



Fee Schedule for Service Orders and Technical Assistance

Below is the rate schedule for order and repair related maintenance. The listed rate is for services performed during the normal business hours of Monday-Friday 8am-5pm, excluding TPx holidays. Order interval is 3 – 5 business days depending on complexity of request. Technical assistance work performed outside of normal business hours is subject to a rate of the time and a half (regular rate plus 50% of that rate). This hourly rate is in addition to standard installation charges for the service in question, and is not discountable based on term agreement. Quoted after-hours installation may request a particular timeframe, but actual scheduling is subject to availability of personnel responsible for completing the work.

Service Order Charge Schedule 1

Feature Adds, Changes, Cancel, Modify for On-Net & Off-Net Services

Rate: \$25.00 per order

Expedite fee: \$50.00

- Add/Delete/Modify account codes
- Add/Delete/Modify 1 to 2 Auto Attendants
- Add/Delete/Modify 1 to 2 Call Centers
- Add/Delete/Modify Calling Cards
- Add/Delete/Modify Directory Listings
- Add/Delete/Modify DNS & reverse DNS
- Add/Delete/Modify TPX Receptionist
- Add/Delete/Modify e-mail failover
- Add/Delete/Modify Hunt Group
- Add/Delete/Modify 1 to 10 UCx users
- Add/Delete/Modify Mobility Messaging
- Add/Delete/Modify outbound calling name ID
- Add/Delete/Modify Remote Office
- Add/Delete/Modify shared call appearance
- UCx provisioning assistance
- PIC change requests
- Reprint toll free number, remote call forward, and call forwarding ring to numbers
- Upgrade web/e-mail hosting package
- One-time Call Detail Record report, per request

Service Order Charge Schedule 2

Advanced Feature Reconfigurations

Rate: \$75.00 per order

Expedite fee: \$125.00

- Add/Delete/Modify DTO
- Add/Delete/Modify DIDs
- Add/Delete/Modify 3 or more Auto Attendants
- Add/Delete/Modify 3 or more Call Centers
- Add/Delete/Modify 11 or more UCx users
- Bulk uploads to BroadSoft (speed dials, consolidated BroadSoft groups, etc.)
- Increase/decrease bandwidth
- Modify BroadSoft account structure (change from multi-groups to single group, moving phones from one group to another, etc.)
- Modify extension dialing (change from 3 to 4 digits)
- Modify feature packs
- Modify/remove hosted firewall
- Modify screen list in LGP/LCS to allow station DIDs to outpulse
- Modify toll free coverage/routing
- New colo badges
- LDAP Integration

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Technical Assistance Schedule 1

Remote Router/Data Assistance for TPx, TPx Partner, or Customer Provided CPE

Rate: \$75.00 per hour (min. 1 hour)

Expedite fee: \$125.00

- Nat mapping on TPx owned router
- Customer Owned Equipment remote assistance
- Enable/disable DHCP
- Port mappings
- Adding/reconfiguring QoS
- Customer-requested reconfiguration on the day of number port/cutover

Technical Assistance Schedule 2

Advanced Remote Assistance or On-Site Technical Assistance/Dispatch

Rate: \$150.00 per hour (remote assistance min. 1 hour; on-site min. 2 hours + travel time)

Expedite fee: \$225.00

- Install BYOB service
- Development time for custom billing reports
- Increase or decrease number of analog ports
- UCx LAN certification
- Upgrade CPE
- Polycom phone custom configurations
- Increase/decrease PoE switches
- Increase/decrease number of ATAs
- Increase/decrease number of phones
- Proving bandwidth/throughput
- LAN survey - post install
- Vendor meet
- Hot hands colo gear resets
- After-hours installations and after-hours technical assistance
- One-time Call Detail Record report for data prior to current month, per request

Rates are subject to change.

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