operate due to any external cause whatsoever including use in conjunction with equipment, software or systems which are electronically, mechanically or otherwise incompatible;

Basic Support Service Terms of Service – Continued

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9. Service Exclusions - Continued

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- e) the Equipment has not been used continuously in accordance with environmental conditions stipulated by both SaskTel or the manufacturer of the Equipment;
- f) the Equipment for whatsoever reason requires a fix, modification, replacement, upgrade, enhancement or update that is not an included Update;
- g) the Equipment contains inherent defects or lacks any expected capability or functionality; or
- h) payments required to be made by the Customer to SaskTel hereunder are in arrears.

10. Services Provided at Additional Charge

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At the Customer's request and expense, SaskTel may:

- a) repair any problems or damage caused by the Customer or by a third party, or other externally caused problems including damages that are referred to in Section 10, including cosmetic defects;
- b) install included Updates or provide and install any other upgrades, enhancements, updates, fixes, modifications, replacements, or new features or functionality for any Equipment;
- c) move existing Equipment;
- d) inspect equipment the Customer wishes to add to this Agreement;
- e) sell and install additional Equipment;
- f) service equipment on a parts and labour basis, as long as parts are available, or replace such equipment with comparable equipment; and
- g) provide other services as agreed to between the parties.

Charges for all preceding services will be invoiced at prices determined by SaskTel from time to time.

For the purposes of Section 10 and 11, an "included Update" means an update, upgrade, fix, modification, replacement or enhancement for the Equipment that SaskTel receives from the manufacturer of the Equipment free of charge.

Basic Support Service Terms of Service – Continued

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11. Notification to SaskTel/Third Party Equipment

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- a) An “attachment” is any accessory, equipment or device and the installation thereof that does not impair the original function or use of the Equipment and is capable of being removed without causing material damage to the Equipment. Any equipment not supplied by SaskTel or attachment shall not be covered by this Agreement, unless the Customer and SaskTel agree to amend this Agreement by adding the Equipment to it, subject to the terms and conditions contained in Section 12(b) below.
- b) Upon inspection, testing and acceptance of such third party equipment by SaskTel at SaskTel’s then applicable rates and charges, the Customer will be entitled to use the third party equipment. The third party equipment will require a 30 day period during which SaskTel will monitor it to ensure it functions satisfactorily with, and without interruption to, the Equipment. Such third party equipment will be maintained during the 30-day testing period at SaskTel’s then applicable parts and labour rates. All third party equipment will be covered by this Agreement, only commencing after the end of the 30-day period and only if it is determined, in SaskTel’s discretion, that it will not interfere with normal the operation of the Equipment. Upon the addition of such third party equipment to this Agreement, the third party equipment shall become “Equipment” under this Agreement, and the Agreement will be deemed amended to reflect any additional costs due to the addition of such third party equipment. The Customer will be invoiced for such additional charges from the date of SaskTel’s acceptance of the third party equipment to the end of the current term. Where parts for any third party equipment are not available to SaskTel for repair purposes, the Customer will be responsible for providing replacement parts at the Customer’s expense.
- c) Notwithstanding anything to the contrary in this Agreement, any third party equipment maintained or charged for by SaskTel in error under this Agreement shall not be deemed to be covered by the terms and conditions of this Agreement, and SaskTel expressly disclaims any liability in respect of such third party equipment, including for gross negligence or otherwise.

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Basic Support Service Terms of Service – Continued

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12. Replacement Equipment.

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SaskTel will endeavor to repair defective Equipment prior to replacement. Should replacement equipment be necessary in connection with equipment, the maintenance of which is excluded by Section 10 of this Agreement or otherwise, the replacement equipment shall be charged to the Customer at SaskTel's prevailing rates. Replacement equipment shall be new or equivalent to new and, once installed, shall become the property of the Customer. Once removed, the defective Equipment shall become the property of SaskTel.

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If, in response to a trouble request from the Customer, SaskTel is unable to repair the trouble and the Customer must purchase new equipment to replace the defective Equipment and the new or replacement equipment is considered by SaskTel to be a current configuration of that equipment, then that equipment shall not be eligible to be included in the Services provided pursuant to this Agreement. If such Equipment is the only item of Customer Equipment covered by the Service and such repair trouble event occurs during the minimum commitment term of this Agreement, then this Agreement shall be terminated without the Customer being required to pay termination charges.

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13. Additional Equipment.

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Equipment in addition to that initially chosen by the Customer to be covered by this Agreement may be added to this Agreement upon agreement by SaskTel and the Customer subject to the Customer paying the applicable charges for that additional equipment. The Customer will be invoiced for Services for such additional equipment. For greater certainty, the Service for additional equipment purchased during the current term or renewal term shall expire coincident with the current or renewal term as the case may be.

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Basic Support Service Terms of Service – *Continued*

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14. Limitation of Liability

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- a) SaskTel does not guarantee or warrant uninterrupted or error-free operation of the Equipment, including without limitation date-related interruptions or errors. There are no conditions or warranties, express, implied, statutory or otherwise at law, or arising out of course of dealing or usage of trade, and in particular, without limitation, no warranty of merchantability, fitness for a particular purpose or date-related compliance, except as expressly set forth herein or referred to herein, and such stated warranty is in lieu of all obligations or liability on the part of SaskTel.
- b) In case of Equipment failure or destruction caused by SaskTel's negligence, SaskTel's liability shall be limited to, at SaskTel's option, either the cost of repair or replacement of the Equipment.
- c) Except as provided in Section 15(b), the Customer agrees that SaskTel's entire cumulative liability under this Agreement for any cause whatsoever (including without limitation negligence, breach of contract or fundamental breach) shall be limited to the lesser of (i) the value of this Agreement and (ii) \$100,000 (one hundred thousand dollars.)
- d) The Customer agrees that in no event shall SaskTel be liable for (i) any business or economic loss, including without limitation failure to realize expected savings or loss of use or lack of availability of Customer facilities, including computer resources, telecommunications systems and any stored data; or (ii) any indirect, special, incidental, exemplary or consequential damages in connection with or arising out of the provision of the Equipment, or services thereto, howsoever cause, even if SaskTel has been advised of the possibility thereof.
- e) The Customer agrees that in no event shall SaskTel be liable for any damages, direct or indirect, in connection with or arising out of the Customer's non-compliance with the manufacturer's or SaskTel's directives regarding the Equipment.

Basic Support Service Terms of Service – Continued

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15. Force Majeure

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SaskTel shall not be liable to the Customer for any delay or failure to perform its obligations under this Agreement or otherwise if such delay or failure from any cause or causes beyond the reasonable control of SaskTel, whether or not foreseeable, including but not limited to acts of God, war, civil unrest, acts of public enemies, acts of third party suppliers and labour unrest (such as strikes, slowdown and picketing). The obligation of the Customer to make payments to SaskTel under this Agreement shall be relieved for the period of SaskTel's non-performance due to force majeure commencing after a period of 30 days has expired from the date of occurrence of the force majeure event.

16. Assignment.

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Neither party may assign this Agreement without the other party's prior written consent, which shall not be unreasonably withheld, except that SaskTel can assign this Agreement to a subsidiary or affiliate without seeking such consent. This Agreement shall enure to the benefit of the permitted successors and permitted assigns of the Customer and SaskTel.

17. Severability /Waiver

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Any term, condition or provision of this Agreement that is or shall be deemed to be void, prohibited or unenforceable shall be severable from this Agreement without in any way invalidating the remaining terms, conditions or provisions. No waiver by a party of any breach of any provisions of this Agreement shall constitute a waiver of the provision except with respect to the particular breach-giving rise to the waiver.

18. SaskTel's Non-Tariffed Products and Services

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The provisions of SaskTel's Non-Tariffed Products and Services Schedule ("the Schedule") are incorporated by reference into and form an integral part of this Agreement. In the event of a conflict between the terms of the Schedule and the terms of this Agreement, the terms of this Agreement shall take precedence to the extent necessary to resolve the conflict.

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Basic Support Service Terms of Service – Continued

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19. Governing Law.

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This Agreement shall be interpreted and governed in all respects by the laws of the Province of Saskatchewan. The parties hereby specifically agree to submit to the Courts of the Province of Saskatchewan respecting all matters directly or indirectly related to this Agreement.

20. Service Upgrade

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Should, at any time prior to the expiration of the minimum Agreement term, the Customer desire to migrate and upgrade to another Service offering for the Equipment, SaskTel will allow the Customer to migrate and upgrade to another SaskTel Service offering without payment of the termination charges provided for in this Agreement provided that:

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- a) the Customer enters into a new contract with SaskTel for the new service offering;
- b) the revenues under the new service contract will be equal to or greater than the contracted revenues remaining under this Agreement for the present Service for the balance of the unexpired portion of the minimum Agreement term; and
- c) the monthly charges for the new service shall be SaskTel's then current monthly rates for such service for a contract period chosen by the Customer.

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The decision as to what constitutes an upgrade to a new service from the Service contracted for under this Agreement is a decision in the sole discretion of SaskTel.

21. Entire Agreement.

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The Customer agrees that this Agreement, and any or all amendments hereto, constitutes the entire agreement between the SaskTel and the Customer respecting the Service provided to the Equipment and that this Agreement supersedes all proposals, oral or written, all previous negotiations and all other communications between the parties with respect to the subject matter.

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Basic Support Service Terms of Service – Continued

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22. Service Pricing

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Equipment	Material Number	Basic Support Mtce Rate (DayTime)	Basic Support Mtce Rate (AnyTime)
<u>MINI (3x8)</u>			
e/w DR-1 S/W – New	113317	\$3.30	\$3.80
e/w DR-1 S/W – Reconditioned	113318	\$3.30	\$3.80
DR-5 S/W – New	113159	\$3.30	\$3.80
DR-5 S/W – Reconditioned	113160	\$3.30	\$3.80
<u>MICS (KSU/SOFTWARE)</u>			
KSU (0X32) New	113537	\$6.00	\$6.90
KSU (0X32) Reconditioned	113538	\$6.00	\$6.90
2.0 Standard S/W	110952	\$8.50	\$9.80
2.0 XC S/W	110960	\$8.50	\$9.80
1.0 Standard S/W - New	113541	\$8.50	\$9.80
1.0 Standard S/W - Reconditioned	113542	\$8.50	\$9.80
1.0 XC S/W - New	113068	\$8.50	\$9.80
1.0 XC S/W - Reconditioned	113069	\$8.50	\$9.80
1.0 T1 S/W - New	113541	\$8.50	\$9.80
1.0 T1 S/W - Reconditioned	113542	\$8.50	\$9.80
1.0 Centrex+ S/W	107161	\$8.50	\$9.80
<u>MICS Components/Accessories</u>			
Private Network Option Softkey 5.0	115719	\$13.00	\$14.95
Expansion Cartridge - 2 Port Fibre – New	113533	\$1.60	\$1.85
Expansion Cartridge - 2 Port Fibre – Reconditioned	113534	\$1.60	\$1.85
Expansion Cartridge - 6 Port Fibre – New	113535	\$3.20	\$3.70
Expansion Cartridge - 6 Port Fibre – Reconditioned	113536	\$3.20	\$3.70
Services Cartridge	114194	\$3.80	\$4.40
Services Cartridge - Combination 6 Port – New	113070	\$6.40	\$7.35
Services Cartridge - Combination 6 Port – Reconditioned	113071	\$6.40	\$7.35
Trunk Module (12x0) – New	113531	\$3.40	\$3.90
Trunk Module (12x0) – Reconditioned	113532	\$3.40	\$3.90
Station Module (0x16) – New	113529	\$5.10	\$5.85
Station Module (0x16) – Reconditioned	113530	\$5.10	\$5.85
Station Module - ASM – New	114161	\$6.40	\$7.35

Basic Support Service Terms of Service – Continued

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22. Service Pricing – Continued

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Equipment	Material Number	Basic Support Mtce Rate (DayTime)	Basic Support Mtce Rate (AnyTime)
<u>MICS Components/Accessories – Continued</u>			
Station Module - ASM – Reconditioned	114162	\$6.40	\$7.35
Station Module - ASM w/ MWI – New	114159	\$7.65	\$8.80
Station Module - ASM w/ MWI – Reconditioned	114160	\$7.65	\$8.80
DOPX Module KSU End	107079	\$7.65	\$8.80
DOPX Module - Set End	107080	\$7.65	\$8.80
MICS+ 110V Power Supply – New	113547	\$1.90	\$2.20
MICS+ 110V Power Supply – Reconditioned	113548	\$1.90	\$2.20
Expansion Cartridge - 2 Port Copper – New	113543	\$8.50	\$9.80
Expansion Cartridge - 2 Port Copper – Reconditioned	113544	\$8.50	\$9.80
Expansion Cartridge - 6 Port Copper - New	113545	\$8.50	\$9.80
Expansion Cartridge - 6 Port Copper – Reconditioned	113546	\$8.50	\$9.80
<u>CICS (KSU/SOFTWARE)</u>			
KSU - CLID – New	113036	\$5.95	\$6.85
KSU - CLID – Reconditioned	113037	\$5.95	\$6.85
KSU - LS/DS – New	113047	\$3.80	\$4.40
KSU - LS/DS – Reconditioned	113048	\$3.80	\$4.37
KSU - ISDN 2 Port 'U' Interface – New	114200	\$8.50	\$9.80
KSU - ISDN 2 Port 'U' Interface – Reconditioned	114201	\$8.50	\$9.80
KSU - ISDN 4 Port 'U' Interface – New	114202	\$13.60	\$15.65
KSU - ISDN 4 Port 'U' Interface – Reconditioned	114203	\$13.60	\$15.65
2.0 Restricted S/W	114188	\$3.40	\$3.90
2.0 Standard S/W	114189	\$3.40	\$3.90
1.0 Restricted S/W - New	113030	\$3.40	\$3.90
1.0 Restricted S/W - Reconditioned	113031	\$3.40	\$3.90
1.0 Standard S/W - New	113034	\$3.40	\$3.90
1.0 Standard S/W - Reconditioned	113035	\$3.40	\$3.90
<u>CICS Components/Peripherals</u>			
Services Cartridge – New	114198	\$2.10	\$2.40
Services Cartridge – Reconditioned	114199	\$2.10	\$2.40
Services Cartridge – Combination	114192	\$7.65	\$8.80

Basic Support Service Terms of Service – Continued

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22. Service Pricing – Continued

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Equipment	Material Number	Basic Support Mtce Rate (DayTime)	Basic Support Mtce Rate (AnyTime)
<u>Norstar Peripherals</u>			
Enhanced Analog Terminal Adapter (ATA-2) – New	113382	\$1.30	\$1.50
Enhanced Analog Terminal Adapter (ATA-2) – Reconditioned	113383	\$1.30	\$1.50
Audio Conferencing Unit – New	114289	\$4.75	\$5.45
Station Message Detail Recording (SMDR) - 6 – New	113550	\$1.30	\$1.50
Station Message Detail Recording (SMDR) - 6 - Reconditioned	113551	\$1.30	\$1.50
Cable Management	106645	\$1.70	\$1.95
<u>Trunk Cards</u>			
Global Analog Trunk Cartridge - LS/DS – New	116411	\$3.00	\$3.45
Global Analog Trunk Cartridge - LS/DS – Reconditioned	116412	\$3.00	\$3.45
Global Analog Trunk Cartridge - CLID – New	116409	\$5.00	\$5.75
Global Analog Trunk Cartridge - CLID – Reconditioned	116410	\$5.00	\$5.75
Trunk Cartridge - DID – New	113450	\$4.25	\$4.90
Trunk Cartridge - DID – Reconditioned	113451	\$4.25	\$4.90
Trunk Cartridge - E&M/DISA – New	113452	\$3.60	\$4.15
Trunk Cartridge - E&M/DISA – Reconditioned	113453	\$3.60	\$4.15
Trunk Cartridge - ISDN 2 Port 'U' Interface	114197	\$7.65	\$8.80
Trunk Cartridge - ISDN 4 Port 'S/T' Interface	114191	\$12.75	\$14.65
Trunk Cartridge - ISDN 4 Port 'U' Interface – New	114195	\$12.75	\$14.65
Trunk Cartridge - ISDN 4 Port 'U' Interface – Reconditioned	114196	\$12.75	\$14.65
Trunk Cartridge - LS/DS – New	113539	\$3.00	\$3.45
Trunk Cartridge - LS/DS – Reconditioned	113540	\$3.00	\$3.45
Trunk Cartridge - CLID – New	112987	\$5.00	\$5.75
Trunk Cartridge - CLID – Reconditioned	112988	\$5.00	\$5.75
<u>MODULAR</u>			
Modular (8x24)		\$12.75	\$14.65
<u>COMPACT</u>			
Compact (6x16)		\$8.50	\$9.80

End

(Reserved for future use)

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