

ShoreTel Pricing for UETPA RFP 14160101

Updated: 8/3/2015

Market Family	Item Type	SKU	Item Name	Item Description	Unit of Measure	List Price	Contract Discount	Contract Price
IP Telephony								
IP Telephony	Advanced Applications	18010	CALL ROUTER APPLICATION	Call Router Application - System-wide Caller ID and DNS based routing with web-based Administration	Each	\$3,438	35%	\$2,234.70
IP Telephony	Advanced Applications	18024	CALL RECORDER - BASE PACKAGE (5 SIMULTANEOUS SESSIONS)	Call Recorder - Base package (5 simultaneous sessions) - Automated recording of external calls. Features rich, flexible recording profiles & web-based player for accessing recordings.	Each	\$5,000	35%	\$3,250.00
IP Telephony	Advanced Applications	18025	CALL RECORDER - ADD-ON (5 SIMULTANEOUS SESSIONS)	Call Recorder - Combine with Base Package incrementally for increased concurrent call recording capacity	Each	\$200	35%	\$130.00
IP Telephony	Advanced Applications	18026	NUISANCE CALL HANDLER	Nuisance Call Handler - System-wide monitoring and configurable re-direction of incoming calls based on calling party number	Each	\$2,500	35%	\$1,625.00
IP Telephony	Advanced Applications	18029	ENHANCED PAGING APPLICATION (BASE)	Enhanced Paging Application - Base package - Enhanced Paging including Audio &	Each	\$5,500	35%	\$3,575.00
IP Telephony	Advanced Applications	18030	ENHANCED PAGING APPLICATION (ADD-ON 1 SERVER INSTANCE)	Enhanced Paging Application - Combine with Base Instance incrementally for distributed operation	Each	\$500	35%	\$325.00
IP Telephony	Advanced Applications	18031	SUPER GROUP APPLICATION	Super Group Application - Enhanced hunt group-like feature allowing more than 16 phones (up to 100) to ring simultaneously in response to an inbound call	Each	\$2,500	35%	\$1,625.00
IP Telephony	Advanced Applications	18032	LICENSE, AMS 360 INTEGRATION APPLICATION	AMS 360 Integration Application - Desktop integration to Vertafore AMS 360 for Independent Insurance Agencies. Licensed on a per user basis.	Each	\$200	35%	\$130.00
IP Telephony	Advanced Applications	18033	APPLICATION, VOICE FORMS IVR	Voice Forms IVR Application - Configurable automated voice response application that allows callers to fill out "forms" over the phone. Consolidated responses can be retrieved later from VoiceMail.	Each	\$5,600	35%	\$3,640.00
IP Telephony	Advanced Applications	18034	APPLICATION, CALLER DIRECTED ROUTER	Caller Directed Router Application - Routes incoming calls based on caller input (e.g. account or zip code.) Includes web based administration of associated IVR and routing rules.	Each	\$3,438	35%	\$2,234.70
IP Telephony	Advanced Applications	18035	CALL HISTORY REPORT	Call History Report - Enhanced CDR based historical report that presents lifecycle 'cradle to grave' information on a call by call basis.	Each	\$1,485	35%	\$965.25
IP Telephony	Advanced Applications	18037	SCHEDULE-BASED ON CALL ROUTING APPLICATION	Schedule based "On Call" Routing Application - Automatically routes inbound calls based on a customer-defined schedule.	Each	\$3,438	35%	\$2,234.70
IP Telephony	Advanced Applications	18038	CALL HANDLING MODE SCHEDULE APPLICATION	Phone Use Scheduler - Automatically changes phone states for groups and individuals according to configurable schedules. Sets Call Handling Mode, User Group, and Sends users home. Complements Do Not Disturb (DND) Override.	Each	\$3,438	35%	\$2,234.70
IP Telephony	Advanced Applications	18039	CALL HANDLING MODE OVERRIDE APPLICATION	Do Not Disturb (DND) Override Application - Provides internal and external callers the ability to override DND call handling modes such as Out of Office or In a Meeting. Complements Phone User Scheduler.	Each	\$1,250	35%	\$812.50
IP Telephony	Advanced Applications	18042	CALLS BY DIALED PARTY REPORT	Calls by Dialed Party Report - Enhanced CDR based historical report that presents calls received with results grouped by the number that was dialed (the called party.)	Each	\$1,485	35%	\$965.25
IP Telephony	Advanced Applications	18043	CALLS BY ORIGIN REPORT	Calls by Origin Report - Enhanced CDR based historical report that presents calls received by caller ID origin: By country code, then, for US/Canada numbers, also by state/province, area code, and rate center.	Each	\$1,485	35%	\$965.25
IP Telephony	Advanced Applications	18045	REPORT SCHEDULER	Report Scheduler - Application that runs, stores, and delivers CDR based historical reports (both built-in and Enhanced) unattended.	Each	\$3,500	35%	\$2,275.00
IP Telephony	Advanced Applications	18048	SITE ROUTER	Site Router - Automatically routes inbound calls based on the Site of the calling party (a user)	Each	\$3,438	35%	\$2,234.70
IP Telephony	Advanced Applications	18064	ACTIVE DIRECTORY IMPORT APPLICATION	Active Directory Import application automates initial creation of new records as well as the ongoing synchronization between Microsoft AD and ShoreTel. Licensed one per system.	Each	\$5,000	35%	\$3,250.00
IP Telephony	Advanced Applications	18071	SALESFORCE REPORTING SERVICE, UP TO 25 EXTENSIONS	Salesforce Call Reporting Service, up to 25 extensions. Integrates ShoreTel CDR into Salesforce to be presentable in Reports & Dashboards.	Each	\$3,300	35%	\$2,145.00
IP Telephony	Advanced Applications	18072	SALESFORCE REPORTING SERVICE, MORE THAN 25 EXTENSIONS	Salesforce Call Reporting Service, more than 25 extensions. Integrates ShoreTel CDR into Salesforce to be presentable in Reports & Dashboards.	Each	\$5,000	35%	\$3,250.00
IP Telephony	Advanced Applications	18073	SALESFORCE CONNECTOR FOR CONTACT CENTER IVR	Salesforce Connector for Contact Center IVR. Drive ECC script flows based on queries of Salesforce data.	Each	\$5,000	35%	\$3,250.00
IP Telephony	Advanced Applications	18074	CONTACT CENTER INSTANT OVERRIDE MESSAGE	Contact Center Instant Override Message. Communicate an urgent or time-critical, usually temporary, message to callers. Record and activate / deactivate message via convenient automated telephony interface.	Each	\$2,500	35%	\$1,625.00

IP Telephony	Advanced Applications	18075	CONTACT CENTER EMAIL ALERT	Contact Center EMail Alert Service. Monitors the performance of CC groups and sends EMail notifications when configured thresholds are reached.	Each	\$1,250	35%	\$812.50
IP Telephony	Advanced Applications	18076	CONTACT CENTER AGENT NOTIFICATION	Contact Center Agent Notification Application - Whispers CC queue name to agents upon call presentation. Not supported for use with the ShoreTel Softphone.	Each	\$2,500	35%	\$1,625.00
IP Telephony	Advanced Applications	18077	BRIDGED CALL APPEARANCE (BCA) HOLD HANDLER	Bridged Call Appearance (BCA) Hold Handler - Transfers BCA calls to a configurable destination when hold time threshold is exceeded	Each	\$2,500	35%	\$1,625.00
IP Telephony	Advanced Applications	18078	LICENSE, SHORETEL FOR ZENDESK	ShoreTel for Zendesk – Licensed per user.	Each	\$200	35%	\$130.00
IP Telephony	Advanced Applications	18079	LICENSE, SHORETEL FOR DESK.COM	ShoreTel for Desk.com – Licensed per user.	Each	\$200	35%	\$130.00
IP Telephony	Application Servers	21020	DIST VOICE SVCS SVR	Distributed Voice Services License	Each	\$995	35%	\$646.75
IP Telephony	Application Servers	29152	KIT, USB ST 14.2 SOFTWARE	ShoreTel 14.2 Software (General Release) for SBE100 and Enterprise customers	Each	\$0	35%	\$0.00
IP Telephony	Application Servers	30006	LICENSE, SOFT PHONE (ST 7.5 and earlier)	Softphone License (ShoreTel 7.5 and earlier versions)	Each	\$150	35%	\$97.50
IP Telephony	Application Servers	30035	LICENSE, EXTENSION & MAILBOX	Extension & Mailbox License	Each	\$200	35%	\$130.00
IP Telephony	Application Servers	30039	LICENSE, EXTENSION ONLY	Extension-only License (Requires ShoreTel 5.2 or higher)	Each	\$140	35%	\$91.00
IP Telephony	Application Servers	30040	LICENSE, MAILBOX ONLY	Mailbox-only License (Requires ShoreTel 5.2 or higher)	Each	\$90	35%	\$58.50
IP Telephony	Application Servers	30041	LICENSE, ADDITIONAL LANGUAGE	Add'l Language License (Requires ShoreTel 5.2 or higher)	Each	\$995	35%	\$646.75
IP Telephony	Application Servers	30043	LICENSE, SOFTWARE SIP TRUNK	SIP Trunk Software License (requires ShoreTel 6. If you have a Conf Bridge you must upgrade it to Release 5.6)	Each	\$50	35%	\$32.50
IP Telephony	Application Servers	30044	LICENSE, ADDITIONAL SITE	Additional Site License	Each	\$495	35%	\$321.75
IP Telephony	Application Servers	30049	TAPI APPLICATION SERVER LICENSE	TAPI Application Server License (License to allow control of use of TAPI applications with system)	Each	\$495	35%	\$321.75
IP Telephony	Client Software	30053	LICENSE, SIP DEVICE	SIP Device License (License to allow a SIP device to register with system. SIP devices also require SKU 30035 or 30039 to operate) - for US installations only	Each	\$30	35%	\$19.50
IP Telephony	Client Software	30057	SIP TRUNK TO SIP DEVICE CONVERSION LICENSE	SIP Trunk to SIP Device Conversion License (Converts a self-audited SIP Trunk License acquired with ST7.5 or earlier to a single keyed SIP Device License for use with ST8. Requires proof of ownership of SIP Trunk License.)	Each	\$0	35%	\$0.00
IP Telephony	Legacy Integration	30080	LICENSE, EXTERNAL MESSAGING SIP LINK	License, SIP-based third party messaging integration - Allow a customer to use third party voicemail with the system using SIP	Each	\$4,495	35%	\$2,921.75
IP Telephony	Other Equipment	10151	KIT, ANALOG HARMONICA ROHS RJ11/50P FEM	Harmonica for SG-40/8	Each	\$35	35%	\$35.00
IP Telephony	Other Equipment	10162	HANDSET, IP5XX/2XX/1XX SERIES IP PHONES	Handset for IP5XX/2XX/1XX series IP Phones	Each	\$25	35%	\$25.00
IP Telephony	Other Equipment	10169	KIT, WALL MOUNT 5XX SERIES IP PHONES	Wall Mount Kit for IP Phone IP560 / IP560g / IP565g	Each	\$10	35%	\$10.00
IP Telephony	Other Equipment	10195	KIT, WALL MOUNT 1XX/BB SERIES IP PHONES	Wall Mount Kit for IP Phone IP110 / IP115 / BB24	Each	\$10	35%	\$10.00
IP Telephony	Other Equipment	10211	KIT, WALL MOUNT 2XX SERIES IP PHONES	Wall Mount Kit for IP Phone IP212K / 230 / 230g / 265	Each	\$10	35%	\$10.00
IP Telephony	Other Equipment	10224	KIT, WALL MOUNT SG DUAL TRAY	Wall Mount Bracket Kit for dual rack tray. For SG Switch 1U half width. Contains two brackets, hardware and instructions.	Each	\$15	35%	\$15.00
IP Telephony	Other Equipment	10269	IP PHONE, GIG ETHERNET PWR ADPTR	IP Phone Power Adapter for Ethernet Speed of 10/100/1000 (min 10 w/o phone order)	Each	\$20	35%	\$20.00
IP Telephony	Other Equipment	10370	STAND, 1XX/BB SERIES IP PHONES	Phone Base for IP Phone IP110 / IP115 / BB24	Each	\$7	35%	\$7.00
IP Telephony	Other Equipment	10371	STAND, 2XX SERIES IP PHONES	Phone Base for IP Phone IP210 / IP230 / IP230G / IP265	Each	\$7	35%	\$7.00
IP Telephony	Other Equipment	10372	STAND, 5XX SERIES IP PHONES	Phone Base for IP Phone IP530 / IP560 / IP560G / IP565G	Each	\$7	35%	\$7.00
IP Telephony	Other Equipment	10373	HANDSET CORD, 9FT IP1XX/2XX/5XX	Handset Cord (9 ft) Spare, All models except IP655	Each	\$5	35%	\$5.00
IP Telephony	Other Equipment	10381	HANDSET, IP655/4XX SERIES/DOCK	Handset for IP Phone IP655, IP 400 series phones and Dock	Each	\$25	35%	\$25.00
IP Telephony	Other Equipment	10388	CHARGER, IP930D (SPARE)	Handset Charger for IP930D DECT Phone (spare)	Each	\$25	35%	\$25.00
IP Telephony	Other Equipment	10397	HANDSET CORD, 9FT IP655	Handset Cord (9 ft) Spare, IP 655 only	Each	\$5	35%	\$5.00
IP Telephony	Other Equipment	10400	KIT, 10 SETS LF RACK MOUNT EARS	Rack Mount Ears (10 pairs, 8 screws per pair)	Each	\$100	35%	\$100.00
IP Telephony	Other Equipment	10428	KIT, WALL MOUNT IP655	Wall Mount Kit for IP Phone IP655	Each	\$15	35%	\$15.00
IP Telephony	Other Equipment	10449	REPEATER, IP930D	Repeater - IP 930D DECT Phone – Requires ShoreTel 14 or later	Each	\$249	35%	\$249.00
IP Telephony	Other Equipment	10450	BATTERY, IP 930D (SPARE)	IP930D Battery (Spare)	Each	\$10	35%	\$10.00
IP Telephony	Other Equipment	10478	POE CABLE, REPEATER IP930D	PoE cable for IP930D DECT Repeater	Each	\$15	35%	\$15.00
IP Telephony	Other Equipment	10511	KIT, HANDSET COVER/CLIP IP930D	Handset cover with integrated belt clip for IP Phone IP930D	Each	\$20	35%	\$20.00
IP Telephony	Other Equipment	10533	KIT, IP400 SERIES TELEPHONE WALL PLATE MOUNTING	Telephone Wall Plate Mounting for IP400 Series phones. For mounting phone onto an existing 2-stud telephone wall plate (stud center-to-center distance: 3-15/16 inch / 100mm OR 3-5/16 inch / 84mm).	Each	\$15	35%	\$15.00

IP Telephony	Other Equipment	10536	HANDESET CORD, 12FT IP4XX SERIES/DOCK	Handset Cord (12 ft) for IP 400 series phones and Dock	Each	\$5	35%	\$5.00
IP Telephony	Other Equipment	60047	KIT, ANALOG HARMONICA & TELCO CABLE (FF)	Analog Harmonica & Telco 25PR (FF) Cable Kit for SG 30 / SG 50 / SG 90 and SG 220T1A switches	Each	\$65	35%	\$65.00
IP Telephony	Other Equipment	60152	KIT, WALL MOUNT IP480/48XG	Wall Mount Kit for IP Phone IP480 /480g / 485g	Each	\$15	35%	\$15.00
IP Telephony	Other Equipment	60153	KIT, WALL MOUNT IP420	Wall Mount Kit for IP Phone IP420	Each	\$15	35%	\$15.00
IP Telephony	Phones	10495	IP PHONE, IP420	IP Phone IP 420 – Requires ShoreTel 14 or later	Each	\$189	35%	\$122.85
IP Telephony	Phones	10496	IP PHONE, IP480	IP Phone IP 480 – Requires ShoreTel 14 or later	Each	\$299	35%	\$194.35
IP Telephony	Phones	10497	IP PHONE, IP480G	IP Phone IP480g – Requires ShoreTel 14 or later	Each	\$369	35%	\$239.85
IP Telephony	Phones	10498	IP PHONE, IP485G	IP Phone IP 485g – Requires ShoreTel 14 or later	Each	\$429	35%	\$278.85
IP Telephony	Phones	10429	IP PHONE, IP655 W/ANTI GLARE	IP Phone IP 655 with anti-glare screen - (Requires ShoreTel 11.1 or later)	Each	\$749	35%	\$486.85
IP Telephony	Phones	10401	REMOTE MICROPHONE POD, IP655 (QTY 2)	Satellite microphones for IP Phone IP655, Qty 2	Each	\$195	35%	\$126.75
IP Telephony	Phones	10175	IP PHONE, BB24 BLK	IP Phone BB24 - Black (Requires ShoreTel 6 or later)	Each	\$299	35%	\$194.35
IP Telephony	Phones	10217	IP PHONE, IP115 BLK	IP Phone IP 115 - Black (Requires ShoreTel 7.5 or later)	Each	\$159	35%	\$103.35
IP Telephony	Phones	10268	IP PHONE, IP230G BLK	IP Phone IP 230g - Black (Requires ShoreTel 8.1 or later)	Each	\$329	35%	\$213.85
IP Telephony	Phones	10384	STARTER KIT, IP930D NA	Starter Kit : IP 930D DECT Phone - US / Canada / Mexico (Includes Base, Handset & Charger) - Requires ShoreTel 14 or later	Each	\$599	35%	\$389.35
IP Telephony	Phones	10386	BASE, IP930D NA (SPARE)	Base : IP 930D DECT Phone (Add-on) - US/ Canada - Requires ShoreTel 14 or later	Each	\$499	35%	\$324.35
IP Telephony	Phones	10389	HANDESET, IP930D (SPARE)	Handset : IP 930D DECT Phone (Add-on) - includes handset charger - Requires ShoreTel 14 or later	Each	\$199	35%	\$129.35
IP Telephony	Server Hardware	60169	SERVER, UC 25	Small Business Edition Server (UC Server 25): Celeron J1900 / 2.0GHz, 4GB RAM, 500GB HD. Ships with Microsoft Windows Server 2012 R2.	Each	\$1,500	35%	\$975.00
IP Telephony	Small Business Edition	60173	KIT, SBE SERVER REPLACEMENT	SBE Server Replacement. Allows existing SBE customers to replace outdated HQ server with currently shipping server: UC Server 25 (Celeron J1900/2.0GHz, 4GB RAM, 500GB HD). Ships with Microsoft Windows Server 2012 R2.	Each	\$1,125	35%	\$731.25
IP Telephony	Small Business Edition	10476	KIT, SBE UPGRADE TO SBE 100	Small Business Edition Upgrade to Small Business Edition 100	Each	\$1,995	35%	\$1,995.00
IP Telephony	Small Business Edition	10480	BUNDLE, SBE 100 ANALOG TRUNKING 15 USER WITH SERVER	SBE 100 bundle, 15 Users with server. Includes UC Server 25, SG90, tray, 15 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 15 Communicator Personal access lic, 8 SIP trunk lic, 1 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$2,495	35%	\$2,495.00
IP Telephony	Small Business Edition	10481	BUNDLE, SBE 100 ANALOG TRUNKING 20 USER WITH SERVER	SBE 100 bundle, 20 Users with server. Includes UC Server 25, SG90, tray, 20 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 20 Communicator Personal access lic, 8 SIP trunk lic, 2 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$2,995	35%	\$2,995.00
IP Telephony	Small Business Edition	10482	BUNDLE, SBE 100 T1A TRUNKING 25 USER WITH SERVER	SBE 100 bundle, 25 Users with server. Includes UC Server 25, SG220T1A, tray, 25 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 25 Communicator Personal access lic, 24 SIP trunk lic, 3 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$4,995	35%	\$4,995.00
IP Telephony	Small Business Edition	10483	BUNDLE, SBE 100 T1A TRUNKING 50 USER WITH SERVER	SBE 100 bundle, 50 Users with server. Includes UC Server 25, SG220T1A, tray, 50 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 50 Communicator Personal access lic, 24 SIP trunk lic, 4 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$8,495	35%	\$8,495.00
IP Telephony	Small Business Edition	10484	BUNDLE, SBE 100 ANALOG TRUNKING 15 USER WITHOUT SERVER	SBE 100 bundle, 15 Users w/o server. Includes SG90, tray, 15 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 15 Communicator Personal access lic, 8 SIP trunk lic, 1 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$1,995	35%	\$1,995.00
IP Telephony	Small Business Edition	10485	BUNDLE, SBE 100 ANALOG TRUNKING 20 USER WITHOUT SERVER	SBE 100 bundle, 20 Users w/o server. Includes SG90, tray, 20 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 20 Communicator Personal access lic, 8 SIP trunk lic, 2 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$2,495	35%	\$2,495.00
IP Telephony	Small Business Edition	10486	BUNDLE, SBE 100 T1A TRUNKING 25 USER WITHOUT SERVER	SBE 100 bundle, 25 Users w/o server. Includes SG220T1A, tray, 25 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 25 Communicator Personal access lic, 24 SIP trunk lic, 3 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$4,495	35%	\$4,495.00
IP Telephony	Small Business Edition	10487	BUNDLE, SBE 100 T1A TRUNKING 50 USER WITHOUT SERVER	SBE 100 bundle, 50 Users w/o server. Includes SG220T1A, tray, 50 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 50 Communicator Personal access lic, 24 SIP trunk lic, 4 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$7,995	35%	\$7,995.00
IP Telephony	Small Business Edition	60157	KIT, SBE / SBE 100 UPGRADE TO ENTERPRISE	SBE or SBE 100 Upgrade to Enterprise (available 120 days after SBE software license activation)	Each	\$4,495	35%	\$4,495.00

IP Telephony	Small Business Edition	60177	BUNDLE, SBE 100 ANALOG TRUNKING 15 USER WITH SERVER	SBE 100 bundle, 15 Users with server. Includes UC Server 25, SG90, tray, 15 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 15 Communicator Personal access lic, 8 SIP trunk lic, 1 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$2,495	35%	\$2,495.00
IP Telephony	Small Business Edition	60178	BUNDLE, SBE 100 ANALOG TRUNKING 20 USER WITH SERVER	SBE 100 bundle, 20 Users with server. Includes UC Server 25, SG90, tray, 20 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 20 Communicator Personal access lic, 8 SIP trunk lic, 2 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$2,995	35%	\$2,995.00
IP Telephony	Small Business Edition	60179	BUNDLE, SBE 100 T1A TRUNKING 25 USER WITH SERVER	SBE 100 bundle, 25 Users with server. Includes UC Server 25, SG220T1A, tray, 25 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 25 Communicator Personal access lic, 24 SIP trunk lic, 3 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$4,995	35%	\$4,995.00
IP Telephony	Third Party Products	30058	LICENSE, ADD-ON VPN CONNECTIONS - QTY 5	VPN Concentrator Add-on licenses : Qty 5. For Model 4500 / 5300 Concentrators	Each	\$600	35%	\$390.00
IP Telephony	Third Party Products	30059	LICENSE, ADD-ON VPN CONNECTIONS - QTY 10	VPN Concentrator Add-on licenses : Qty 10. For Model 5300 Concentrator only	Each	\$1,000	35%	\$650.00
IP Telephony	Third Party Products	30060	LICENSE, ADD-ON VPN CONNECTIONS - QTY 25	VPN Concentrator Add-on licenses : Qty 25. For Model 5300 Concentrator only	Each	\$2,300	35%	\$1,495.00
IP Telephony	Third Party Products	60137	VPN CONCENTRATOR, MODEL 5300LF2 & 10 CONNECTION LICENSES	VPN Concentrator Model 5300LF2, Bundle (Includes Licenses for 10 connections). For use with ST 12.3 or later only	Each	\$4,995	35%	\$3,246.75
IP Telephony	Third Party Products	60138	VPN CONCENTRATOR, MODEL 4550 & 5 CONNECTION LICENSES	VPN Concentrator Model 4550 , Bundle (Includes Licenses for 5 connections). For use with ST 12.3 or later only	Each	\$2,495	35%	\$1,621.75
IP Telephony	Third Party Products	60141	BUNDLE, VPN CONCENTRATOR, MODEL 4550 & 10 CONNECTION LICENSES	VPN Concentrator Model 4550, Bundle (Includes Licenses for 10 connections). For use with ST 8.1 or later only	Each	\$2,995	35%	\$1,946.75
IP Telephony	Third Party Products	60142	BUNDLE, VPN CONCENTRATOR, MODEL 5300LF2 & 25 CONNECTION LICENSES	VPN Concentrator Model 5300LF2 , Bundle (Includes Licenses for 25 connections). For use with ST 8.1 or later only	Each	\$5,995	35%	\$3,896.75
IP Telephony	Third Party Products	60143	BUNDLE, VPN CONCENTRATOR MODEL 5300LF2 & 50 CONNECTION LICENSES	VPN Concentrator Model 5300LF2, Bundle (Includes Licenses for 50 connections). For use with ST 8.1 or later only	Each	\$7,995	35%	\$5,196.75
IP Telephony	Third Party Products	60144	BUNDLE, VPN CONCENTRATOR MODEL 5300LF2 & 100 CONNECTION LICENSES	VPN Concentrator Model 5300LF2, Bundle (Includes Licenses for 100 connections). For use with ST 8.1 or later only	Each	\$9,995	35%	\$6,496.75
IP Telephony	Third Party Products	80090	INGATE SIPARATOR 21, 5 TRAVERSAL LICENSES	Ingate SIParator 21, Base unit (Includes SIP trunking module & 5 traversal licenses for up to 5 simultaneous SIP trunk calls)	Each	\$1,290	35%	\$838.50
IP Telephony	Third Party Products	80091	INGATE SIPARATOR 21, 25 TRAVERSAL LIC	Ingate SIParator 21, Bundle (Includes SIP trunking module & 25 traversal licenses for up to 25 simultaneous SIP trunk calls- T1 equivalent bundle)	Each	\$2,187	35%	\$1,421.55
IP Telephony	Third Party Products	80095	LICENSE, INGATE SIPARATOR 5	License, additional 5 supplementary traversal (or SIP trunk call) to an existing	Each	\$280	35%	\$182.00
IP Telephony	Third Party Products	80096	INGATE SIPARATOR 51, 50 TRAVERSAL LIC	Ingate SIParator 51, Bundle (Includes SIP trunking module & 50 traversal licenses for up to 50 simultaneous SIP trunk calls - 2 x T1 equivalent bundle)	Each	\$6,035	35%	\$3,922.75
IP Telephony	Third Party Products	80123	LICENSE, INGATE SOFTWARE SIPARATOR 25, 5 TRAVERSAL LIC	InGate Software SIParator 25. Supports up to 25 simultaneous SIP trunk calls. Includes SIP trunking module & 5 traversal licenses	Each	\$880	35%	\$572.00
IP Telephony	Third Party Products	80124	LICENSE, INGATE SOFTWARE SIPARATOR 25, INCL 25 TRAVERSAL LIC	Ingate Software SIParator 25. Supports up to 25 simultaneous SIP trunk calls. Includes SIP trunking module & 25 traversal licenses	Each	\$2,020	35%	\$1,313.00
IP Telephony	Third Party Products	80125	LICENSE, INGATE SOFTWARE SIPARATOR 50, INCL 50 TRAVERSAL LIC	Ingate Software SIParator 50. Supports up to 50 simultaneous SIP trunk calls. Includes SIP trunking module & 50 traversal licenses	Each	\$3,695	35%	\$2,401.75
IP Telephony	Third Party Products	80126	LICENSE, INGATE SOFTWARE SIPARATOR 150, INCL 100 TRAVERSAL LIC	Ingate Software SIParator 150. Supports up to 150 simultaneous SIP trunk calls. Includes SIP trunking module & 100 traversal licenses	Each	\$7,940	35%	\$5,161.00
IP Telephony	Third Party Products	80127	LICENSE, INGATE SOFTWARE SIPARATOR 400, INCL 200 TRAVERSAL LIC	Ingate Software SIParator 400. Supports up to 400 simultaneous SIP trunk calls. Includes SIP trunking module & 200 traversal licenses	Each	\$14,750	35%	\$9,587.50
IP Telephony	Third Party Products	80128	LICENSE, INGATE SOFTWARE SIPARATOR 1000, INCL 500 TRAVERSAL LIC	Ingate Software SIParator 1000. Supports up to 1000 simultaneous SIP trunk calls. Includes SIP trunking module & 500 traversal licenses	Each	\$25,980	35%	\$16,887.00
IP Telephony	Third Party Products	80129	LIC, TRUNK GROUP FOR SIPARATOR 21, SW SIPARATOR 25, 50	Ingate SIParator license for one additional trunk group for Ingate SIParator 21, and software SIParator 25 and 50	Each	\$400	35%	\$260.00
IP Telephony	Third Party Products	80130	LIC, TRUNK GROUP FOR SIPARATOR 51,56, SW SIPARATOR 150,400,1000	Ingate SIParator license for one additional trunk group for Ingate SIParator 51, 56 and software SIParator 150, 400, 1000	Each	\$950	35%	\$617.50
IP Telephony	Third Party Products	80131	KIT, RACK MOUNT INGATE SIPARATOR 21	Rack Mount Kit for Ingate SIParator 21	Each	\$70	35%	\$45.50
IP Telephony	Third Party Products	80133	INGATE SIPARATOR 21, 25 TRAVERSAL LIC AND FO UNIT	Ingate SIParator 21 and failover unit. Includes SIP trunking module, failover unit, and 25 traversal license pairs for main and failover units	Each	\$3,077	35%	\$2,000.05
IP Telephony	Third Party Products	80134	INGATE SIPARATOR 51, 50 TRAVERSAL LIC AND FO UNIT	Ingate SIParator 51 and failover unit. Includes SIP trunking module, failover unit, and 50 traversal license pairs for main and failover units	Each	\$9,225	35%	\$5,995.93

IP Telephony	Third Party Products	80137	BUNDLE, INGATE SIPARATOR 51, 150 TRAVERSAL LIC	Ingate SIParator 51. Includes SIP trunking module & 150 traversal licenses for up to 150 simultaneous SIP trunk calls.	Each	\$10,810	35%	\$7,026.50
IP Telephony	Third Party Products	80138	BUNDLE, INGATE SIPARATOR 51, 150 TRAVERSAL LIC AND FO UNIT	Ingate SIParator 51 and failover unit. Includes SIP trunking module, failover unit, and 150 traversal license pairs for main and failover units	Each	\$14,000	35%	\$9,100.00
IP Telephony	Third Party Products	80139	INGATE SIPARATOR 56, 400 TRAVERSAL LIC	Ingate SIParator 56. Includes SIP trunking module & 400 traversal licenses for up to 400 simultaneous SIP trunk calls.	Each	\$20,440	35%	\$13,286.00
IP Telephony	Third Party Products	80140	INGATE SIPARATOR 56, 400 TRAVERSAL LIC AND FO UNIT	Ingate SIParator 56 and failover unit. Includes SIP trunking module, failover unit, and 400 traversal license pairs for main and failover units	Each	\$26,330	35%	\$17,114.50
IP Telephony	Third Party Products	80141	LICENSE, INGATE SOFTWARE SIPARATOR 25 to 50 UPGRADE	Ingate Software SIParator 25 upgrade to Ingate Software SIParator 50.	Each	\$275	35%	\$178.75
IP Telephony	Third Party Products	80142	LICENSE, INGATE SOFTWARE SIPARATOR 50 to 150 UPGRADE	Ingate Software SIParator 50 upgrade to Ingate Software SIParator 150.	Each	\$2,079	35%	\$1,351.35
IP Telephony	Third Party Products	80143	LICENSE, INGATE SOFTWARE SIPARATOR 150 to 400 UPGRADE	Ingate Software SIParator 150 upgrade to Ingate Software SIParator 400.	Each	\$2,431	35%	\$1,580.15
IP Telephony	Third Party Products	80144	LICENSE, INGATE SOFTWARE SIPARATOR 400 to 1000 UPGRADE	Ingate Software SIParator 400 upgrade to Ingate Software SIParator 1000.	Each	\$3,707	35%	\$2,409.55
IP Telephony	Voice Switches	10223	KIT, RACK MOUNT SG DUAL TRAY	Rack Mount Tray Kit for SG switch 1U half width, holds two 1U half width voice switches	Each	\$65	35%	\$42.25
IP Telephony	Voice Switches	10229	VOICE SWITCH, SG220T1A MADE IN USA	Voice Switch SG-220T1A - 1U half width, Max Capacities: 1 T1, 220 IP phones, 4 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.	Each	\$6,495	35%	\$4,221.75
IP Telephony	Voice Switches	10259	VOICE SWITCH, SG50 MADE IN USA	Voice Switch SG-50 - 1U half width, Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 0 Universal ports. Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. Made in USA.	Each	\$1,995	35%	\$1,296.75
IP Telephony	Voice Switches	10260	VOICE SWITCH, SG90 MADE IN USA	Voice Switch SG-90 - 1U half width, Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.	Each	\$2,995	35%	\$1,946.75
IP Telephony	Voice Switches	10261	VOICE SWITCH, SG220T1 MADE IN USA	Voice Switch SG-220T1 - 1U half width, Max Capacities: 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.	Each	\$5,995	35%	\$3,896.75
IP Telephony	Voice Switches	10320	VOICE SWITCH, SG30 MADE IN USA	Voice Switch SG-30 - 1U half width, Max Capacities: 30 IP phones, 2 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8 or later). Made in USA.	Each	\$1,595	35%	\$1,036.75
IP Telephony	Voice Switches	10321	VOICE SWITCH, SG24A MADE IN USA	Voice Switch SG-24A - 1U full width, Max Capacities: 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later). Made in USA.	Each	\$2,995	35%	\$1,946.75
IP Telephony	Voice Switches	10322	VOICE SWITCH, SGT1K MADE IN USA	Voice Switch SG-T1k - 1U half width, Max Capacities: 1 T1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8 or later). Made in USA.	Each	\$3,495	35%	\$2,271.75
IP Telephony	Voice Switches	10324	VOICE SWITCH, SG50V MADE IN USA	Voice Switch SG-50V - 1U half width. Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 50 mailboxes, 22 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA.	Each	\$2,495	35%	\$1,621.75
IP Telephony	Voice Switches	10325	VOICE SWITCH, SG90V MADE IN USA	Voice Switch SG-90V - 1U half width. Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA.	Each	\$3,695	35%	\$2,401.75
IP Telephony	Voice Switches	30134	LICENSE, VIRTUAL PHONE CAPACITY QTY 1	Virtual phone capacity license. 1 license per each phone registered to a virtual phone switch.	Each	\$45	35%	\$29.25
IP Telephony	Voice Switches	30135	LICENSE BUNDLE, VIRTUAL PHONE CAPACITY QTY 50	Virtual phone capacity license. Quantity 50. Each phone also requires an Extension license.	Each	\$1,750	35%	\$1,137.50
IP Telephony	Voice Switches	30136	LICENSE BUNDLE, VIRTUAL PHONE CAPACITY QTY 200	Virtual phone capacity license. Quantity 200. Each phone also requires an Extension license.	Each	\$5,000	35%	\$3,250.00
IP Telephony	Voice Switches	30137	LICENSE, VIRTUAL SIP TRUNK QTY 1	Virtual SIP trunk license. Enable 1 SIP trunk on a ShoreTel virtual SIP trunk switch.	Each	\$95	35%	\$61.75
IP Telephony	Voice Switches	30138	LICENSE BUNDLE, VIRTUAL SIP TRUNK QTY 25	Virtual SIP trunk license. Pack of 25. Enables 25 SIP trunks on a ShoreTel virtual SIP trunk switch.	Each	\$2,125	35%	\$1,381.25
IP Telephony	Voice Switches	30139	LICENSE BUNDLE, VIRTUAL SIP TRUNK QTY 50	Virtual SIP trunk license. Pack of 50. Enables 50 SIP trunks on a ShoreTel virtual SIP trunk switch.	Each	\$3,750	35%	\$2,437.50
IP Telephony	Voice Switches	30140	LICENSE, UPGRADE FROM SIP TRUNK TO VIRTUAL SIP TRUNK	Upgrade from SIP trunk license (SKU 30043) to Virtual SIP trunk license. Enables 1 SIP trunk on a ShoreTel virtual SIP trunk switch	Each	\$45	35%	\$29.25
IP Telephony	Voice Switches	60155	BUNDLE, VOICE SWITCH ANALOG 144 FXS PORTS	Voice Switch 144 FXS Port Analog Bundle (includes Voice Switch SG-24A and extension only licenses)	Each	\$24,000	35%	\$15,600.00

Unified Communications								
Unified Communications	Advanced Applications	18008	EMERGENCY NOTIFICATION, 5 OR FEWER	Emergency Notification, 5 or fewer	Each	\$2,200	35%	\$1,430.00
Unified Communications	Advanced Applications	18009	EMERGENCY NOTIFICATION, 6 OR MORE	Emergency Notification, 6 or more	Each	\$5,500	35%	\$3,575.00
Unified Communications	Advanced Applications	18011	APPLICATION, EASYPOP UNIVERSAL CRM CONNECTOR	EasyPop (Universal CRM Connector) - Licensed per desktop seat	Each	\$200	35%	\$130.00
Unified Communications	Advanced Applications	18012	LICENSE, APPLICATION DIALER	Application Dialer - Desktop client application which allows highlight and click-to-call from any Microsoft Windows Application	Each	\$72	35%	\$46.80
Unified Communications	Advanced Applications	18027	COST RECOVERY INTEGRATION APPLICATION	Cost Recovery Integration Application - Base package -- Includes server only, no desktop clients)	Each	\$4,000	35%	\$2,600.00
Unified Communications	Advanced Applications	18028	COST RECOVERY INTEGRATION APPLICATION (ADD-ON ONE USER LICENSE)	Cost Recovery Integration Application - Call accounting system with built-in integrations to Equitrac and Copitrac cost recovery systems. Combine with base server if desktop client for assigning codes is desired.)	Each	\$40	35%	\$26.00
Unified Communications	Advanced Applications	18036	SYSTEM DIRECTORY SYNCHRONIZATION APPLICATION (1 SYSTEM LICENSE)	Enhanced CDR based historical report that presents lifecycle 'cradle to grave' information on a call by call basis.	Each	\$2,420	35%	\$1,573.00
Unified Communications	Advanced Applications	18041	LICENSE, ACT! INTEGRATION APPLICATION	ACT! Integration Application - Desktop integration to Sage ACT!. Licensed on a per user basis.	Each	\$200	35%	\$130.00
Unified Communications	Advanced Applications	18047	HOSPITALITY CONNECTOR	Hospitality Connector - Software service that allows external systems to initiate User Name, User Group, and CHM (Call Handling Mode) changes on the system.	Each	\$4,500	35%	\$2,925.00
Unified Communications	Advanced Applications	18049	LICENSE, WEB DIALER - BASE BUNDLE OF 25	Base Bundle of 25 Web Dialer application licenses. Provides "click to dial" functionality. One license per user is required. Supported configurations include IE (Windows) plus Chrome and Firefox (Windows, Mac, Linux).	Each	\$500	35%	\$325.00
Unified Communications	Advanced Applications	18050	LICENSE, WEB DIALER - BASE BUNDLE OF 50	Base Bundle of 50 Web Dialer application licenses. Provides "click to dial" functionality. One license per user is required. Supported configurations include IE (Windows) plus Chrome and Firefox (Windows, Mac, Linux)	Each	\$800	35%	\$520.00
Unified Communications	Advanced Applications	18051	LICENSE, WEB DIALER - ADD ON BUNDLE OF 5	Add On Bundle of 5 Web Dialer licenses. Provides "click to dial" functionality. Supported configurations include IE (Windows) plus Chrome and Firefox (Windows, Mac, Linux). One license per user is required. Must first purchase a Base Bundle.	Each	\$70	35%	\$45.50
Unified Communications	Advanced Applications	18052	LICENSE, WEB DIALER - BASE BUNDLE OF 5000	Base Bundle of 5000 Web Dialer application licenses. Provides "click to dial" functionality. One license per user is required. Supported configurations include IE (Windows) plus Chrome and Firefox (Windows, Mac, Linux).	Each	\$30,000	35%	\$19,500.00
Unified Communications	Advanced Applications	18053	LICENSE, APPLICATION DIALER - BASE BUNDLE OF 25	Base Bundle of 25 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license per user is required.	Each	\$500	35%	\$325.00
Unified Communications	Advanced Applications	18054	LICENSE, APPLICATION DIALER - BASE BUNDLE OF 50	Base Bundle of 50 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license per user is required.	Each	\$800	35%	\$520.00
Unified Communications	Advanced Applications	18055	LICENSE, APPLICATION DIALER - ADD-ON BUNDLE OF 5	Add On Bundle of 5 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license per user is required. Must first purchase a Base Bundle.	Each	\$70	35%	\$45.50
Unified Communications	Advanced Applications	18056	LICENSE, APPLICATION DIALER - BASE BUNDLE OF 5000	Base Bundle of 5000 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license per user is required.	Each	\$30,000	35%	\$19,500.00
Unified Communications	Advanced Applications	18057	LICENSE, WEB DIALER + APP DIALER - BASE BUNDLE OF 25	Base Bundle of 25 Web Dialer plus 25 Application Dialer licenses. Provides "click to dial" functionality from within popular browsers and Microsoft applications.	Each	\$600	35%	\$390.00
Unified Communications	Advanced Applications	18058	LICENSE, WEB DIALER + APP DIALER - BASE BUNDLE OF 50	Base Bundle of 50 Web Dialer plus 50 Application Dialer licenses. Provides "click to dial" functionality from within popular browsers and Microsoft applications.	Each	\$1,000	35%	\$650.00
Unified Communications	Advanced Applications	18059	LICENSE, WEB DIALER + APP DIALER - ADD-ON BUNDLE OF 5	Add On Bundle of 5 Web Dialer plus 5 Application Dialer licenses. Provides "click to dial" functionality from within popular browsers and Microsoft applications. Must first purchase a Base Bundle.	Each	\$90	35%	\$58.50

Unified Communications	Advanced Applications	18060	LICENSE, WEB DIALER + APP DIALER - BASE BUNDLE OF 5000	Base Bundle of 5000 Web Dialer plus 5000 Application Dialer licenses. Provides "click to dial" functionality from within popular browsers and Microsoft applications.	Each	\$37,500	35%	\$24,375.00
Unified Communications	Advanced Applications	18062	K-12 APPLICATIONS - STANDARD BUNDLE	Bundle of Advanced Applications for Staff Emergency Notification & Classroom Phones Management. Available only for K-12 Education customers.	Each	\$5,000	35%	\$3,250.00
Unified Communications	Advanced Applications	18063	K-12 APPLICATIONS - PREMIUM BUNDLE	Bundle of Advanced Applications for Staff Emergency Notification, Classroom Phones Management & Parent Outreach. Available only for K-12 Education customers.	Each	\$10,000	35%	\$6,500.00
Unified Communications	Advanced Applications	18065	BUNDLE, ENHANCED REPORTING	Enhanced Reporting Bundle	Each	\$5,000	35%	\$3,250.00
Unified Communications	Advanced Applications	18066	BUNDLE, ENHANCED WORKGROUP REPORTING - STANDARD	Enhanced Workgroup Reporting - Standard Bundle	Each	\$7,000	35%	\$4,550.00
Unified Communications	Advanced Applications	18067	BUNDLE, ENHANCED WORKGROUP REPORTING - PREMIUM	Enhanced Workgroup Reporting – Premium Bundle	Each	\$10,000	35%	\$6,500.00
Unified Communications	Advanced Applications	41002	LICENSE, SALESFORCE CALL CENTER ADAPTER SOFTWARE	SALESFORCE Call Center Adapter Software - Cloud Softphone based on Salesforce Open CTI	Each	\$200	35%	\$130.00
Unified Communications	Advanced Applications	41004	LICENSE, SHORETEL NETSUITE CRM INTEGRATION SOFTWARE	Netsuite CRM Integration Software	Each	\$200	35%	\$130.00
Unified Communications	Advanced Applications	41005	LICENSE, MICROSOFT DYNAMICS CRM INTEGRATION	Microsoft Dynamics CRM Integration	Each	\$200	35%	\$130.00
Unified Communications	Advanced Applications	93111	LICENSE, WEB DIALER	Web Dialer	Each	\$72	35%	\$46.80
Unified Communications	Client Software	30052	LICENSE, PROFESSIONAL ACCESS	Professional Access License	Each	\$80	35%	\$52.00
Unified Communications	Client Software	40005	LICENSE, PERSONAL ACCESS	Personal Access License	Each	\$0	35%	\$0.00
Unified Communications	Client Software	40006	LICENSE, OPERATOR ACCESS	Operator Access License	Each	\$595	35%	\$386.75
Unified Communications	Client Software	40009	LICENSE, HIGH RESOLUTION VIDEO LICENSE (ST 8.1)	High Resolution Video License, 1024x768 (requires ShoreTel 8.1)	Each	\$695	35%	\$451.75
Unified Communications	Collaboration	30091	LICENSE, AUDIO CONFERENCING 10 PORTS	10 Concurrent Audio Conferencing Ports. Requires ShoreTel 12 or later.	Each	\$1,750	35%	\$1,137.50
Unified Communications	Collaboration	30093	LICENSE, WEB CONFERENCING 10 PORTS	10 Concurrent Web Conferencing Ports. Requires ShoreTel 12 or later.	Each	\$1,750	35%	\$1,137.50
Unified Communications	Collaboration	30113	LICENSE, UPGRADE CONVERGED TO ST CONFERENCING (10 WEB PORTS)	Web Conferencing License Upgrade, Converged to Conferencing (10 Conferencing ports; requires ShoreTel 12 or later)	Each	\$0	35%	\$0.00
Unified Communications	Collaboration	30114	LICENSE, UPGRADE CONVERGED TO ST CONFERENCING (10 AUDIO PORTS)	Audio Conferencing License Upgrade, Converged to Conferencing (10 Conferencing ports; requires ShoreTel 12 or later)	Each	\$0	35%	\$0.00
Unified Communications	Server Hardware	60125	SERVICE APPLIANCE 100 IIXL TPM	SA-100 appliance required to host Conferencing and Instant Messaging. Requires ShoreTel 12 or later.	Each	\$2,495	35%	\$1,621.75
Unified Communications	Server Hardware	60145	SERVICE APPLIANCE 400	SA-400 appliance required to host Conferencing and Instant Messaging. Requires ShoreTel 12.3 or 13.1 or later.	Each	\$12,995	35%	\$8,446.75

Contact Center	Advanced Applications	18003	APPLICATION, WORKGROUP MONITOR	Workgroup Monitor Application - Realtime performance monitor for Workgroups, including hierarchical views	Each	\$3,713	35%	\$2,413.45
Contact Center	Advanced Applications	18004	REPORT, WORKGROUP EXCEPTIONAL/ABANDONED CALL	Workgroup Exceptional/Abandoned Call Report	Each	\$1,485	35%	\$965.25
Contact Center	Advanced Applications	18005	REPORT, TARGET SERVICE LEVEL AGREEMENT	Workgroup Target Service Level Agreement Report	Each	\$1,485	35%	\$965.25
Contact Center	Advanced Applications	18006	REPORT, WORKGROUP AGENT DAILY LOGIN/LOGOUT	Workgroup Agent Daily Login/Logout Report	Each	\$1,485	35%	\$965.25
Contact Center	Advanced Applications	18016	APPLICATION, OUTBOUND CAMPAIGN IVR (BASE 5 CALLS)	Outbound Campaign IVR Application - Base package (5 simultaneous calls) - Create automated calling campaigns for Simple Notifications and Scripted Interactions with transfer to agents.	Each	\$5,495	35%	\$3,571.75
Contact Center	Advanced Applications	18017	APPLICATION, OUTBOUND CAMPAIGN IVR (ADD-ON 5 CALLS)	Outbound Campaign IVR Application - Add-on bundle (5 simultaneous calls) - Combine with Base Package incrementally for increased simultaneous call volume	Each	\$1,095	35%	\$711.75
Contact Center	Advanced Applications	18018	APPLICATION, CC AGENT DASHBOARD (BASE 5 CONCURRENT USER BUNDLE)	Contact Center Agent Dashboard - Base package (5 concurrent users) - Web-based agent dashboard providing real-time agent & queue statistics. Must be run on separate server from CC server.	Each	\$1,250	35%	\$812.50
Contact Center	Advanced Applications	18019	APPLICATION, CC AGENT DASHBOARD (ADD-ON 1 CONCURRENT USER LIC)	Contact Center Agent Dashboard - Add-on license (1 concurrent user) - Combine with Base Package incrementally for increased concurrent user capacity.	Each	\$150	35%	\$97.50
Contact Center	Advanced Applications	18020	APPLICATION, CC INTERACTN VIEWER (BASE 1 CONCURRENT USER LIC)	Contact Center Interaction Viewer - Base package (1 concurrent user) - Web based viewer for end to end call interaction details with link to CDR. Includes pre-requisite CCIR Transform Service. Runs on separate server from CC server.	Each	\$2,750	35%	\$1,787.50
Contact Center	Advanced Applications	18021	APPLICATION, CC INTERACTION VIEWER (ADD-ON 1 CONCURRENT USER LIC)	Contact Center Interaction Viewer - Add-on license (1 concurrent user) - Combine with Base Package incrementally for increased concurrent user capacity	Each	\$400	35%	\$260.00
Contact Center	Advanced Applications	18022	APPLICATION, CCIR TRANSFORM SRVC (NO CC INTERACTN VIEWER WEB APP)	CCIR Transform Service (No CC Interaction Viewer Web Application) - Re-factors CCIR database data into a database that is call oriented. Included in the CCIV Base	Each	\$1,950	35%	\$1,267.50
Contact Center	Advanced Applications	18023	APPLICATION, CONTACT CENTER REAL-TIME MONITORING	Contact Center Real-time Monitoring Bundle (includes 1 CC Interaction Viewer user, 1 CCIR Transform Service & 5 CC Agent Dashboard user licenses). Must be installed on separate server from CC server.	Each	\$3,000	35%	\$1,950.00
Contact Center	Advanced Applications	18044	WORKGROUP AGENT RING TIME REPORT	Workgroup Agent Ring Time Report - Enhanced CDR based historical report that presents Workgroup calls offered to agents, showing for each the time it occurred and the duration that the call rang at the agent extension.	Each	\$1,485	35%	\$965.25
Contact Center	Advanced Applications	18046	CONTACT CENTER AGENT ALERT	Contact Center Agent Alert - Notifies an agent via visual desktop alert when he enters a state in which he cannot receive ACD calls.	Each	\$25	35%	\$16.25
Contact Center	Advanced Applications	18080	LICENSE, SHORETEL CONTACT CENTER WRAP APPLICATION	ShoreTel Contact Center Wrap Application ("Wrap App") - Licensed per Contact Center Server.	Each	\$1,500	35%	\$975.00
Contact Center	Application Servers	30038	LICENSE, 5 IVR PORTS	5 IVR port license. Incremental licenses over either the ECC Base 10 Package/ECC Base 10 IVR Package	Each	\$1,000	35%	\$650.00
Contact Center	Application Servers	30056	LICENSE, TAPI APPLICATION SERVER - CONTACT CENTER	Contact Center TAPI App Server License - Allows use of Contact Center TAPI apps with ST system. Needed if the app is on distributed servers for each additional server other than the primary server.	Each	\$495	35%	\$321.75
Contact Center	Application Servers	30063	LICENSE, CC/ECC REDUNDANT SERVER - NOT FOR USE WITH CC/ECC 4.66	CC-ECC Redundant Server License - (Not for use with CC-ECC 4.66) - License for the redundant or warm standby CC/ECC server. Will be configured with the same licenses as the primary server. Includes a server dongle and the TAPI App Server Lic.	Each	\$6,500	35%	\$4,225.00
Contact Center	Application Servers	30090	LICENSE, WORKGROUP TO ECC BASE SYSTEM UPGRADE	LICENSE, WORKGROUP TO ECC BASE SYSTEM UPGRADE - Required only for upgrading from workgroup to new ECC system. Includes 1 inbound agent, 1 IVR port, 1 agent activity API, and 1 group activity API.	Each	\$600	35%	\$390.00
Contact Center	Application Servers	30103	LICENSE, ECC 7 UPGRADE	ECC 7 Upgrade License - Upgrades server licenses from ECC 5.1 or 6 releases to ECC 7. Converts the dongle licenses to software keys. Includes 2 group activity, 2 agent activity Licenses. Dongle must be returned within 30 days.	Each	\$0	35%	\$0.00
Contact Center	Application Servers	30104	ENTERPRISE CONTACT CENTER LAB SYSTEM	Enterprise Contact Center Lab System - limit one per customer (Includes 5 inbound, outbound, web and email and 1 Sup license. Also includes 1 event feed license). Cannot be used for production systems and licenses cannot be added to this system	Each	\$4,000	35%	\$2,600.00
Contact Center	Application Servers	30107	LICENSE, ENTERPRISE CONTACT CENTER VERINT INTERFACE	Enterprise Contact Center Verint Interface License - One license to activate the ECC event interface with the Verint Impact 360 Real Time Adherence Logger. License does not include Verint Impact 360 application.	Each	\$1,500	35%	\$975.00
Contact Center	Application Servers	30108	LICENSE, ENTERPRISE CONTACT CENTER AGENT ACTIVITY EVENT FEED	Enterprise Contact Center Agent Activity Event Feed License - One license to activate one agent activity event feed. Two event feed licenses are included in the base 10 package.	Each	\$350	35%	\$227.50

Contact Center	Application Servers	30109	LICENSE, ENTERPRISE CONTACT CENTER GROUP ACTIVITY EVENT FEED	Enterprise Contact Center Group Activity Event Feed License - One license to activate one group activity event feed. Two event feed licenses are included in the base 10 package.	Each	\$350	35%	\$227.50	
Contact Center	Application Servers	30126	LICENSE, ENTERPRISE CONTACT CENTER IVR	Enterprise Contact Center IVR License - One concurrent IVR port license. These are incremental licenses over either the ECC Base 10 Package or the ECC Base 10 IVR Package. Can be used with ECC 7 or later.	Each	\$200	35%	\$130.00	
Contact Center	Application Servers	30128	LICENSE, ENTERPRISE CONTACT CENTER REDUNDANT SERVER	Enterprise Contact Center Redundant Server License for the redundant or warm standby ECC server. Will be configured with the same licenses as the primary server. Includes a TAPI license. Can be used with ECC 7 or later.	Each	\$6,500	35%	\$4,225.00	
Contact Center	Application Servers	30129	LICENSE, ECC 8 UPGRADE	ECC 8 Upgrade License - Upgrades server licenses from ECC 6 or ECC 7 to ECC 8. Converts ECC 6 dongle licenses to software keys. Dongle must be returned in 30 days. (ECC 7 and later use software keys).	Each	\$0	35%	\$0.00	
Contact Center	Application Servers	30133	ENTERPRISE CONTACT CENTER 9 (BASE 10 PACKAGE)	ECC Base 10 Package for release 9 - Includes server based software for contact center. Includes 10 Agent licenses (inbound voice / callbacks), 30 IVR Port, 1 Supervisor, 2 group/agent feed licenses. Only one Base Package needed per server.	Each	\$8,504	35%	\$5,527.60	
Contact Center	Client Software	30015	LICENSE, ECC 5 INBOUND VOICE	LICENSE, ECC INBOUND 5 VOICE - 5 concurrent agent and 5 concurrent IVR Port licenses. Incremental licenses over ECC base 10 package.	Each	\$4,125	35%	\$2,681.25	
Contact Center	Client Software	30016	LICENSE, ECC 5 OUTBOUND VOICE	LICENSE, ECC OUTBOUND VOICE 5 -5 concurrent agent licenses for outbound campaigns. Add on to inbound voice licenses. Consumed once an agent logs to a outbound group. IVR ports not included.	Each	\$2,000	35%	\$1,300.00	
Contact Center	Client Software	30017	LICENSE, ECC 5 EMAIL	LICENSE, ECC 5 EMAIL - 5 concurrent agent licenses for emails. Add on to inbound voice license. License consumed everytime an agent logs into a email group.	Each	\$2,000	35%	\$1,300.00	
Contact Center	Client Software	30018	LICENSE, ECC 5 WEB	LICENSE, ECC 5 WEB - 5 concurrent agent licenses for web chat, co-browsing and web callbacks. Add on to inbound voice licenses. Consumed everytime an agent logs into a chat group.	Each	\$2,000	35%	\$1,300.00	
Contact Center	Client Software	30020	LICENSE, CC 5 INBOUND VOICE	LICENSE, CC INBOUND 5 VOICE - 5 concurrent agent licenses for inbound voice calls. Incremental licenses over the CC base 10 package which include 10 agent licenses.	Each	\$2,500	35%	\$1,625.00	
Contact Center	Client Software	30069	LICENSE, CC/ECC SUPERVISOR - NOT FOR USE WITH CC/ECC 4.66	LICENSE, CC/ECC SUPERVISOR - (Not for use with CC-ECC 4.66) - Access real time status, skill set management, access/administer historical reports, call flows, wallboards and agent boards.	Each	\$825	35%	\$536.25	
Contact Center	Client Software	30088	LICENSE, WORKGROUP AGENT TO ECC AGENT UPGRADE	LICENSE, WORKGROUP AGENT TO ECC AGENT UPGRADE - Upgrades a workgroup agent to an ECC agent with inbound voice capability.	Each	\$600	35%	\$390.00	
Contact Center	Client Software	30089	LICENSE, WORKGROUP SUPERVISOR TO ECC SUPERVISOR UPGRADE	LICENSE, WORKGROUP SUPERVISOR TO ECC SUPERVISOR UPGRADE - Upgrades a workgroup supervisor to an ECC admin supervisor. Access real time, historical reports, and wallboards.	Each	\$600	35%	\$390.00	
Contact Center	Client Software	30122	LICENSE BUNDLE, ENTERPRISE CONTACT CENTER INBOUND VOICE AGENT	Enterprise Contact Center Inbound Voice License Bundle - Add-on 1 agent and 1 IVR Port (concurrent) license. These are incremental licenses over the ECC base 10 bundle. Can be used with ECC 7 or later.	Each	\$825	35%	\$536.25	
Contact Center	Client Software	30123	LICENSE, ENTERPRISE CONTACT CENTER OUTBOUND CAMPAIGN	ECC Outbound Campaign License - 1 concurrent agent license for outbound campaign. This is an add on to inbound voice licenses. License consumed every time an agent logs into a group with dial list feature enabled. Can be used with ECC 7 or later.	Each	\$400	35%	\$260.00	
Contact Center	Client Software	30124	LICENSE, ENTERPRISE CONTACT CENTER EMAIL	ECC Email License - 1 concurrent agent license for handling emails. Add on to inbound voice licenses. License is consumed every time an agent logs into a group that has email feature enabled. Can be used with ECC 7 or later.	Each	\$400	35%	\$260.00	
Contact Center	Client Software	30125	LICENSE, ENTERPRISE CONTACT CENTER WEB	ECC Web License - 1 concurrent agent licenses for handling web chat. Add on to inbound voice licenses. License is consumed every time an agent logs into a group that has chat feature enabled. Can be used with ECC 7 or later.	Each	\$400	35%	\$260.00	
Contact Center	Client Software	30127	LICENSE, ENTERPRISE CONTACT CENTER SUPERVISOR	Enterprise Contact Center Supervisor License - One concurrent supervisor license. Includes capability to access Agent manager, Director, Reports, GCCS and Wallboard Editor. Can be used with ECC 7 or later.	Each	\$825	35%	\$536.25	
Contact Center	Client Software	40007	LICENSE, WORKGROUP AGENT ACCESS	Workgroup Agent Access License	Each	\$295	35%	\$191.75	
Contact Center	Client Software	40008	LICENSE, WORKGROUP SUPERVISOR ACCESS	Workgroup Supervisor Access License	Each	\$595	35%	\$386.75	
Mobility									
Mobility	Application Servers	30141	LICENSE, VIRTUAL SHORETEL MOBILITY ROUTER, 10 CLIENTS & SW MEDIA	License, Virtual ShoreTel Mobility Router, 10 client access licenses and software media kit.	Each	\$1,995	35%	\$1,296.75	
Mobility	Client Software	30105	LICENSE BUNDLE, MOBILITY CLIENT ACCESS	Mobility Client Access License for one end user; includes one SIP Device License and one Mobile Access License (initial minimum order quantity is 10).	Each	\$150	35%	\$97.50	

Mobility	Client Software	30106	LICENSE, MOBILITY CLIENT ACCESS UPGRADE FROM MOBILE ACCESS	Upgrade to Mobility Client Access License from Mobile Access License; includes one SIP User License and one Mobility Client Access License. Requires separate purchase of ShoreTel Mobility Router.	Each	\$55	35%	\$35.75
Mobility	Docks	10491	SHORETEL DOCK, D100/3 (APPLE 30-PIN)	ShoreTel Dock (Apple 30-pin), model number D100/3. This product requires separate purchase of ShoreTel Mobility in order to integrate with UC systems.	Each	\$229	35%	\$148.85
Mobility	Docks	10492	SHORETEL DOCK, D100/L (APPLE LIGHTNING)	ShoreTel Dock (Apple Lightning), model number D100/L. This product requires separate purchase of ShoreTel Mobility in order to integrate with UC systems.	Each	\$349	35%	\$226.85
Mobility	Docks	60164	IPAD AIR BRACKET FOR SHORETEL DOCK (APPLE LIGHTNING)	Bracket allows use of the iPad Air with the ShoreTel Dock (Apple Lightning). This product requires separate purchase of ShoreTel Dock (Apple Lightning).	Each	\$20	35%	\$13.00
Mobility	Server Hardware	80120	MOBILITY ROUTER 2000 (MR2000)	Mobility Router 2000 Appliance; supports up to 100 users when the appropriate number of client access licenses are purchased. Does not support redundant operation.	Each	\$4,995	35%	\$3,246.75
Mobility	Server Hardware	80121	MOBILITY ROUTER 4000 (MR4000)	Mobility Router 4000 Appliance; supports up to 1000 users when the appropriate number of client access licenses are purchased.	Each	\$6,995	35%	\$4,546.75
Mobility	Server Hardware	80122	MOBILITY ROUTER 6000 (MR6000)	Mobility Router 6000 Appliance; supports up to 5000 users when the appropriate number of client access licenses are purchased.	Each	\$14,995	35%	\$9,746.75
Global Services								
Global Services	Enterprise Support	91076	ENTERPRISE ADVANCED QUEUE ACCESS - PRIMARY	Enterprise Advanced Queue Access 1 year - First Engineer	Each	\$18,000	10%	\$16,200.00
Global Services	Enterprise Support	91092	TAC HOURLY LABOR RATE (BUSINESS HOURS)	TAC Remote Break-Fix Support for Customers with no Support Agreement, Business Hours (8:00AM-5:00PM Monday - Friday). Hourly rate, two hours minimum.	Each	\$280	10%	\$252.00
Global Services	Enterprise Support	91093	TAC HOURLY LABOR RATE (EVENING HOURS, SATURDAY AND SUNDAY)	TAC Remote Break-Fix Support for Customers with no Support Agreement, Evening and Weekend Hours (5:01PM-7:59AM Monday - Friday, all day Saturday and Sunday). Hourly rate, two hours minimum.	Each	\$410	10%	\$369.00
Global Services	Enterprise Support	91094	TAC HOURLY LABOR RATE (HOLIDAY)	TAC Remote Break-Fix Support for Customers with no Support Agreement, Holidays (ShoreTel Holidays). Hourly rate, two hours minimum.	Each	\$560	10%	\$504.00
Global Services	Enterprise Support	91095	TAC ONSITE DAILY LABOR RATE (WEEKDAY)	TAC On-Site Break-Fix Support for Customers with no Support Agreement, Business Hours (8:00AM-5:00PM Monday - Friday). Hourly rate, two hours minimum. Travel and expense charges not included.	Each	\$2,240	10%	\$2,016.00
Global Services	Enterprise Support	91096	TAC ONSITE DAILY LABOR RATE (SATURDAY AND SUNDAY)	TAC On-Site Break-Fix Support for Customers with no Support Agreement, Evening and Weekend Hours (5:01PM-7:59AM Monday - Friday, all day Saturday and Sunday). Hourly rate, two hours minimum. Travel and expense charges not included.	Each	\$3,280	10%	\$2,952.00
Global Services	Enterprise Support	91097	TAC ONSITE DAILY LABOR RATE (HOLIDAY)	TAC On-Site Break-Fix Support for Customers with no Support Agreement, Holidays (ShoreTel Holidays). Hourly rate, two hours minimum. Travel and expense charges not included.	Each	\$4,480	10%	\$4,032.00
Global Services	Enterprise Support	91101	SERVICE, STANDARD LICENSE LOCKOUT RECOVERY	Standard License Lockout Recovery Service (Work completed within 1 business day)	Each	\$400	10%	\$360.00
Global Services	Enterprise Support	91102	SERVICE, EXPEDITED LICENSE LOCKOUT RECOVERY	Expedited License Lockout Recovery Service (Work completed within 2 hours)	Each	\$600	10%	\$540.00
Global Services	Enterprise Support	92454	ENTERPRISE SUPPORT, ADVANTAGE PRO 1 YR NP	Enterprise Support - Advantage Pro, 1-Yr, No Phones. 1 year service agreement providing Enterprise Support excluding phones, with full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92455	ENTERPRISE SUPPORT, ADVANTAGE PRO 3 YR NP	Enterprise Support - Advantage Pro, 3-Yr, No Phones. 3 year service agreement providing Enterprise Support excluding phones, with full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92456	ENTERPRISE SUPPORT, ADVANTAGE PRO 5 YR NP	Enterprise Support - Advantage Pro, 5-Yr, No Phones. 5 year service agreement providing Enterprise Support excluding phones, with full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92457	ENTERPRISE SUPPORT, ADVANTAGE PRO 1 YR FULL	Enterprise Support - Advantage Pro, 1-Yr, Full. 1 year service agreement providing Enterprise Support including phones, with full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92458	ENTERPRISE SUPPORT, ADVANTAGE PRO 3 YR FULL	Enterprise Support - Advantage Pro, 3-Yr, Full. 3 year service agreement providing Enterprise Support including phones, with full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92459	ENTERPRISE SUPPORT, ADVANTAGE PRO 5 YR FULL	Enterprise Support - Advantage Pro, 5-Yr, Full. 5 year service agreement providing Enterprise Support including phones, with full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92469	ENTERPRISE SUPPORT, ANNUAL BILLING 3 YR FULL	Enterprise Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation.	Each	\$1	10%	\$0.90

Global Services	Enterprise Support	92470	ENTERPRISE SUPPORT, ANNUAL BILLING 3 YR NP	Enterprise Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92471	ENTERPRISE SUPPORT, ANNUAL BILLING 5 YR FULL	Enterprise Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92472	ENTERPRISE SUPPORT, ANNUAL BILLING 5 YR NP	Enterprise Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92473	ENTERPRISE SUPPORT, ANNUAL BILLING ADD ON 3 YR FULL	Enterprise Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92474	ENTERPRISE SUPPORT, ANNUAL BILLING ADD ON 3 YR NP	Enterprise Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92475	ENTERPRISE SUPPORT, ANNUAL BILLING ADD ON 5 YR FULL	Enterprise Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92476	ENTERPRISE SUPPORT, ANNUAL BILLING ADD ON 5 YR NP	Enterprise Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92477	ENTERPRISE SUPPORT, ADVANTAGE CORE 1 YR NP	Enterprise Support - Advantage Core, 1-Yr, No Phones. 1 year service agreement providing Enterprise Support excluding phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92478	ENTERPRISE SUPPORT, ADVANTAGE CORE 3 YR NP	Enterprise Support - Advantage Core, 3-Yr, No Phones. 3 year service agreement providing Enterprise Support excluding phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92479	ENTERPRISE SUPPORT, ADVANTAGE CORE 5 YR NP	Enterprise Support - Advantage Core, 5-Yr, No Phones. 5 year service agreement providing Enterprise Support excluding phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92480	ENTERPRISE SUPPORT, ADVANTAGE CORE 1 YR FULL	Enterprise Support - Advantage Core, 1-Yr, Full. 1 year service agreement providing Enterprise Support including phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92481	ENTERPRISE SUPPORT, ADVANTAGE CORE 3 YR FULL	Enterprise Support - Advantage Core, 3-Yr, Full. 3 year service agreement providing Enterprise Support including phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	92482	ENTERPRISE SUPPORT, ADVANTAGE CORE 5 YR FULL	Enterprise Support - Advantage Core, 5-Yr, Full. 5 year service agreement providing Enterprise Support including phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95111	ENTERPRISE SUPPORT, 1 YR NP	Enterprise Support (1 Year, No Phones)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95112	ENTERPRISE SUPPORT, 1 YR FULL	Enterprise Support (1 Year, Full Coverage)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95131	ENTERPRISE SUPPORT, 3 YR NP	Enterprise Support (3 Year, No Phones)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95132	ENTERPRISE SUPPORT, 3 YR FULL	Enterprise Support (3 Year, Full Coverage)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95151	ENTERPRISE SUPPORT, 5 YR NP	Enterprise Support (5 Year, No Phones)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95152	ENTERPRISE SUPPORT, 5 YR FULL	Enterprise Support (5 Year, Full Coverage)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95211	ENTERPRISE SUPPORT, 1 YR NP (NBD ONSITE VOICE SWITCH)	Enterprise Support (1 Year, No Phones, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 (\$US or equivalent)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95212	ENTERPRISE SUPPORT, 1 YR FULL COVERAGE (NBD ONSITE VOICE SWITCH)	Enterprise Support (1 Year, Full Coverage, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 (\$US or equivalent)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95231	ENTERPRISE SUPPORT, 3 YR NP (NBD ONSITE VOICE SWITCH)	Enterprise Support (3 Year, No Phones, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95232	ENTERPRISE SUPPORT, 3 YR FULL (NBD ONSITE VOICE SWITCH)	Enterprise Support (3 Year, Full Coverage, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95251	ENTERPRISE SUPPORT, 5 YR NP (NBD ONSITE VOICE SWITCH)	Enterprise Support (5 Year, No Phones, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95252	ENTERPRISE SUPPORT, 5 YR FULL (NBD ONSITE VOICE SWITCH)	Enterprise Support (5 Year, Full Coverage, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95331	ENTERPRISE SUPPORT, 3 YR NP (4HR ONSITE VOICE SWITCH)	Enterprise Support (3 Year, No Phones, 4hr Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	Each	\$1	10%	\$0.90

Global Services	Enterprise Support	95332	ENTERPRISE SUPPORT, 3 YR FULL (4HR ONSITE VOICE SWITCH)	Enterprise Support (3 Year, Full Coverage, 4hr Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95351	ENTERPRISE SUPPORT, 5 YR NP (4HR ONSITE VOICE SWITCH)	Enterprise Support (5 Year, No Phones, 4hr Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries.	Each	\$1	10%	\$0.90
Global Services	Enterprise Support	95352	ENTERPRISE SUPPORT, 5 YR FULL (4HR ONSITE VOICE SWITCH)	Enterprise Support (5 Year, Full Coverage, 4hr Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries.	Each	\$1	10%	\$0.90
Global Services	Implementation Services	10143	REIMBURSMT, TRAVEL & EXPENSES	On-site Travel Expense (T&E estim. for the first day)	Each	\$1,000	0%	\$1,000.00
Global Services	Implementation Services	91057	VOIP READINESS ASSESSMENT, ADDITIONAL TEST AGENT (3-10)	1 additional test agent for VoIP Readiness Assessment, 3-10 agents total. Must be ordered with SKU 91072.	Each	\$150	10%	\$135.00
Global Services	Implementation Services	91058	VOIP READINESS ASSESSMENT, ADDITIONAL TEST AGENT (11 OR MORE)	1 additional test agent for VoIP Readiness Assessment, 11 or more agents total. Must be ordered with SKU 91072, qty 1 and SKU 91057, qty 8.	Each	\$100	10%	\$90.00
Global Services	Implementation Services	91072	VOIP READINESS ASSESSMENT	VoIP readiness assessment, remote. Includes 1-2 test agents and project report	Each	\$1,500	10%	\$1,350.00
Global Services	Implementation Services	91077	ENTERPRISE ADVANCED QUEUE ACCESS SERVICE, HIGH TOUCH IMPLEMENTATION	Enterprise Advanced Queue Access 1 year - Additional Engineer High Touch Implementation Service - Implementation services price for High Touch model that includes onsite delivery during business hours	Each	\$6,000	10%	\$5,400.00
Global Services	Implementation Services	91086	SERVICE, SHARED IMPLEMENTATION	Shared Implementation Service - Implementation services price for remote shared	Each	\$1	10%	\$0.90
Global Services	Implementation Services	91090	IMPLEMENTATION, MISCELLANEOUS	Miscellaneous minor parts charge when does implementation	Each	\$250	10%	\$225.00
Global Services	Implementation Services	91098	SERVICE, CONTACT CENTER	Contact Center Implementation includes Remote Discovery, Project Management	Each	\$1	10%	\$0.90
Global Services	Implementation Services	91136	SERVICE, CONTACT CENTER REPORTS CONSULTING (REMOTE)	Contact Center Reports Consulting - Remote	Each	\$1,200	10%	\$1,080.00
Global Services	Implementation Services	91137	SERVICE, CONTACT CENTER REPORTS CONSULTING (ONSITE)	Contact Center Reports Consulting - Onsite	Each	\$2,400	10%	\$2,160.00
Global Services	Implementation Services	91138	SERVICE, CONTACT CENTER REPORTS CONSULTING + 4 REPORTS (REMOTE)	Contact Center Reports Consulting + 4 Reports - Remote	Each	\$2,400	10%	\$2,160.00
Global Services	Implementation Services	91139	SERVICE, CONTACT CENTER REPORTS CONSULTING + 4 REPORTS (ONSITE)	Contact Center Reports Consulting + 4 Reports - Onsite	Each	\$3,600	10%	\$3,240.00
Global Services	Implementation Services	91140	SERVICE, CONTACT CENTER REPORTS CONSULTING + 6 REPORTS (REMOTE)	Contact Center Reports Consulting + 6 Reports - Remote	Each	\$2,900	10%	\$2,610.00
Global Services	Implementation Services	91141	SERVICE, CONTACT CENTER REPORTS CONSULTING + 6 REPORTS (ONSITE)	Contact Center Reports Consulting + 6 Reports - Onsite	Each	\$4,100	10%	\$3,690.00
Global Services	Implementation Services	91142	SERVICE, CONTACT CENTER REPORTS CONSULTING + 8 REPORTS (REMOTE)	Contact Center Reports Consulting + 8 Reports - Remote	Each	\$3,300	10%	\$2,970.00
Global Services	Implementation Services	91143	SERVICE, CONTACT CENTER REPORTS CONSULTING + 8 REPORTS (ONSITE)	Contact Center Reports Consulting + 8 Reports - Onsite	Each	\$4,500	10%	\$4,050.00
Global Services	Implementation Services	91280	SERVICE, MOBILITY PILOT IMPLEMENTATION (EXCL T&E)	Mobility Pilot Implementation - excludes travel and expenses	Each	\$9,000	10%	\$8,100.00
Global Services	Implementation Services	91293	SERVICE, UC HEALTHCHECK (ONSITE)	Healthcheck service for Unified Communications solution deployments. Onsite, T&E included for HQ site only.	Each	\$15,000	10%	\$13,500.00
Global Services	Implementation Services	91294	SERVICE, CONTACT CENTER HEALTHCHECK (ONSITE)	Healthcheck service for Contact Center solution deployments. Onsite, T&E included for HQ site only.	Each	\$15,000	10%	\$13,500.00
Global Services	Implementation Services	91295	SERVICE, CONTACT CENTER HEALTHCHECK (REMOTE)	Healthcheck service for Contact Center solution deployments. Remote.	Each	\$12,500	10%	\$11,250.00
Global Services	Implementation Services	91296	SERVICE, UC HEALTHCHECK (REMOTE)	Healthcheck service for Unified Communication solution deployments. Remote.	Each	\$12,500	10%	\$11,250.00
Global Services	Implementation Services	91299	SERVICE, UC SYSTEM UPGRADE (REMOTE)	Upgrade service for Unified Communications system with project management, planning and upgrade activities performed remotely with onsite support by the Partner and/or Customer.	Each	\$1	10%	\$0.90
Global Services	Implementation Services	91300	SERVICE, UC SYSTEM UPGRADE (ONSITE)	Upgrade service for Unified Communications system with project management and planning plus a engineer onsite (at one site) to perform upgrade activities. Remote sites supported by the Partner and/or Customer.	Each	\$1	10%	\$0.90
Global Services	Implementation Services	91310	SERVICE, CUSTOM WORK	Custom work engagement based on a Statement of Work	Each	\$1	10%	\$0.90
Global Services	Implementation Services	91311	REIMBURSEMENT, SPECIAL TRAVEL AND EXPENSES	Custom quote for reimbursement of travel and expenses incurred while delivering Services	Each	\$1	10%	\$0.90
Global Services	Implementation Services	91312	SERVICE, EXPEDITE FEE	Services - Expedite fee	Each	\$1,800	0%	\$1,800.00
Global Services	Implementation Services	91314	IMPLEMENTATION HANDS-ON MENTORING, UC IMPLEMENTATION #1	Implementation Hands-on Mentoring for Unified Communications, Implementation #1. Each Custom quote required if config falls outside criteria for standard pricing.	Each	\$8,700	10%	\$7,830.00

Global Services	Implementation Services	91315	IMPLEMENTATION HANDS-ON MENTORING, UC IMPLEMENTATION #2	Implementation Hands-on Mentoring for Unified Communications, Implementation #2. Each Custom quote required if config falls outside criteria for standard pricing.	Each	\$3,780	10%	\$3,402.00
Global Services	Implementation Services	91316	IMPLEMENTATION HANDS-ON MENTORING, ECC IMPLEMENTATION #1	Implementation Hands-on Mentoring for Contact Center, Implementation #1. Custom quote required if config falls outside criteria for standard pricing.	Each	\$9,980	10%	\$8,982.00
Global Services	Implementation Services	91317	IMPLEMENTATION HANDS-ON MENTORING, ECC IMPLEMENTATION #2	Implementation Hands-on Mentoring for Contact Center, Implementation #2. Custom quote required if config falls outside criteria for standard pricing.	Each	\$3,960	10%	\$3,564.00
Global Services	Implementation Services	91318	IMPLEMENTATION HANDS-ON MENTORING, MOBILITY IMPLEMENTATION #1	Implementation Hands-on Mentoring for Mobility, Implementation #1. Custom quote required if config falls outside criteria for standard pricing.	Each	\$5,310	10%	\$4,779.00
Global Services	Implementation Services	91319	IMPLEMENTATION HANDS-ON MENTORING, MOBILITY IMPLEMENTATION #2	Implementation Hands-on Mentoring for Mobility, Implementation #2. Custom quote required if config falls outside criteria for standard pricing.	Each	\$2,340	10%	\$2,106.00
Global Services	Implementation Services	91350	SERVICE, REMOTE MOBILITY IMPLEMENTATION	Implementation service for Mobility; remote delivery with shared service model during business hours for one Mobility Router	Each	\$4,500	10%	\$4,050.00
Global Services	Implementation Services	91365	SERVICE, EXPEDITED LICENSE LOCKOUT RECOVERY	Remote Assist Service, Contact Center Advanced, Business Hours (8:00AM-5:00PM Monday - Friday). Time and Materials, hourly rate, 4 hour minimum, 8 hour maximum.	Each	\$400	10%	\$360.00
Global Services	Implementation Services	91366	CONSULTING, REMOTE ASSIST CONTACT CENTER ADVANCED, EVENINGS	Remote Assist Service, Contact Center Advanced, Evening Hours and Saturday (5:01PM-7:59AM Monday - Friday and all day Saturday). Time and Materials, hourly rate, 4 hour minimum, 8 hour maximum.	Each	\$600	10%	\$540.00
Global Services	Implementation Services	91367	CONSULTING, REMOTE ASSIST CONTACT CENTER ADVANCED, HOLIDAYS	Remote Assist Service, Contact Center Advanced, Sunday and Holidays (Sunday and ShoreTel Holidays). Time and Materials, hourly rate, 4 hour minimum, 8 hour maximum.	Each	\$800	10%	\$720.00
Global Services	Implementation Services	91368	SERVICES, HIGH TOUCH PLUS IMPLEMENTATION	High Touch Plus Implementation Service - Includes onsite ShoreTel voice implementation service during business hours and remote design, configuration, optimization, & installation of customer's data network.	Each	\$1	10%	\$0.90
Global Services	Implementation Services	92483	NETWORK DELIVERY, REMOTE	Network design/configure/install, remote. Single site, 1-10 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$450	10%	\$405.00
Global Services	Implementation Services	92484	NETWORK DELIVERY, REMOTE 11-25 PHONES	Network design/configure/install, remote. Single site, 11-25 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 managed svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$675	10%	\$607.50
Global Services	Implementation Services	92485	NETWORK DELIVERY, REMOTE 26-50 PHONES	Network design/configure/install, remote. Single site, 26-50 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$900	10%	\$810.00
Global Services	Implementation Services	92486	NETWORK DELIVERY, REMOTE 51-75 PHONES	Network design/configure/install, remote. Single site, 51-75 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$1,125	10%	\$1,012.50
Global Services	Implementation Services	92487	NETWORK DELIVERY, REMOTE 76-100 PHONES	Network design/configure/install, remote. Single site, 76-100 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$1,575	10%	\$1,417.50
Global Services	Implementation Services	92488	NETWORK DELIVERY, REMOTE 101-150 PHONES	Network design/configure/install, remote. Single site, 101-150 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$2,250	10%	\$2,025.00
Global Services	Implementation Services	92489	NETWORK DELIVERY, REMOTE 151-200 PHONES	Network design/configure/install, remote. Single site, 151-200 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$3,150	10%	\$2,835.00
Global Services	Implementation Services	92490	NETWORK DELIVERY, REMOTE 201-300 PHONES	Network design/configure/install, remote. Single site, 201-300 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$4,275	10%	\$3,847.50
Global Services	Implementation Services	92491	NETWORK DELIVERY, REMOTE 301-500 PHONES	Network design/configure/install, remote. Single site, 301-500 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$5,625	10%	\$5,062.50

Global Services	Implementation Services	92492	NETWORK DELIVERY, REMOTE 501-750 PHONES	Network design/configure/install, remote. Single site, 501-750 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mnngd svcs router & 1 WLAN controller with APs. as required. Doesn't include network	Each	\$7,200	10%	\$6,480.00
Global Services	Implementation Services	92493	NETWORK DELIVERY, REMOTE 751-1000 PHONES	Network design/configure/install, remote. Single site, 751-1000 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mnngd svcs router & 1 WLAN controller with APs. as required. Doesn't include network	Each	\$9,000	10%	\$8,100.00
Global Services	Implementation Services	92494	NETWORK DESIGN VALIDATION, REMOTE 1-500 PHONES	Network Design Validation, Remote. Up to 500 phones and 5 sites. Assures network design fully supports voice & video. Includes review of network schema & configs, written report. and conf call to discuss results	Each	\$1,000	10%	\$900.00
Global Services	Implementation Services	92495	NETWORK DIAGNOSTIC SERVICE (REMOTE) 1-500 PHONES	Network Diagnosis, Remote. Up to 500 phones & 5 sites. Includes isolation & characterization of data network issues. excludes remediation. No charge for first 500	Each	\$1,500	10%	\$1,350.00
Global Services	Implementation Services	92496	NETWORK DIAGNOSTIC SERVICE (ON-SITE) 1-500 PHONES	Network Diagnosis, On-site. Up to 500 phones/5 sites. Isolation & characterization, no remediation. No charge except travel for 1st 500 phones/5 sites if behavior caused by ShoreTel system. US/Canada only. Custom quote if Int'l or over 500 phones/5 sites	Each	\$2,800	10%	\$2,520.00
Global Services	Implementation Services	92497	NETWORK SERVICE, CUSTOM	Non-standard Network Services work. Requires custom quote.	Each	\$1	10%	\$0.90
Global Services	Implementation Services	93148	REIMBURSMT, TRAVEL & EXPENSES (ADDITIONAL DAY)	On-site Travel Expense (T&E estim. for additional day, requires First Day or SKU 10143 to be ordered)	Each	\$250	10%	\$225.00
Global Services	Implementation Services	93157	CONSULTING, REMOTE BUSINESS HOURS (HOURLY RATE)	Remote Assist Service, Business Hours (8:00AM-5:00PM Monday - Friday). Time and Materials, hourly rate, two hours minimum.	Each	\$225	10%	\$202.50
Global Services	Implementation Services	93158	CONSULTING, REMOTE EVENING HOURS AND SATURDAY (HOURLY RATE)	Remote Assist Service, Evening Hours and Saturday (5:01PM-7:59AM Monday - Friday and all day Saturday). Time and Materials, hourly rate, two hours minimum.	Each	\$337	10%	\$303.30
Global Services	Implementation Services	93159	CONSULTING, REMOTE HOLIDAY AND SUNDAY (HOURLY RATE)	Remote Assist Service, Sunday and Holidays (Sunday and ShoreTel Holidays). Time and Materials, hourly rate, two hours minimum.	Each	\$450	10%	\$405.00
Global Services	Implementation Services	93160	PROJECT TECHNICAL ACCOUNT MANAGER (FULL DAY RATE)	Project Technical Account Manager - Time and Materials - Full Day Rate (Five days minimum, 8:00AM-5:00PM Monday - Friday, Travel and Expense extra)	Each	\$1,800	10%	\$1,620.00
Global Services	Implementation Services	93197	CUSTOM SA-100/400 PROMPTS	Replace phrase "ShoreTel" with a customer designated company name in the SA-100/400 prompts. Customer must provide WAV file with proper pronunciation.	Each	\$1,350	10%	\$1,215.00
Global Services	Implementation Services	97141	WLAN VOIP READINESS ASSESSMENT, ON-SITE	Hi-touch WLAN (802.11 Wi-Fi) Assessment for Mobility; up to 15k sq ft max, unlimited APs. T&E charges not included. Additional T&E apply for multiple sites	Each	\$3,500	10%	\$3,150.00
Global Services	Implementation Services	97142	WLAN VOIP READINESS ASSESSMENT, ON-SITE, ADDITIONAL COVERAGE	Additional area coverage in excess of 15k sq ft for hi-touch WLAN (802.11 Wi-Fi) Assessment for Mobility; up to 15k additional sq ft, unlimited APs. T&E charges not included. Additional T&E apply for multiple sites within 15k sq ft limit.	Each	\$1,000	10%	\$900.00
Global Services	Implementation Services	97143	WLAN VOIP READINESS ASSESSMENT, REMOTE	Shared Wireless LAN (802.11 Wi-Fi) Assessment for Mobility; customer/partner conducts all on-site activity; up to 15k sq ft; unlimited APs	Each	\$2,000	10%	\$1,800.00
Global Services	Implementation Services	97144	IMPLEMENTATION SERVICE FOR MOBILITY	Implementation service for Mobility; onsite delivery during business hours; end price per custom SOW; submit SOW for final service price quote.	Each	\$1	10%	\$0.90
Global Services	Implementation Services	97172	SBE 100 IMPLEMENTATION SERVICES, REMOTE, 1-25 USERS	Remote SBE 100 system implementation. Up to 5 sites, 1-25 users.	Each	\$2,250	10%	\$2,025.00
Global Services	Implementation Services	97173	SBE 100 IMPLEMENTATION SERVICES, REMOTE, 26-50 USERS	Remote SBE 100 system implementation. Up to 5 sites, 26-50 users.	Each	\$3,600	10%	\$3,240.00
Global Services	Implementation Services	97174	SBE 100 IMPLEMENTATION SERVICES, REMOTE, 51-75 USERS	Remote SBE 100 system implementation. Up to 5 sites, 51-75 users.	Each	\$4,200	10%	\$3,780.00
Global Services	Implementation Services	97175	SBE 100 IMPLEMENTATION SERVICES, REMOTE, 76-100 USERS	Remote SBE 100 system implementation. Up to 5 sites, 76-100 users.	Each	\$4,800	10%	\$4,320.00
Global Services	Out of Warranty / Expired Support	10000	FEE, RE-CERTIFICATION	Voice Switch Re-certification Fee	Each	\$750	10%	\$675.00
Global Services	Out of Warranty / Expired Support	91073	OUT OF WARRANTY HW REPAIR	Voice Switch Repair for out-of-warranty devices	Each	\$750	10%	\$675.00
Global Services	Partner Support	91302	PARTNER SUPPORT, ANNUAL BILLING 3 YR FULL	Partner Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91303	PARTNER SUPPORT, ANNUAL BILLING 3 YR NP	Partner Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91304	PARTNER SUPPORT, ANNUAL BILLING 5 YR FULL	Partner Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91305	PARTNER SUPPORT, ANNUAL BILLING 5 YR NP	Partner Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91306	PARTNER SUPPORT, ANNUAL BILLING ADD ON 3 YR FULL	Partner Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	Each	\$1	10%	\$0.90

Global Services	Partner Support	91307	PARTNER SUPPORT, ANNUAL BILLING ADD ON 3 YR NP	Partner Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91308	PARTNER SUPPORT, ANNUAL BILLING ADD ON 5 YR FULL	Partner Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91309	PARTNER SUPPORT, ANNUAL BILLING ADD ON 5 YR NP	Partner Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91454	PARTNER SUPPORT, ADVANTAGE CORE 1 YR NP	Partner Support - Advantage Core, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91455	PARTNER SUPPORT, ADVANTAGE CORE 3 YR NP	Partner Support - Advantage Core, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91456	PARTNER SUPPORT, ADVANTAGE CORE 5 YR NP	Partner Support - Advantage Core, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91457	PARTNER SUPPORT, ADVANTAGE CORE 1 YR FULL	Partner Support - Advantage Core, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91458	PARTNER SUPPORT, ADVANTAGE CORE 3 YR FULL	Partner Support - Advantage Core, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91459	PARTNER SUPPORT, ADVANTAGE CORE 5 YR FULL	Partner Support - Advantage Core, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91460	PARTNER SUPPORT, ADVANTAGE PRO 1 YR NP	Partner Support - Advantage Pro, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91461	PARTNER SUPPORT, ADVANTAGE PRO 3 YR NP	Partner Support - Advantage Pro, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91462	PARTNER SUPPORT, ADVANTAGE PRO 5 YR NP	Partner Support - Advantage Pro, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91463	PARTNER SUPPORT, ADVANTAGE PRO 1 YR FULL	Partner Support - Advantage Pro, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with Full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91464	PARTNER SUPPORT, ADVANTAGE PRO 3 YR FULL	Partner Support - Advantage Pro, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with Full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91465	PARTNER SUPPORT, ADVANTAGE PRO 5 YR FULL	Partner Support - Advantage Pro, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with Full Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91466	PARTNER SUPPORT, PLUS CORE 1 YR NP	Partner Support - Plus Core, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91467	PARTNER SUPPORT, PLUS CORE 3 YR NP	Partner Support - Plus Core, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91468	PARTNER SUPPORT, PLUS CORE 5 YR NP	Partner Support - Plus Core, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91469	PARTNER SUPPORT, PLUS CORE 1 YR FULL	Partner Support - Plus Core, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91470	PARTNER SUPPORT, PLUS CORE 3 YR FULL	Partner Support - Plus Core, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90
Global Services	Partner Support	91471	PARTNER SUPPORT, PLUS CORE 5 YR FULL	Partner Support - Plus Core, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	Each	\$1	10%	\$0.90

Global Services	Partner Support	91472	PARTNER SUPPORT, PLUS PRO 1 YR NP	Partner Support - Plus Pro, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services	Each	\$1	10%	\$0.90
Global Services	Partner Support	91473	PARTNER SUPPORT, PLUS PRO 3 YR NP	Partner Support - Plus Pro, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services	Each	\$1	10%	\$0.90
Global Services	Partner Support	91474	PARTNER SUPPORT, PLUS PRO NP 5 YR NP	Partner Support - Plus Pro, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services	Each	\$1	10%	\$0.90
Global Services	Partner Support	91475	PARTNER SUPPORT, PLUS PRO 1 YR FULL	Partner Support - Plus Pro, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with Full Technical Account Manager services	Each	\$1	10%	\$0.90
Global Services	Partner Support	91476	PARTNER SUPPORT, PLUS PRO 3 YR FULL	Partner Support - Plus Pro, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with Full Technical Account Manager services	Each	\$1	10%	\$0.90
Global Services	Partner Support	91477	PARTNER SUPPORT, PLUS PRO 5 YR FULL	Partner Support - Plus Pro, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with Full Technical Account Manager services	Each	\$1	10%	\$0.90
Global Services	Partner Support	93182	EXTENSION, TWO MONTHS SERVICE CONTRACT	Two Months Service Contract Extension	Each	\$0	10%	\$0.00
Global Services	Partner Support	94111	PARTNER SUPPORT, 1 YR NP	Partner Support (1 Year, No Phones)	Each	\$1	10%	\$0.90
Global Services	Partner Support	94112	PARTNER SUPPORT, 1 YR FULL	Partner Support (1 Year, Full Coverage)	Each	\$1	10%	\$0.90
Global Services	Partner Support	94131	PARTNER SUPPORT, 3 YR NP	Partner Support (3 Year, No Phones)	Each	\$1	10%	\$0.90
Global Services	Partner Support	94132	PARTNER SUPPORT, 3 YR FULL	Partner Support (3 Year, Full Coverage)	Each	\$1	10%	\$0.90
Global Services	Partner Support	94151	PARTNER SUPPORT, 5 YR NP	Partner Support (5 Year, No Phones)	Each	\$1	10%	\$0.90
Global Services	Partner Support	94152	PARTNER SUPPORT, 5 YR FULL	Partner Support (5 Year, Full Coverage)	Each	\$1	10%	\$0.90
Global Services	Professional Services	93080	CUSTOM REPORTS	Professional Services Custom Software (NOTE: Due to inherent variability in delivery timeframe, custom software must be submitted on a separate order and can not be combined in a single order with other products)	Each	\$1	10%	\$0.90
Global Services	Professional Services	18068	ADVANCED APPLICATIONS REMOTE SUPPORT - 1 HOUR	Advanced Applications Remote Support - 1 hour of time for design or installation assistance from an Advanced Applications software developer.	Each	\$400	10%	\$360.00
Global Services	Professional Services	18069	ADVANCED APPLICATIONS REMOTE SUPPORT - 2 HOUR	Advanced Applications Remote Support - 2 hours of time for design or installation assistance from an Advanced Applications software developer.	Each	\$800	10%	\$720.00
Global Services	Professional Services	18070	ADVANCED APPLICATIONS REMOTE SUPPORT - 4 HOUR	Advanced Applications Remote Support - 4 hours of time for design or installation assistance from an Advanced Applications software developer.	Each	\$1,600	10%	\$1,440.00
Global Services	Shared Support	91144	SHARED SUPPORT, APPLICATIONS 1 YR FULL	Shared Support for Applications, 1-Yr, Full. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps.	Each	\$1	10%	\$0.90
Global Services	Shared Support	91145	SHARED SUPPORT, APPLICATIONS 3 YR FULL	Shared Support for Applications, 3-Yr, Full. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps.	Each	\$1	10%	\$0.90
Global Services	Shared Support	91146	SHARED SUPPORT, APPLICATIONS 5 YR FULL	Shared Support for Applications, 5-Yr, Full. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps.	Each	\$1	10%	\$0.90
Global Services	Shared Support	91147	SHARED SUPPORT, MOBILITY 1 YR FULL	Shared Support for Mobility, 1-Yr, Full. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility.	Each	\$1	10%	\$0.90
Global Services	Shared Support	91148	SHARED SUPPORT, MOBILITY 3 YR FULL	Shared Support for Mobility, 3-Yr, Full. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility.	Each	\$1	10%	\$0.90
Global Services	Shared Support	91149	SHARED SUPPORT, MOBILITY 5 YR FULL	Shared Support for Mobility, 5-Yr, Full. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility.	Each	\$1	10%	\$0.90
Global Services	Shared Support	93189	SHARED SUPPORT, CONTACT CENTER 1 YR FULL	Shared Support for Contact Center - 1-Yr, Full. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for the Contact Center	Each	\$1	10%	\$0.90
Global Services	Shared Support	93190	SHARED SUPPORT, CONTACT CENTER 3 YR FULL	Shared Support for Contact Center - 3-Yr, Full. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for the Contact Center	Each	\$1	10%	\$0.90
Global Services	Shared Support	93191	SHARED SUPPORT, CONTACT CENTER 5 YR FULL	Shared Support for Contact Center - 5-Yr, Full. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for the Contact Center	Each	\$1	10%	\$0.90
Global Services	Shared Support	97147	SHARED SUPPORT, CONTACT CENTER 1 YR NP	Shared Support for Contact Center, 1-Yr, No Phones. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for the ECC with no phones support.	Each	\$1	10%	\$0.90
Global Services	Shared Support	97148	SHARED SUPPORT, CONTACT CENTER 3 YR NP	Shared Support for Contact Center, 3-Yr, No Phones. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for the ECC with no phones support.	Each	\$1	10%	\$0.90
Global Services	Shared Support	97149	SHARED SUPPORT, CONTACT CENTER 5 YR NP	Shared Support for Contact Center, 5-Yr, No Phones. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for the ECC with no phones support.	Each	\$1	10%	\$0.90
Global Services	Shared Support	97150	SHARED SUPPORT, MOBILITY 1 YR NP	Shared Support for Mobility, 1-Yr, No Phones. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility with no phones support.	Each	\$1	10%	\$0.90
Global Services	Shared Support	97151	SHARED SUPPORT, MOBILITY 3 YR NP	Shared Support for Mobility, 3-Yr, No Phones. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility with no phones support.	Each	\$1	10%	\$0.90
Global Services	Shared Support	97152	SHARED SUPPORT, MOBILITY 5 YR NP	Shared Support for Mobility, 5-Yr, No Phones. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility with no phones support.	Each	\$1	10%	\$0.90
Global Services	Shared Support	97153	SHARED SUPPORT, APPLICATIONS 1 YR NP	Shared Support for Applications, 1-Yr, No Phones. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps with no phones support.	Each	\$1	10%	\$0.90

Global Services	Shared Support	97154	SHARED SUPPORT, APPLICATIONS 3 YR NP	Shared Support for Applications, 3-Yr, No Phones. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps with no phones support.	Each	\$1	10%	\$0.90
Global Services	Shared Support	97155	SHARED SUPPORT, APPLICATIONS 5 YR NP	Shared Support for Applications, 5-Yr, No Phones. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps with no phones support.	Each	\$1	10%	\$0.90
Global Services	Training	92023	END USER ONSITE TRAINING FULL DAY	Onsite Training - End Users & System Administrators - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	Each	\$3,500	10%	\$3,150.00
Global Services	Training	93051	3201 SHORETEL COMMUNICATOR	3201 Communicator Training (per student)	Each	\$195	10%	\$175.50
Global Services	Training	93052	3201 SHORETEL COMMUNICATOR GROUP TRAINING	3201 Communicator Group Training (up to 8 students)	Each	\$1,250	10%	\$1,125.00
Global Services	Training	93053	3205 SYSTEM ADMINISTRATOR	3205 System Administrator Training (per student)	Each	\$649	10%	\$584.10
Global Services	Training	93054	3205 SYSTEM ADMINISTRATOR GROUP TRAINING	3205 System Administrator Group Training (up to 6 Students)	Each	\$3,125	10%	\$2,812.50
Global Services	Training	93061	3200 DESIGNING AND IMPLEMENTING THE SHORETEL UC SOLUTION	3200 Implementing the IP System Training (per student)	Each	\$3,125	10%	\$2,812.50
Global Services	Training	93066	CUSTOM TRAINING/CUSTOMER QUOTE	Custom Training / Customer Quote	Each	\$1	10%	\$0.90
Global Services	Training	93069	3405 CONTACT CENTER SYSTEM ADMINISTRATOR TRAINING	3405 Contact Center System Administrator Training (Per Student)	Each	\$395	10%	\$355.50
Global Services	Training	93071	3404 CONTACT CENTER SUPERVISOR TRAINING	3404 Contact Center Supervisor Training (Per Student)	Each	\$195	10%	\$175.50
Global Services	Training	93072	3401 CONTACT CENTER AGENT TRAINING	3401 Contact Center Agent Training (Per Student)	Each	\$99	10%	\$89.10
Global Services	Training	93074	ONSITE CONTACT CENTER USER TRAINING - FULL DAY (T&E INCLUDED)	Onsite Contact Center User Training - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	Each	\$3,500	10%	\$3,150.00
Global Services	Training	93078	3400 IMPLEMENTING SHORETEL CONTACT CENTER TRAINING	3400 Implementing Contact Center Training (per student)	Each	\$3,125	10%	\$2,812.50
Global Services	Training	93079	3210 MAINTAINING & SUPPORTING THE SHORETEL UC SOLUTION	3210 Maintaining and Supporting the IP System Training (per student)	Each	\$3,125	10%	\$2,812.50
Global Services	Training	93193	3500 IMPLEMENTING THE MOBILITY SOLUTION TRAINING	3500 Implementing the Mobility Solution Training (per student)	Each	\$2,250	10%	\$2,025.00
Global Services	Training	93194	3401SP CONTACT CENTER AGENT TRAINING, SELF-PACED ELEARNING	3401sp Contact Center Agent Training, Self-Paced eLearning (Per Student)	Each	\$49	10%	\$44.10
Global Services	Training	93195	3404SP CONTACT CENTER SUPERVISOR TRAINING, SELF-PACED ELEARNING	3404sp Contact Center Supervisor Training, Self-Paced eLearning (Per Student)	Each	\$99	10%	\$89.10
Global Services	Training	93196	MOBILITY END USER ONSITE TRAINING FULL DAY	Onsite Mobility Training - End Users & Administrators - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	Each	\$3,500	10%	\$3,150.00
Global Services	Training	93255	3410 MAINTAINING & SUPPORTING CONTACT CENTER TRAINING	3410 Maintaining and Supporting Contact Center Training (per student)	Each	\$2,250	10%	\$2,025.00
Global Services	Training	93256	3406 USING & DESIGNING SHORETEL CONTACT CENTER REPORTS TRAINING	3406 Using and Designing ShoreTel Contact Center Reports Training (per student)	Each	\$750	10%	\$675.00
Global Services	Training	93257	3510 MAINTAINING & SUPPORTING THE MOBILITY SOLUTION TRAINING	3510 Maintaining and Supporting the Mobility Solution Training (per student)	Each	\$1,500	10%	\$1,350.00
Global Services	Training	93258	3205SP SYSTEM ADMINISTRATOR TRAINING, SELF-PACED ELEARNING	3205sp System Administrator Training, Self-Paced eLearning (per student)	Each	\$449	10%	\$404.10
Global Services	Training	93259	3505 MOBILITY SYSTEM ADMINISTRATOR	3505 Mobility System Administrator Training (per student)	Each	\$595	10%	\$535.50
Global Services	Training	93260	3206 IMPLEMENTING THE IP 930D WIRELESS PHONE	3206 Implementing the IP 930D Wireless Phone Training, Self-Paced eLearning (Per Student)	Each	\$125	10%	\$112.50
Global Services	Training	93261	3200U IMPLEMENTING THE UC SOLUTION RELEASE UPDATE	3200u Implementing the UC Solution Release Update Training, Self-Paced eLearning (Per Student)	Each	\$250	10%	\$225.00
Global Services	Training	93262	3200S IMPLEMENTING THE UC SOLUTION	3200s Implementing the UC Solution COURSE, Self-Study (Per Student)	Each	\$1,000	10%	\$900.00
Global Services	Training	93263	3210S IMPLEMENTING THE UC SOLUTION COURSE, SELF-STUDY	3210s Implementing the UC Solution COURSE, Self-Study (Per Student)	Each	\$1,000	10%	\$900.00
Global Services	Training	93264	3400S IMPLEMENTING CONTACT CENTER COURSE, SELF-STUDY	3400s Implementing Contact Center COURSE, Self-Study (Per Student)	Each	\$1,000	10%	\$900.00
Global Services	Training	93265	3410S MAINTAINING & SUPPORTING CONTACT CENTER COURSE, SELF-STUDY	3410s Maintaining and Supporting Contact Center COURSE, Self-Study (Per Student)	Each	\$750	10%	\$675.00
Global Services	Training	93266	3420S USING & DESIGNING CONTACT CENTER REPORTS COURSE, SELF-STUDY	3420s Using and Designing Contact Center Reports COURSE, Self-Study (Per Student)	Each	\$250	10%	\$225.00
Global Services	Training	93267	3500S IMPLEMENTING THE MOBILITY SOLUTION, SELF-STUDY COURSE	3500s Implementing the Mobility Solution, Self-Study Course (Per Student)	Each	\$750	10%	\$675.00

Global Services	Training	93268	3510S MAINTAIN & SUPPORT THE MOBILITY SOLUTION, SELF-STUDY COURSE	3510s Maintaining and Supporting the Mobility Solution, Self-Study Course (Per Student)	Each	\$500	10%	\$450.00
Global Services	Training	97176	3220 ADVANCED SUPPORT FOR THE SHORETEL UC SOLUTION	3220 Advanced Support for the ShoreTel UC Solution Training (per student)	Each	\$3,125	10%	\$2,812.50
Global Services	Training	97177	3400U ECC IMPLEMENT & SUPPORT CERTIFICATION UPDATE TRAINING	3400u ECC Implementation and Support Certification Update Training, Self-Paced eLearning (Per Student)	Each	\$125	10%	\$112.50
Global Services	Training	97178	3500U MOBILITY IMPLEMENT & SUPPORT CERTIFICATION UPDATE TRAINING	3500u Mobility Implementation and Support Certification Update Training, Self-Paced eLearning (Per Student)	Each	\$125	10%	\$112.50
Global Services	Training	91347	3405SP ECC SYSTEM ADMINISTRATOR	3405SP ECC System Administrator Training, Self-Paced ELearning (per student)	Each	\$249	10%	\$224.10
Global Services	Training	91348	3411SP CALL CONTROL SCRIPTING, SELF-	3411SP Call Control Scripting, Self-Paced ELearning (per student)	Each	\$99	10%	\$89.10
Global Services	VoIP Network Services	91063	NETWORK DESIGN SVC, VOIP EVAL	Network Design Service (per hour)	Each	\$250	10%	\$225.00
Other								
Other	Fees	91313	FEE, LICENSING CHANGES TO MERGE 2 SBE SYSTEMS	Fee, merge of two ShoreTel systems, with at least one system being SBE or SBE 100. A new system license (SBE 100 or Enterprise) will be generated. When merging more than two systems, additional fee is required per each additional system	Each	\$2,500	10%	\$2,250.00
Other	Fees	91342	FEE, LICENSING CHANGES TO MERGE OR SPLIT ENTERPRISE SYSTEMS	Fee, changes to the system license to allow merge or split of Enterprise systems. Fee per transaction for unlimited number of Enterprise systems. Use SKU 91313 for merge of SBE systems.	Each	\$500	10%	\$450.00
Other	Finance/Internal	93154	FEE, SAME DAY PROCESSING	Same Day Processing Fee	Each	\$75	0%	\$75.00
Other	Finance/Internal	93192	FEE, ADDITIONAL FREIGHT UPS RE-ROUTE PER PACKAGE	Additional Freight Fee - UPS re-route per package	Each	\$15	0%	\$15.00
Other	User Documentation	10304	PACK, MANUAL VM GUIDE - QTY 25	Voice Mail Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10305	PACK, QUICK REF IP110 - QTY 25	IP110 IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10306	PACK, TUI GUIDE IP110 - QTY 25	IP110 IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10307	PACK, QUICK REF IP212K - QTY 25	IP212k IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10308	PACK, TUI GUIDE 212K - QTY 25	IP212k IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10311	PACK, QUICK REF IP560/560G - QTY 25	IP560/560G IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10312	PACK, TUI GUIDE IP560/560G - QTY 25	IP530/560/560G IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10313	PACK, QUICK REF IP115 - QTY 25	IP115 IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10314	PACK, TUI GUIDE IP115 - QTY 25	IP115 IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10315	PACK, QUICK REF IP265 - QTY 25	IP265 IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10316	PACK, TUI GUIDE IP265 - QTY 25	IP265 IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10327	PACK, QUICK REF IP565G - QTY 25	IP565G IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10328	PACK, TUI GUIDE IP565G - QTY 25	IP565G IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10331	PACK, QUICK REF IP230/230G - QTY 25	IP230/230G IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10332	PACK, TUI GUIDE IP230/230G - QTY 25	IP230/230G IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10382	PACK, QUICK REF IP655 - QTY 25	IP655 IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10383	PACK, TUI GUIDE IP655 - QTY 25	IP655 IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10502	PACK, QUICK REF IP420 - QTY 25	ShoreTel 420 IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10503	PACK, QUICK REF IP480/480G - QTY 25	ShoreTel 480/480g IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10504	PACK, QUICK REF IP485G - QTY 25	ShoreTel 485g IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10505	PACK, TUI GUIDE IP420 - QTY 25	ShoreTel 420 IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10506	PACK, TUI GUIDE IP480/480G - QTY 25	ShoreTel 480/480g IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10507	PACK, TUI GUIDE IP485G - QTY 25	ShoreTel 485g IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Connect ONSITE Products								
Unified Communications	Client Software	30145	LICENSE, COURTESY ONSITE	Connect ONSITE Courtesy license. Includes Extension Only with no Connect client capability.	Each	\$99	35%	\$64.35
Unified Communications	Client Software	30146	LICENSE, TELEPHONY ONSITE	Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect client capability.	Each	\$159	35%	\$103.35
Unified Communications	Client Software	30147	LICENSE BUNDLE, ESSENTIALS ONSITE	Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desktop client with IM, collaboration, softphone and video. Also includes Web and App dialer licenses.	Each	\$199	35%	\$129.35
Unified Communications	Client Software	30148	LICENSE BUNDLE, STANDARD ONSITE	Connect ONSITE Standard license bundle. Includes Ext+Mbx, Connect desktop and mobility clients with IM, collaboration, softphone and video licenses. Also includes Web and App Dialer, Remote Phone and CRM client integration.	Each	\$299	35%	\$194.35

Unified Communications	Client Software	30149	LICENSE BUNDLE, ADVANCED ONSITE	Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desktop and mobility clients with IM, collaboration, softphone and video. Also includes Web and App Dialer, Remote Phone, CRM client integration and Operator.	Each	\$499	35%	\$324.35
Unified Communications	Client Software	30150	LICENSE BUNDLE, TELPHONY ONSITE UPGRADE TO ESSENTIALS	Connect ONSITE Telephony to Essentials upgrade license bundle	Each	\$40	35%	\$26.00
Unified Communications	Client Software	30151	LICENSE BUNDLE, TELEPHONY ONSITE UPGRADE TO STANDARD	Connect ONSITE Telephony to Standard upgrade license bundle	Each	\$140	35%	\$91.00
Unified Communications	Client Software	30152	LICENSE BUNDLE, TELEPHONY ONSITE UPGRADE TO ADVANCED	Connect ONSITE Telephony to Advanced upgrade license bundle	Each	\$340	35%	\$221.00
Unified Communications	Client Software	30153	LICENSE BUNDLE, ESSENTIALS ONSITE UPGRADE TO STANDARD	Connect ONSITE Essentials to Standard upgrade license bundle	Each	\$100	35%	\$65.00
Unified Communications	Client Software	30154	LICENSE BUNDLE, ESSENTIALS ONSITE UPGRADE TO ADVANCED	Connect ONSITE Essentials to Advanced upgrade license bundle	Each	\$300	35%	\$195.00
Unified Communications	Client Software	30155	LICENSE BUNDLE, STANDARD ONSITE UPGRADE TO ADVANCED	Connect ONSITE Standard to Advanced upgrade license bundle	Each	\$200	35%	\$130.00
IP Telephony	Phones	10518	IP PHONE, BB424	IP Phone BB424 button box	Each	\$349	35%	\$226.85
IP Telephony	Other Equipment	10532	POWER ADAPTER, BB424	Power Adapter for BB424. 100-240 VAC/0.8A/50-60Hz In, 12 VDC/2A Out. 2.2m cord. Includes plugs for N.A., Europe, UK, Australia. One Adapter required when connecting 2, 3 or 4 BB424 units to a phone.	Each	\$20	0%	\$20.00
IP Telephony	Application Servers	30143	LICENSE, REMOTE PHONE FOR EDGE GATEWAY	Edge Gateway Remote Phone license. Enables a user to remotely use a 400 series phone, softphone, or ShoreTel Conferencing for the Web client	Each	\$150	35%	\$97.50
IP Telephony	Application Servers	30144	LICENSE, VIRTUAL EDGE GATEWAY SERVER	Virtual Edge Gateway Server license. Enables reverse proxies (no voice or video) for remote desktop clients. Soft phone and 400 series desk phones require a remote phone license, included in Standard and Advanced bundles and sold standalone (SKU 30143).	Each	\$0	35%	\$0.00
IP Telephony	Voice Switches	10523	VOICE SWITCH, ST50A. MADE IN USA.	Voice Switch ST50A, 1U half-width. Max Capacities: 50 IP Phones, 4 Analog Exts, 8 SIP Trunk, 4 LS Trks. Made in USA. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$2,000	35%	\$1,300.00
IP Telephony	Voice Switches	10524	VOICE SWITCH, ST100A. MADE IN USA.	Voice Switch ST100A, 1U half-width. Max Capacities: 100 IP Phones, 6 Analog Exts, 14 SIP Trunk, 8 LS Trks. Made in USA. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$3,200	35%	\$2,080.00
IP Telephony	Voice Switches	10525	VOICE SWITCH, ST100DA. MADE IN USA.	Voice Switch ST100DA, 1U half-width. Max Capacities: 100 IP Phones, 6 Analog Exts, 38 SIP Trunk, 2 LS Trks, 1 Dig. Trunk (T1 or E1). Made in USA. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$6,100	35%	\$3,965.00
IP Telephony	Voice Switches	10526	VOICE SWITCH, ST1D. MADE IN USA.	Voice Switch ST1D, 1U half-width. Max Capacities: 30 SIP Trunk, 1 Dig. Trunk (T1 or E1). Made in USA. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$3,000	35%	\$1,950.00
IP Telephony	Voice Switches	10529	VOICE SWITCH, ST2D. MADE IN USA.	Voice Switch ST2D, 1U half-width. Max Capacities: 60 SIP Trunk, 2 Dig. Trunks (T1 or E1). Made in USA. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$5,400	35%	\$3,510.00
IP Telephony	Voice Switches	10527	VOICE SWITCH, ST200. MADE IN USA.	Voice Switch ST200, 1U half-width. Max Capacities: 200 IP Phones. Made in USA. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$4,500	35%	\$2,925.00
IP Telephony	Voice Switches	10528	VOICE SWITCH, ST500. MADE IN USA.	Voice Switch ST500, 1U half-width. Max Capacities: 500 IP Phones. Made in USA. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$10,000	35%	\$6,500.00
IP Telephony	Voice Switches	10531	VOICE SWITCH, ST24A. MADE IN USA.	Voice Switch ST24A, 1U full-width. Max Capacities: 24 Analog Exts. No IP Phone or trunk support. Made in USA. Ready for rack mounting.	Each	\$3,000	35%	\$1,950.00
IP Telephony	Voice Switches	10530	VOICE SWITCH, ST48A. MADE IN USA.	Voice Switch ST48A, 1U full-width. Max Capacities: 48 Analog Exts. No IP Phone or trunk support. Made in USA. Ready for rack mounting.	Each	\$5,400	35%	\$3,510.00
IP Telephony	Voice Switches	60165	PAGING ADAPTER PA-1	ShoreTel Paging Adapter PA-1. With contact closure support.	Each	\$45	0%	\$45.00
IP Telephony	Voice Switches	10521	KIT, ST VOICE SWITCH WALL MOUNT BRACKET	ShoreTel ST Voice Switch Wall Mount Bracket Kit. Includes bracket for a single half-width ST Voice Switch, and mounting hardware. For ST Voice Switches Only. DO NOT USE Rack Mount Dual Switch Tray (SKU 10223) to wallmount ST Voice Switches.	Each	\$55	0%	\$55.00