
COST PROPOSAL

VII. COST PROPOSAL REQUIREMENTS

This section describes the requirements to be addressed by bidders in preparing the State's Cost Sheet. The bidder must use the State's Cost Sheet. The bidder should submit the State's Cost Sheet in accordance with Section I Submission of Proposal.

THE STATE'S COST SHEET AND ANY OTHER COST DOCUMENT SUBMITTED WITH THE PROPOSAL SHALL NOT BE CONSIDERED CONFIDENTIAL OR PROPRIETARY AND IS CONSIDERED A PUBLIC RECORD IN THE STATE OF NEBRASKA AND WILL BE POSTED TO A PUBLIC WEBSITE.

This section describes the requirements to be addressed by bidders in preparing the Cost Proposal. The bidder must submit the Cost Proposal in a section of the proposal that is a separate section or is packaged separately as specified in this RFP from the Technical Proposal section. For Option A: OCIO-Hosted, see Attachment A; for Option B: Carrier-Hosted, see Attachment B.

A. PRICING SUMMARY

The State reserves the right to review all aspects of the Cost Proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

1. COST SHEET

This summary shall present the total fixed price to perform all of the requirements of the RFP. The bidder must include details in the State's Cost Sheet supporting any and all costs.

Option A: OCIO-Hosted, see Cost Proposal Option A; Option B: Carrier-Hosted, see Cost Proposal Option B.

The State reserves the right to review all aspects of cost for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

- CenturyLink has reviewed read and understands the specifications regarding the "COST SHEET" presenting the total fixed price to perform all the requirements of the RFP. CenturyLink has included details in the State's Cost Sheet supporting all costs. Please see the Cost Proposal for Option B on the following pages, which outlines pricing required by the State.

2. PRICES

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the RFP. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

- CenturyLink has read and understands. CenturyLink will provide two (2) 1GB IQ Data Bundle Private Pro 24x7 circuits to each of the state's aggregate points (1623 Farnam Street Omaha NE 68102 and 501 S. 14th Street Lincoln NE 68508) to support the transport of the 10,000+ DID's outlined in the RFP. This will insure connectivity and adequate bandwidth, redundancy and support the required specifications. The two (2) 1GB IQ Data Bundle Private Pro 24x7 circuits will have a Tiered Gigabit Ethernet which will allow for future upgrades. To insure the support of call transport CenturyLink will provided the option 3 call routers Juniper, ADTRAN and CISCO. Even with the 3 options CenturyLink highly recommend the use of the CISCO router and will work with the OCIO's team to discuss what the best configuration will serve the state in a most affectively (see cost proposal for router options). The cost for both circuits will carry an MRC of \$2100, and an NRC of \$0. The (2) 1GB circuits will have Comprehensive 24x7 monitoring the with standard

100% up time SLA. Please see attached “Appendix C – CenturyLink Service Level Agreement(s) (SLAs)” for specifics and thresholds. CenturyLink also will provide at no additional cost Network Management Service (NMS).

Network Management Service (NMS) is a network management product suite that provides out-tasking of all or part of your customer’s data network device management.

Features & Benefits

- 24/7 proactive monitoring of equipment and associated transport links
- Configuration backups and network documentation*
- Fault, configuration and change management*
- Repair and management tickets available via Control Center*
- Online performance tracking and reports via Control Center*
- Total customer agency engages with other providers**
- Configuration and management of IPSec tunnels**
- Support for international locations**

NMS is targeted for customers with multi-location data networks. The service is an easily deployed, preconfigured solution managed by experienced, certified CenturyLink network engineers residing in our own CenturyLink Network Operations Center using automated network surveillance tools.

With our Network Management Service, your customer receives a comprehensive network management solution from an experienced, service-oriented, responsive provider -- at an attractive price -- delivering more value for your customer. Network Management Service offers three levels of service: Monitor & Notification, Select and Comprehensive.

Data Bundle Comprehensive						
60 Month Service Term; 24 x 7 Maintenance – 4-hour response**						
Ethere						
Bandwidth	Rental CPE	Promo Code	Solution	Data Bundle Port MRC includes Port and Rental CPE		The Local Access MRC is determined by the Product Pricer Quoting Tool
				Internet*	Private*	
1Gbps	Juniper	BSGQBUN3Y	Comprehensive	\$0.00	\$0.00	TBD
	ADTRAN	BSGQBUN3Y	Comprehensive	\$0.00	\$0.00	
	Cisco	NSP-898766	Comprehensive	N/A	\$900	

NPA/NXX or CLLI	Service Address	Type of Local Access	Service Term in months (per Service)	Circuit Speed	Local Access Net Rate MRC	Install NRC
402220	1623 FARNAM ST OMAHA, NE 68102	ELA - Native - SingleCoSLo w	60 Months	Gigabit Ethernet - 1000 Mbps	\$900.00	\$0.00
402219	501 S 14TH ST LINCOLN, NE 68508	ELA - Native - SingleCoSLo w	60 Months	Gigabit Ethernet - 1000 Mbps	\$1,200.00	\$0.00

Cost Proposal
Option B: OCIO Hosted Solution
RFP 5885 Z1

It is the intent of the State of Nebraska to procure a VOIP service that is all inclusive.

The State requires that any costs for the following components be included in the Monthly Line Rate for Basic, Monthly Line Rate for Standard, Monthly Line Rate for Premium and Monthly Line Rate for Analog. The State will not incur or pay for any additional costs for any component listed below.

1. VOIP Line.
2. VOIP telephone set.
3. All licensing necessary to provide the proposed service.
4. All software necessary to provide the proposed services.
5. All network equipment with the exception of Switches and Routers already in use by the State for transportation of network services.
6. Any session border controllers, gateway equipment, software, or licensing necessary to connect the State Network with bidder's network and/or the PSTN.
7. Any equipment necessary to connect the bidder's network to the PTSN.
8. Any trunks, circuits, bandwidth, or connectivity components that allow calls to traverse between any portion of the existing State Network and the PSTN or Bidder's network.
9. Any regulatory fees in which the Federal, State, or local Government does not mandate being passed on directly to the consumer or customer.
10. Any equipment, software, or licensing necessary to convert VOIP to Analog.
11. Maintenance fees for any items listed above.

It is the intent of the State of Nebraska to procure a VOIP service that is all inclusive.

Cost Proposal
Option B: OCIO Hosted Solution
RFP 5885 Z1

The State requires that any costs for the following components be included in the Line Installation Costs:

1. All programming of VOIP line in Contractors core equipment
2. All programming or configuration of telephone set
3. Delivery of telephone set to site
4. Unboxing and assembly of telephone set at site
5. Labeling of telephone set and keys
6. Connecting telephone set to Ethernet jack and workstation if applicable
7. Testing telephone set

Additionally, the State will not incur or pay for any additional costs to procure the service as proposed by the Bidder that are not included in this cost proposal in the following sections.

Failure to include all costs as requested in the following sections may result in Bid Rejection. If no cost is necessary, the Bidder must enter \$0.00 in that section indicating that the feature or service is provided at no additional cost to the State.

Cost Proposal
Option B: OCIO Hosted Solution
RFP 5885 Z1

■ CenturyLink has reviewed read and understands that the State requires that any costs for the following components be included in the Monthly Line Rate for Basic, Monthly Line Rate for Standard, Monthly Line Rate for Premium and Monthly Line Rate for Analog. CenturyLink also understands that the State will not incur or pay for any additional costs for any component listed above. We recognize that the State will not incur or pay for any additional costs to procure the service as proposed by the Bidder that are not included in this cost proposal in the following sections. CenturyLink is proposing our Government Hosted VoIP platform that offers all-inclusive pricing. Please see details below:

1. VOIP Line. – **included in the per seat Hosted VoIP pricing**
2. VOIP telephone set. – **PolyCom VVX 311 is included in the per seat Hosted VoIP pricing (other handset options available upon request)**
3. All licensing necessary to provide the proposed service. – **included in the per seat Hosted VoIP pricing**
4. All software necessary to provide the proposed services. – **included in the per seat Hosted VoIP pricing**
5. All network equipment with the exception of Switches and Routers already in use by the State for transportation of network services. – **included in the per seat Hosted VoIP pricing with the exception of Switches and Routers already in use by the State for transportation of network services**
6. Any session border controllers, gateway equipment, software, or licensing necessary to connect the State Network with bidder's network and/or the PSTN. – **included in the per seat Hosted VoIP pricing**
7. Any equipment necessary to connect the bidder's network to the PTSN. – **included in the per seat Hosted VoIP pricing**
8. Any trunks, circuits, bandwidth, or connectivity components that allow calls to traverse between any portion of the existing State Network and the PSTN or Bidder's network. – **included in the per seat Hosted VoIP pricing**

**Cost Proposal
Option B: OCIO Hosted Solution
RFP 5885 Z1**

9. Any regulatory fees in which the Federal, State, or local Government does not mandate being passed on directly to the consumer or customer. **Certain Regulatory fees are mandated. Estimated costs for those fees follow. Note that these fees are subject to change without notice.**

The following would be applicable for the state/local:

IQ Port/Loop-with VoIP

Jurisdiction	Authority Level	Tax Type Desc.	Tax/Surcharge Rate	Intra	Inter	Tax Treatment	Port Type
NE	State/Local	Sales	5.5% - 7.0%	Y	N	VoIP	Private (with VoIP)
NE	State	USF	6.95%	Y	N	VoIP	Private (with VoIP)
NE	Local	Bus & Occupation	0% - 5.0%	Y	N	VoIP	Private (with VoIP)
NE	State	911 tax	\$0.50 per mo. per line	Y	N	VoIP	Private (with VoIP)

MPLS

Jurisdiction	Authority Level	Tax Type Desc.	Tax/Surcharge Rate	Loop	Port
NE	State/Local	Sales	5.5% - 7.0%	Y	Y
NE	State	USF	6.95%	Y	N
NE	Local	Bus & Occupation	0% - 5.0%	Y	Y

Potential Federal regulatory surcharges:

The current Regulatory surcharge rates are:

- Federal USF – rate is set by the FCC and changes quarterly, Q3-2018 rate is 17.9%
- Federal Regulatory Recovery – current rate is 3.039%
- Property Tax Recovery – current rate is 3.75%

The general rule is that **Interstate Telecom Services** are assessable. Intrastate services are not assessable but may be subject to State USF depending on the jurisdiction.

Internet Access, by FCC definition, is not assessable.
Customer Premise Equipment (CPE) is not assessable.

Cost Proposal Option B: OCIO Hosted Solution RFP 5885 Z1

VoIP services are allocated to the interstate jurisdiction using the FCC's safe harbor rule (64.9% interstate; 35.1% to intrastate). The interstate portion is assessable.

Private line services are assessed based on the traffic on the circuit – not the end points. With limited exceptions, CTL Communications, LLC sells interstate private line services.

CenturyLink assesses Federal surcharges on iQ Networking MPLS and SIP Trunking services as follows (labeled generically as FUSF for illustrative purposes):

- Internet Port:
 - Loop and Port are not FUSF assessable
- Internet Port + VoIP:
 - Internet Port revenue - Loop and Port are not FUSF assessable
 - VOIP revenue is subject to the FCC safe harbor (64.9% interstate). 64.9% of loop and port revenues are FUSF assessable.
- Enhanced Port:
 - 100% of loop revenue is FUSF assessable. Port revenue is not subject to FUSF.
- Enhanced Port + VOIP:
 - Enhanced Port service: 100% of loop revenue is FUSF assessable. Port revenue is not subject to FUSF.
 - VoIP Service: Port revenue is subject the FUSF safe harbor. 64.9% of port revenue is FUSF assessable.
- Private Port:
 - 100% of loop revenue is FUSF assessable. Port revenue is not subject to FUSF.
- Private Port + VoIP:
 - Private Port service: 100% of loop revenue is FUSF assessable. Port revenue is not subject to FUSF.
 - VoIP Service: Port revenue is subject the FUSF safe harbor. 64.9% of port revenue is FUSF assessable.

To summarize, loop revenue for Private and Enhanced iQ Networking services is assessed FUSF.

For SIP Trunking service, it is our understanding that the customer receives, and initiates calls in IP, making it an interconnected VoIP service. FUSF applies to interconnected VoIP services. CTL utilizes the FCC VoIP Safe Harbor Rule to allocate 64.9% of VoIP revenue to the interstate jurisdiction and applies FUSF to the interstate portion.

Additionally, State Universal Service Fund charges may apply to the intrastate portion (35.1%) of the VoIP service charges. It is my understanding that the states of California, Kansas, Maine, Maryland, Missouri, Nebraska, Nevada, New Mexico, South Carolina, Wisconsin, and Wyoming include VoIP services in the their SUSF contribution bases.

Cost Proposal
Option B: OCIO Hosted Solution
RFP 5885 Z1

10. Any equipment, software, or licensing necessary to convert VOIP to Analog. – **Any of the seats (Basic, Standard, Premium) can be used as an analog seat. Any one of the seats will have the seat pricing plus the cost of APS 122 (digital to analogue converter), See below for Analog seat pricing.**
11. Maintenance fees for any items listed above. – **included in the per seat Gov Hosted VoIP pricing**

Line Installation Costs - Assumptions

1. All programming of VOIP line in Contractors core equipment – **included in the per seat Hosted VoIP pricing**
2. All programming or configuration of telephone set – **included in the Hosted VoIP pricing**
3. Delivery of telephone set to site – **included in the per seat Hosted VoIP pricing**
4. Unboxing and assembly of telephone set at site – **included in the per seat Hosted VoIP pricing**
5. Labeling of telephone set and keys – **included in the per seat Hosted VoIP pricing**
6. Connecting telephone set to Ethernet jack and workstation if applicable – **included in the per seat Hosted VoIP pricing**
7. Testing telephone set – **included in the per seat Hosted VoIP pricing**

**Cost Proposal
Option B: OCIO Hosted Solution
RFP 5885 Z1**

Feature	Basic	Standard	Premium	Analog
	Estimated Quantity - 6170	Estimated Quantity - 3229	Estimated Quantity - 1235	Estimated Quantity - 150
Transfer	X	X	X	
Three way calling	X	X	X	
Call Forward/No Answer	X	X	X	
Call Forward/Busy	X	X	X	
Call Forward Universal	X	X	X	
Call Pickup Group		X	X	
Directed Call Pickup		X	X	
Call Park		X	X	
Conferencing (Min. 6 Party)		X	X	
Last Call Return	X	X	X	
Message Waiting Indicator	X	X	X	
Hold	X	X	X	
Auto Dial Keys			X	
Speed Dial List			X	
Follow Me Feature		X	X	
Caller ID Logs		X	X	
Add-on Compatible			X	
Busy Lamp Field			X	
Multi-Line Ability			X	
Display		X	X	
Headset Compatible		X	X	
Monthly Recurring Line Rate Initial Term (5 yrs.)	\$11.75*	\$14.00*	\$14.50*	\$10.00*
Non-Recurring Line Installation Cost	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

**Cost Proposal
Option B: OCIO Hosted Solution
RFP 5885 Z1**

*Please see specific seat detail, phone types and optional pricing below

The State will not incur any additional costs over and above the rates listed below for Announcement Only Mailbox, and Auto Attendant.

Additional Required Costs

	Installation Initial Contract Period (5 yrs.)	Monthly Rate Initial Contract Period (5 yrs.)
Announcement Only Mailbox	\$ 2.95	\$ 2.95
Auto Attendant	\$ 14.95	\$ 14.95

Optional Costs

	Installation Initial Contract Period (5 yrs.)	Monthly Rate Initial Contract Period (5 yrs.)
ACD/UCD/Hunt Groups	\$ 4.95	\$ 4.95
Any Additional Optional items.	<i>Please See Table Below</i>	<i>Please See Table Below</i>
Any Additional Optional Services.	<i>Please See Table Below</i>	<i>Please See Table Below</i>

Bidder may include additional lines above as needed

**Cost Proposal
Option B: OCIO Hosted Solution
RFP 5885 Z1**

Hosted VoIP 3.0					
Service Address	Seat and Phone Type	Seat MRC for Locations with 60 Month Initial Term			Seat NRC
		151 – 200 Seats	201 – 1,000 Seats	1,000 + Seats	
	Basic VVX 311	See Price	See Price	\$11.75	\$0.00
	Analog SPA122	See Price	See Price	\$10.00	\$0.00
	Standard VVX 311	See Price	See Price	\$14.00	\$0.00
	Premium VVX 311	See Price	See Price	\$14.50	\$0.00

Centurylink has priced the Hosted VoIP solution based I the listed seats outlined in the RFP Basic 6170, Standard 3229, Premium 1235, and Analog 150+

Hosted VoIP Phone Type (included or incremental to seat price above)

- VVX 311 (No Incremental Seat Charge to Basic, Standard or Premium)
- VVX 411 (Incremental \$1 Seat Charge to Basic, Standard or Premium)
- VVX 501 (Incremental \$2 Seat Charge to Basic, Standard or Premium)
- SPA 122 (No incremental Seat Charge to Analog)

	MRC	NRC
VVX 311	\$0.00	\$0.00
VVX 411	\$1.00	\$0.00
VVX 501	\$2.00	\$0.00
SPA 122	\$0.00	\$0.00

Hosted VoIP Phone Type (ala Carte - additional)

- VVX 311
- VVX 411
- VVX 501
- SPA 122

	MRC	NRC
VVX 311	\$5.00	\$0.00
VVX 411	\$6.00	\$0.00
VVX 501	\$7.00	\$0.00
SPA 122	\$2.50	\$0.00

Component	MRC/Rate	NRC
Hunt Groups (per Hunt Group)	\$4.95	\$10.00

Component	MRC/Rate	NRC
Hosted VoIP Voicemail for Group Features (per Group)	\$5.95	N/A
Auto Attendant (per Auto Attendant)	\$14.95	\$10.00
Anywhere TNs (per Anywhere TN)	\$21.95	\$10.00
Receptionist Web Console (per console)	\$49.00	N/A
Business Communicator (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice and Video Calling only (per Seat)	\$2.95	N/A
Business Communicator Collaboration (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice/Video Calling with IM and Presence (per Seat)	\$5.95	N/A
Voice Mail Only Seat (per Voice Mail Only Seat) <i>911 calls cannot be made from a voice mail only seat</i>	\$5.95	N/A
Available TNs (new and ported) (per Available TN) ¹ <i>An available TN is an unallocated TN Customer retains in a pool for later use.</i>	\$0.25	N/A
Basic business white page listing (MRC per listing) ²	\$1.95	N/A
Directory Assistance (per call)	\$1.99	N/A
IP Failover Standard (per Circuit)	\$9.95	N/A
Secure SIP (Encryption)	\$2.95	N/A
Voice Mail Transcription (per Seat)	\$2.95	N/A
International Off-Net Calls (per minute)	RFP 5885 Z1 Did not specify Long distance costs associated with Hosted VoIP International Off-Net Calls. CenturyLink is providing additional information and a price list located on our site. See http://www.centurylink.com/small-business/products/voip/contracts/voip_ild.xls (for an Agreement or Amendment adding Hosted VoIP Service	

Component	MRC/Rate	NRC
	with an Effective Date before 6/22/15) or http://qwest.centurylink.com/legal/ildctaexp/STANDAR D/v4.doc (for an Agreement or Amendment adding Hosted VoIP Service with an Effective Date on or after 6/22/15) ⁵	
Extended Wiring NRC (per circuit) (if provided by CenturyLink) ³	N/A	\$276 per circuit
PAC/MPAC (per product account) ⁴	N/A	\$15.00
Call Recording Basic (per seat add-on)	\$9.95	N/A
Call Recording Standard (per seat add-on)	\$12.95	N/A
Call Recording Premium (per seat add-on)	\$24.95	N/A

1. The Available TN MRC applies to any TNs over the initial TNs included with the HV seats
2. Customer will be charged \$1.95 per month for each white page listing. Purchase of a white page listing will include a yellow page listing at no additional charge for Qwest Corporation, d/b/a CenturyLink QC In-Region locations only. "In-Region" means CenturyLink QC's 14-state local service territory.
3. CenturyLink will automatically include Extended Wiring on all new installation orders at the charge appearing in the pricing table. The charge applies to each circuit requiring Extended Wiring. (For example, if Customer orders a 2XDS1 circuit, the Extended Wiring charge will be 2 x \$276, or \$552.) CenturyLink will determine whether Extended Wiring is required at Customer premises at the time of installation. If not required, a supplemental order will be placed to remove this charge. If the Extended Wiring NRC was billed to Customer when no Extended Wiring was required, Customer will be entitled to a credit for the Extended Wiring NRC actually charged.

Optional Labor Rates

- Outlined below is CenturyLink's base labor rates for the Hosted VoIP platform. Our standard rates and complete description of what the MSA will cover and not cover is listed below. CenturyLink also understands the size and scope that the State of Nebraska is undertaking to implement, install and service the VoIP solution; If awarded CenturyLink fully intends on working through a mutually beneficial MSA that may alter or elevate the standard costs of labor. CenturyLink is committed to the state's needs and will work to implement a master service agreement that provides the state with a long-term solution for maintenance.

Cost Proposal
Option B: OCIO Hosted Solution
RFP 5885 Z1

Please list all Job Titles that pertains to this Contract where the State of Nebraska would be charged an Hourly Rate.

Description by Job Title	Initial Contract Period (5 yrs.) Rate Per Hour
CTAC ENGINEERING-IR1 (Business Daytime)	\$ <i>Please see below</i>
CTAC ENGINEERING-IR2 (After hours, Saturdays)	\$ <i>Please see below</i>
CTAC ENGINEERING-IR3 (Sundays, Holidays)	\$ <i>Please see below</i>

Bidder may include additional lines above as needed.

- CTAC Customer Support. “CTAC Customer Support” is an ancillary service that provides remote technical support to help Customer configure equipment that Customer uses for CenturyLink IQ® Hosted VoIP SIP Trunk Service and is subject to availability. “CTAC” means CPE Technical Assistance Center. CTAC Customer Support is provided upon Customer request and is subject to details such as the type of equipment, maintenance plans, and CenturyLink’s approval. CenturyLink will use commercially reasonable efforts to assist Customer and CenturyLink offers no SLA for CTAC Customer Support. Certain equipment is not eligible for CTAC Customer Support. Charges for CTAC Customer Support may apply, which are set forth in the Rate Sheet for Hosted VoIP SIP Trunk Service. When charges apply, minimum billing for CTAC Customer Support is one hour. After the first hour, CenturyLink will bill Customer in full 30-minute increments.

Cost Proposal Option B: OCIO Hosted Solution RFP 5885 Z1

Determining CPE Technical Assistance Center (CTAC) Support

Per site:	CenturyLink Coordination	Customer Pre-activation	Repair & Configuration
Customer edge router			
1. Certified edge router, purchased from CenturyLink			
Equipment used to support CenturyLink IQ® Networking or VoIP service, managed and maintained by CenturyLink	✓	✓	✓
New CPE install with IQ SIP Trunk design, managed and maintained by CenturyLink	✓	✓	✓
Equipment used to support IQ Networking or VoIP service (with edge SBC (session border controller)), managed and maintained by CenturyLink	✓	✓	✓
New CPE install (with edge SBC) with IQ SIP Trunk design, managed and maintained by CenturyLink	✓	✓	✓
Edge router managed by customer (limited CenturyLink maintenance)	✓	T&M	T&M
2. Non-certified edge router			
Non-certified customer edge router, purchased from CenturyLink	T&M	T&M	T&M
Non-certified customer edge router, not purchased from CenturyLink	BE	BE	BE

Per site:	CenturyLink Coordination	Customer Pre-activation	Repair & Configuration
Customer edge SBC			
3. Certified edge SBC, purchased from CenturyLink			
Equipment used to support IQ Networking or VoIP service (with edge SBC), managed and maintained by CenturyLink	✓	✓	✓
New CPE install "stand-alone edge SBC" with IQ SIP Trunk design and CenturyLink maintenance	✓	✓	✓
Edge SBC with existing CenturyLink maintenance	✓	T&M	T&M
Edge SBC with expired (or non-existent) maintenance contract	T&M	T&M	T&M
Edge SBC managed by customer (limited CenturyLink maintenance)	T&M	T&M	T&M
4. Non-certified edge SBC			
Non-certified edge SBC, purchased from CenturyLink	T&M	T&M	T&M
Non-certified edge SBC, not purchased from CenturyLink	BE	BE	BE

Cost Proposal Option B: OCIO Hosted Solution RFP 5885 Z1

Customer edge PBX (or VoIP equipment)			
5. Certified PBX or VoIP equipment, purchased from CenturyLink			
New CenturyLink install with IQ SIP Trunk design, managed and maintained by CenturyLink	✓	✓	✓
Existing equipment with CenturyLink maintenance	✓	T&M	T&M
CenturyLink maintenance contract expired or non-existent	T&M	T&M	T&M
Certified, but not purchased from CenturyLink	T&M	T&M	T&M
6. Non-certified PBX or VoIP equipment			
Non-certified equipment, purchased from CenturyLink	T&M	T&M	T&M
Non-certified equipment, not purchased from CenturyLink	BE	BE	BE

- = Certified
- = Certified with caution
- = Non-certified

- **T&M:** Time & Materials, no SLA, and as engineering time permits. CTAC Support does not guarantee positive results.
- **BE:** This work is performed on a Best Effort basis and Time & Materials applies, no SLA, and as engineering time permits. CTAC Support does not guarantee positive results. CenturyLink recommends you work with your original equipment vendor or subcontractor.
- **T&M hourly install rates:** minimum billing is one hour, and then in full 30-minute increments (materials are additional):
 - \$175/hr (business day), \$262.50/hr (after hours), \$350/hr (Sunday/holiday)
- **T&M hourly repair rates:** minimum billing is one hour, and then in full 30-minute increments (materials are additional):
 - \$250/hr (business day), \$375/hr (after hours), \$500/hr (Sunday/holiday)