

## TELECOMMUNICATIONS PRODUCTS AND SERVICES FEES AND DELIVERY INTERVALS

Effective FY09 - The information provided herein is intended as a general guideline and is subject to change.

Name of Product or Service	Price or Fee	Delivery Interval/Schedule Force and workload permitting All days are business days
508 Compliant Equipment	Determined on an individual case basis	Determined on an individual case basis
Blue Light Phones	\$1,639	4-6 weeks
Line ISDN Install NEW When the Customer Has a Phone	<b>Included in the monthly line/station rate</b>	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line Analog NEW When the Customer Has a Phone	<b>Included in the monthly line/station rate</b>	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line ISDN Install NEW When a New Phone is Needed	See Phone ISDN Install NEW	21 Days
Line Analog NEW When a New Phone is Needed	<b>Included in the monthly line/station rate</b>	up to 5 lines 11 Days 6-14 lines 21 Days More than 14 lines, Negotiable
Line ISDN or Analog Move/Relocate Existing - No Equipment Needed	<b>Included in the monthly line/station rate</b>	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line Change Features (Soft Changes) No Equipment Needed	<b>Included in the monthly line/station rate</b>	1 line 3 Days 2-5 lines 5 Days 6-14 lines 7 Days More than 14 lines, Negotiable
Phone ISDN Install NEW	Model 6210 = \$220 Model 6220 = \$270 NT1 = \$124.19	Up to 49 sets 21 Days 50 sets or more, Negotiable
Phone Analog Install NEW	Merlin = \$40 Meridian = \$128 Single Line Sets = \$30- \$200	Merlin Manufactured Discontinued Sets are Not Available
Phone Change From Analog to ISDN	See Phone ISDN Install NEW	21 Days
Repair Activities	<b>Included in the monthly line/station rate</b> from 8 am – 3 pm \$103.01 after hours	4 Hours
<b>Residential Line Install Analog - Tariff Item</b>	<b>\$200.00 Non-Recurring Charge Installation Fees Order Processing \$ 40.00 Line Connection 40.00 Technician Charge \$120.00 1<sup>st</sup> 30 min \$55.00 each addl. 30 min.</b>  <b>\$21 monthly</b> <b>* These rates are local only. Fees vary according to locations. Additional features charged separately.</b>	10 days or less (negotiable)
<b>Residential Line Install ISDN - Tariff Item</b>	<b>\$200.00 Non-recurring Charge Installation Charge \$136.50 Technician Charge \$120.00 1<sup>st</sup> 30 min \$55.00 each addl. 30 min</b>  <b>\$47.00 monthly</b> <b>* These rates are local only. Fees vary according</b>	10 days or less (negotiable)

	<b>to locations. Additional features charged separately.</b>	
Elevator Telephone Install	\$63 per month	14 Days
Modem Line (per elevator bank)	\$126 per month	
Voice Line in Elevator Room	\$63 per month	
Telephone Set	<b>\$30-Non-Recurring Charge</b>	21 Days
Red Phones	<b>\$35-Non-Recurring Charge</b> \$25 per month Line Fee	3 Weeks
NIH 102 Pager Support		
Provisioning	\$300.00 per pager	5 days
Repair	\$150.00 per pager	n/a
Pin Swap	\$90.00 per hour (minimum ½ hour)	n/a
RF Coverage	\$90.00 per hour	n/a
Two Way Radios		
Provisioning		
Network Infrastructure	\$150.00 per hour	n/a
Mod/Expansion	\$90.00 per hour	n/a
Equipment Repair	\$90.00 per hour (1 hour minimum)	n/a
RF Coverage Expansion	\$90.00 per hour	n/a
Radio Programming		
Per Radio	\$45.00 per item	n/a
Set-up	\$270.00 per item	n/a
Telephony Consultation	<b>Individual Case Basis determined by contract vehicle/ negotiated terms</b>	Negotiable
<b>Tele-Work Solutions</b>	<b>See the Tele-Work Solutions Fees Schedule</b>	
--EVM – Enhanced Voice Mail	\$200 per user	2 Days
--EVM (508 compliant)	N/C	4 Hours
--Ultra Call Forward	\$200 per line \$6.30 per line monthly recurring charge	5 Days
--Call Forward (Off Switch)	N/C	1 Day
--FIOS/DSL w/ new line (Residential)	\$200 (approx.) To install, \$90 (approx.) monthly	21 days or less (negotiable)
--ISDN Lines (Residential)	<b>\$200.00 Non-Recurring Charge</b>  Installation Charge 136.50 Monthly - \$47.00 Line Connection Charge - \$40.00 Technician Charge- \$120.00 1st 30 minute \$55.00 each additional 30 minutes.  <b>* These rates are local only. Fees vary according to locations. Additional features charged separately.</b>	10 days or less (negotiable)
--Analog Lines (Residential)	<b>\$200.00 Non-Recurring Charge</b>  Monthly Charge - \$21.00 Order processing Charge - \$40.00 Line Connection Charge - \$40.00 Technician Charge- \$120.00 1st 30 minute. \$55.00 each additional 30 minutes.  <b>* These rates are local only. Fees vary according to locations. Additional features charged separately.</b>	10 days or less (negotiable)

Voice Mail Requests (Individual Boxes) 5 or fewer Changes	<b>Included in the monthly line/station rate</b>	4 Days
Voice Mail Requests (Individual) Add a box	<b>Included in the monthly line/station rate</b>	4-6 Days
Voice Mail MENU Set-up only	<b>Included in the monthly line/station rate</b>	4-6 Days

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<b>Product/Service</b>	<b>Price</b>
Can to BAC Reconciliation	\$200 per order
Courier/Delivery Fee	\$50 per trip - \$75 roundtrip
Directory - Customized for an IC	\$15,000 + printing charges
Directory - Export the Content for an IC	\$500 export and preparation
Emergency Services Management	\$200 per hour
Expedite Processing	\$200 per order
Live Attendant	\$1,350 per week
No-Access Fee	\$100 per order
Fee For Not Using the DHHS Official Provider When Dialing Long Distance or Conference Calling	\$150 per invoice plus \$200 for expedite processing
Overtime (Change Order) Processing	\$200 per order
Call Center Management	\$75.00 per agent/monthly
On-Call Schedule Change Fee (1 thru 5)	\$100 per Five Changes
On-Call Schedule Change Fee (Over 5)	\$50 per Change
Proprietary System M,A,C (Merlin Legend, NorStar, Nurse Call, PBX)	\$500 per order + ASF direct bill
Project Management	\$50 per station
Remote-Access Account Management Fee (ISDN, Analog, DSL, FIOS)	\$200
Research and Development (New Technology Trials)	\$100 per hour
Purchase Order	\$100 per order
Survey Dial Tone - Survey Stations	\$20 per line/station
Telecom Admin Reports	\$150 per report only
Telephone Repair Expedite (Formerly 611)	\$200 per request + ASF direct bill
Ultra Call Forward Management Fee	\$200 per line \$6.30 per line monthly recurring charge

Voice Mail Menu/Tree (Programming)	\$200 per menu
Voice Mail Menu/Tree (Instructions)	\$100 per session
Voice Mail Menu/Header Greeting	\$100 per session
UCD (Universal Call Distribution) System Installation Fee	\$200 per service call
UCD (Universal Call Distribution) System Training Only Fee	\$200 per session

**Revised 06/02/2009** For additional information e-mail the NIH Help Desk: [helpdesk@nih.gov](mailto:helpdesk@nih.gov)