MGT Impact Solutions - Mitel DIR pricing DIR-CPO-5389

SKU	Item Description	USD Price	Discount %	DIR Price
18010	Call Router for System-wide Caller ID and DNIS based routing with web-based Administration.	3,438.00	**38.0%**	2,131.56
18024	Call Recorder Base Package of 5 simultaneous sessions. Automated recording of external calls. Features rich, flexible recording profiles & web-based player for accessing recordings.	5,000.00	**38.0%**	3,100.00
18025	Call Recorder Add On for 5 simultaneous sessions. Order incrementally for increased concurrent call recording capacity. Note: SKU# 18024 CALL RECORDER - BASE PACKAGE (5 SIMULTANEOUS SESSIONS) is required for initial deployment.	200.00	**38.0%**	124.00
18026	Nuisance Call Handler. System-wide monitoring and configurable re-direction of incoming calls based on calling party number.	2,500.00	**38.0%**	1,550.00
18029	Enhanced Paging Base Package including audio & text alerts.	5,500.00	**38.0%**	3,410.00
18030	Enhanced Paging Add On. Combine with Base Package incrementally for distributed operation.	500.00	**38.0%**	310.00
18031	Super Group for enhanced hunt group-like feature allowing more than 16 phones (up to 100) to ring simultaneously in response to an inbound call.	2,500.00	**38.0%**	1,550.00
18032	AMS 360 Integration to Vertafore AMS 360 for Independent Insurance Agencies. Licensed on a per user basis.	200.00	**38.0%**	124.00
18033	Voice Forms IVR. Configurable automated voice response application that allows callers to fill out "forms" over the phone. Consolidated responses can be retrieved later from VoiceMail.	5,600.00	**38.0%**	3,472.00
18034	Caller Directed Router. Routes incoming calls based on caller input (e.g. account or zip code.) Includes web based administration of associated IVR and routing rules.	3,438.00	**38.0%**	2,131.56
18035	Call History Report. Enhanced CDR based historical report that presents lifecycle 'cradle to grave' information on a call by call basis. See also WG Reporting Bundled SKUs 18066 & 18067.	1,485.00	**38.0%**	920.70
18037	Schedule based On Call Routing. Automatically routes inbound calls based on a customer-defined schedule.	3,438.00	**38.0%**	2,131.56
18038	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.	3,438.00	**38.0%**	2,131.56
18039	Do Not Disturb (DND) Override. 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.	1,250.00	**38.0%**	775.00
18042	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.) See also WG Reporting Bundled SKUs 18066 & 18067.	1,485.00	**38.0%**	920.70
18043	Calls by Origin Report. Enhanced CDR based 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. See also WG Reporting Bundled SKUs 18066 & 18067.	1,485.00	**38.0%**	920.70
18045	Report Scheduler - Application that runs, stores, and delivers CDR based historical reports (both built-in and Enhanced) unattended. See also WG Reporting Bundled SKUs 18066 & 18067.	3,500.00	**38.0%**	2,170.00
18048	Site Router. Automatically routes inbound calls based on the Site of the calling party (a user.)	3,438.00	**38.0%**	2,131.56
18064	Active Directory Import. Automates initial creation of new records as well as the ongoing synchronization between Microsoft AD and the PBX system. Licensed one per system.	5,000.00	**38.0%**	3,100.00
18071	Salesforce Call Reporting (up to 25 extensions). Integrates CDRs into Salesforce to be presentable in Reports & Dashboards.	3,300.00	**38.0%**	2,046.00
18072	Salesforce Call Reporting (mmore than 25 extensions). Integrates CDRs into Salesforce to be presentable in Reports & Dashboards.	5,000.00	**38.0%**	3,100.00
18073	Salesforce Connector for Contact Center IVR. Drive ECC script flows based on queries of Salesforce data.	5,000.00	**38.0%**	3,100.00
18074	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.	2,500.00	**38.0%**	1,550.00
18075	Contact Center EMail Alert Service. Monitors the performance of CC groups and sends EMail notifications when configured thresholds are reached.	1,250.00	**38.0%**	775.00
18076	Contact Center Agent Notification Application. Whispers CC queue name to agents upon call presentation. Not supported for use with the Softphone.	2,500.00	**38.0%**	1,550.00
18077	Bridged Call Appearance (BCA) Hold Handler. Transfers BCA calls to a configurable destination when hold time threshold is exceeded.	2,500.00	**38.0%**	1,550.00
18078	Zendesk integration. Licensed per user.	200.00	**38.0%**	124.00
18079	Desk.com integration. Licensed per user.	200.00	**38.0%**	124.00
18081	Pre-Announce system-wide application to play recorded announcements instead of ringback tones on incoming calls, such as for Euro ISDN call pre-answering. Licensed one per system.	1,536.00	**38.0%**	952.32
29153	Connect ONSITE Software for Enterprise and SBE 100 customers. Includes the Virtual Phone Switch, Virtual SIP Trunk Switch and Virtual Service Appliance features. (Licenses purchased separately)	-	**N/A**	-

Discount % = (USD Price - DIR Price) / USD Price.

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SKU	Item Description	USD Price	Discount %	DIR Price
30159	Connect ONSITE no-charge upgrade license. Required for ST 14.2 and earlier systems before upgrading to Connect.	-	**N/A**	-
30143	Edge Gateway Remote Phone license. Enables a user to remotely use a 400 series phone or softphone within the Connect client and Conferencing for the Web client.	150.00	**38.0%**	93.00
30144	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).	-	**N/A**	-
21020	Distributed Voice Services License	995.00	**38.0%**	616.90
29152	ST 14.2 Software (General Release) for SBE100 and Enterprise customers	-	**N/A**	-
30006	Softphone License (ST 7.5 and earlier versions)	150.00	**38.0%**	93.00
30035	Extension & Mailbox License	200.00	**38.0%**	124.00
30039	Extension-only License (Requires ST 5.2 or higher)	140.00	**38.0%**	86.80
30040	Mailbox-only License (Requires ST 5.2 or higher)	90.00	**38.0%**	55.80
30041	Add'l Language License (Requires ST 5.2 or higher)	995.00	**38.0%**	616.90
30043	SIP Trunk Software License (requires ST 6. If you have a Conf Bridge you must upgrade it to Release 5.6)	50.00	**38.0%**	31.00
30044	Additional Site License	495.00	**38.0%**	306.90
30048	Remote Web Reporting License (License to enable generation of CDR reports via the web at remote locations) - not required for ST 11 or later	2,695.00	**38.0%**	1,670.90
30049	TAPI Application Server License (License to allow control of use of TAPI applications with system)	495.00	**38.0%**	306.90
60151	30 SIP Trunk Bundle Containing 30 x individual SIP Trunks (SKU 30043) to interwork with 3rd party SIP to E1R2 Gateway for MEXICO only	495.00	**38.0%**	306.90
30053	SIP Device License (Allows a SIP device to register with system. SIP devices also require SKU 30035 or 30039 to operate)	30.00	**38.0%**	18.60
30057	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 ST 8. Requires proof of ownership of SIP Trunk License.)	-	**N/A**	-
10560	IP Phone 420g bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle. Requires Connect ONSITE August 2016 Release or later.	419.00	**38.0%**	259.78
10515	IP Phone 485g bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	629.00	**38.0%**	389.98
10514	IP Phone 480g bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	569.00	**38.0%**	352.78
10513	IP Phone 480 bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	499.00	**38.0%**	309.38
10512	IP Phone 420 bundled with Extension and Mailbox (ONSITE Telephony) License - GSA	389.00	**38.0%**	241.18
10298	IP Phone 655 bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	895.00	**38.0%**	554.90
30079	License, Legacy PBX Integration - Allows a customer to adopt voicemail to be used in conjunction with an existing legacy PBX such as a NORTEL or AVAYA PBX using an SMDI or QSIG integration.	30.00	**38.0%**	18.60
30080	License, SIP-based third party messaging integration - Allow a customer to use a third party voicemail with the system using SIP	4,495.00	**38.0%**	2,786.90
60038	PBXLink DMI-4 SMDI Gateway	1,428.00	**38.0%**	885.36
60039	PBXLink DMI-4+ SMDI Gateway	1,428.00	**38.0%**	885.36
10553	IP Phone POE Power Adapter, 10/100/1000 Mbit Ethernet, 802.3af 15.4W, North America IEC-C5 cord, 2.5 m (8 ft). Min 10 w/o phone order.	20.00	**38.0%**	12.40
10554	Kit, IP Phone POE Power Adapter, 10/100/1000 Mbit Ethernet, 802.3af 15.4W, AUS/NZL IEC-C5 AC cord, 2.5 m (8 ft). Min 10 w/o phone order.	30.00	**38.0%**	18.60
10555	Kit, IP Phone POE Power Adapter, 10/100/1000 Mbit Ethernet, 802.3af 15.4W, UK IEC-C5 AC cord, 2.5 m (8 ft). Min 10 w/o phone order.	30.00	**38.0%**	18.60
10556	Kit, IP Phone POE Power Adapter, 10/100/1000 Mbit Ethernet, 802.3af 15.4W, Europe CEE 7/7 IEC-C5 AC cord., 2.5 m (8 ft). Min 10 w/o phone order.	30.00	**38.0%**	18.60
60208	Phone Stand for IP Phone IP420/IP420g	8.00	**38.0%**	4.96
60209	Phone Stand for IP Phones IP480, IP480g and IP485g	8.00	**38.0%**	4.96
60210	Phone Stand for IP Phone IP655	12.00	**38.0%**	7.44
10532	Power Adapter for BB424. 100-240 VAC/0.8A/50-60Hz In, 12 VDC/2A Out. 2.2m cord, includes plugs for NA, Europe, UK, Australia. One Power Adapter required when connecting two or more BB424 button boxes to one IP 485g phone. Requires Connect.	20.00	**38.0%**	12.40
60165	Paging Adapter PA-1. With contact closure support.	45.00	**38.0%**	27.90
10151	Harmonica for SG-40/8	35.00	**38.0%**	21.70
10160	Power Cord, EU 8FT Black	N/A	**N/A**	N/A

SKU	Item Description	USD Price	Discount %	DIR Price
10161	Power Cord, UK 8FT Black	N/A	**N/A**	N/A
10162	Handset for IP5XX/2XX/1XX series IP Phones	25.00	**38.0%**	15.50
10169	Wall Mount Kit for IP Phone IP560 / IP560g / IP565g	10.00	**38.0%**	6.20
10195	Wall Mount Kit for IP Phone IP110 / IP115 / BB24	10.00	**38.0%**	6.20
10211	Wall Mount Kit for IP Phone IP212K / 230 / 230g / 265	10.00	**38.0%**	6.20
10224	Wall Mount Bracket Kit for dual rack tray. For SG Switch 1U half width. Contains two brackets, hardware and instructions.	15.00	**38.0%**	9.30
10317	Power Cord, AU/NZ 8FT Black	N/A	**N/A**	N/A
10370	Phone Base for IP Phone IP110 / IP115 / BB24	7.00	**38.0%**	4.34
10371	Phone Base for IP Phone IP210 / IP230 / IP230G / IP265	7.00	**38.0%**	4.34
10372	Phone Base for IP Phone IP530 / IP560 / IP560G / IP565G	7.00	**38.0%**	4.34
10373	Handset Cord (9 ft) Spare, All models except IP655	5.00	**38.0%**	3.10
10381	Handset for IP Phone IP655, IP 400 series phones and Dock	25.00	**38.0%**	15.50
10388	Handset Charger for IP930D DECT Phone (spare)	25.00	**38.0%**	15.50
10394	Handset for IP5XX/2XX/1XX series IP Phones (Telstra branded)	25.00	**38.0%**	15.50
10397	Handset Cord (9 ft) Spare, IP 655 only	5.00	**38.0%**	3.10
10400	Rack Mount Ears (10 pairs, 8 screws per pair)	100.00	**38.0%**	62.00
10428	Wall Mount Kit for IP Phone IP655	15.00	**38.0%**	9.30
10445	Handset for IP Phone IP655 (Telstra branded)	25.00	**38.0%**	15.50
10449	Repeater - IP930D DECT Phone – Requires ST 14 or later	249.00	**38.0%**	154.38
10450	IP930D Battery (Spare)	10.00	**38.0%**	6.20
10478	PoE cable for IP930D DECT Repeater	15.00	**38.0%**	9.30
10508	IP Phone IP4xx French language key kit, Qty 50	59.00	**38.0%**	36.58
10509	IP Phone IP4xx Spanish language key kit, Qty 50	59.00	**38.0%**	36.58
10510	IP Phone IP4xx German language key kit, Qty 50	59.00	**38.0%**	36.58
10511	Handset cover with integrated belt clip for IP Phone IP930D	20.00	**38.0%**	12.40
10533	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).	15.00	**38.0%**	9.30
10536	Handset Cord (12 ft) for IP 400 series phones and Dock	5.00	**38.0%**	3.10
60047	Analog Harmonica & Telco 25PR (FF) Cable Kit for SG 30 / SG 50 / SG 90 and SG 220T1A switches	65.00	**38.0%**	40.30
60152	Wall Mount Kit for IP Phone IP480 /480g / 485g	15.00	**38.0%**	9.30
60153	Wall Mount Kit for IP Phone IP420/IP420g	15.00	**38.0%**	9.30
80015	IP212 Silver French-Canadian Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80016	IP212 Black French-Canadian Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80017	IP230/560 Silver French-Canadian Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80018	IP230/560 Black French-Canadian Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80019	IP110 Silver French-Canadian Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80020	IP110 Black French-Canadian Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80021	IP212 Black German Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80022	IP212 Silver German Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80023	IP110/115 Black German Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80024	IP110/115 Silver German Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80025	IP230 Black German Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80026	IP230 Silver German Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80065	IP560 Silver German Overlay Pack, Qty 25	35.00	**38.0%**	21.70
80066	IP560 Black German Overlay Pack, Qty 25	35.00	**38.0%**	21.70
10546	IP Phone IP420g. Requires Connect ONSITE August 2016 Release or later.	219.00	**38.0%**	135.78
10495	IP Phone IP420 - Requires ST 14 or later	189.00	**38.0%**	117.18
10496	IP Phone IP480 - Requires ST 14 or later	299.00	**38.0%**	185.38
10497	IP Phone IP480g - Requires ST 14 or later	369.00	**38.0%**	228.78
10498	IP Phone IP485g - Requires ST 14 or later	429.00	**38.0%**	265.98
10518	Button Box BB424 for IP 485g phones. Up to four connect via USB: first powered from USB port on phone, additional require separate Power Adapter SKU 10532 (confirm Power Adapter country availability before ordering). Requires Connect.	349.00	**38.0%**	216.38
10429	IP Phone IP655 with anti-glare screen - (Requires ST 11.1 or later)	749.00	**38.0%**	464.38
10401	Satellite microphones for IP Phone IP655, Qty 2	195.00	**38.0%**	120.90

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SKU	Item Description	USD Price	Discount %	DIR Price
10217	IP Phone IP115 - Black ASIA ONLY	98.00	**38.0%**	60.76
10384	Starter Kit : IP930D DECT Phone - US / Canada / Mexico (Includes Base, Handset & Charger) - Requires ST 14 or later	599.00	**38.0%**	371.38
10385	Starter Kit : IP930D DECT Phone - Europe / Australia / New Zealand / South Africa (Includes Base, Handset & Charger) - Requires ST 14 or later	499.00	**38.0%**	309.38
10386	Base : IP930D DECT Phone (Add-on) - US / Canada - Requires ST 14 or later	499.00	**38.0%**	309.38
10387	Base : IP930D DECT Phone (Add-on) - Europe / Australia / New Zealand / South Africa - Requires ST 14 or later	499.00	**38.0%**	309.38
10389	Handset : IP930D DECT Phone (Add-on) - includes handset charger - Requires ST 14 or later	199.00	**38.0%**	123.38
10547	IP8430M Multi-Cell DECT Basic Handset. Includes Charging Dock with Power Adapter (UK, Europe plugs), battery and belt clip. Requires IP8660 Multi-Cell DECT Base. Requires SIP Device license and ST 14 or later.	152.00	**38.0%**	94.24
10548	IP8630M Multi-Cell DECT Advanced Handset. Includes Charging Dock with Power Adapter (UK, Europe plugs), battery and belt clip. Requires IP8660 Multi-Cell DECT Base. Requires SIP Device license and ST 14 or later.	240.00	**38.0%**	148.80
10549	IP8830M Multi-Cell DECT Rugged Handset. Includes Charging Dock with Power Adapter (UK, Europe plugs), battery and belt clip. Requires IP8660 Multi-Cell DECT Base. Requires SIP Device license and ST 14 or later.	425.00	**38.0%**	263.50
10544	IP8660M Multi-Cell DECT Base. Europe. Powered via PoE. Requires ST 14 or later.	316.00	**38.0%**	195.92
55218	Promotional upgrade from SIP trunk license (SKU 30043) to Virtual SIP trunk license. Enables 1 SIP trunk on a virtual SIP trunk switch.	-	**N/A**	-
60217	Small Business Edition Server (UC Server 75): Intel E3-1275v6 3.80GHz, 2x8GB RAM, 2x1TB EC3.5v5 HD, RAID controller. Ships with Microsoft Windows Server 2016 on USB3.0 16GB Flash Drive	4,200.00	**38.0%**	2,604.00
60228	SBE Server Replacement. Allows existing SBE customers to replace outdated HQ server with UC Server 75 (Intel E3-1275v6 3.80GHz, 2x8GB RAM, 2x1TB EC3.5v5 HD, RAID controller). Ships with Microsoft Windows Server 2016 on USB3.0 16GB Flash Drive	3,900.00	**38.0%**	2,418.00
10564	Connect Small Business Edition Server (UC Server 30): Intel Xeon E3-1225 v5, 8GB RAM, 1TB HD. Ships with Microsoft Windows Server 2016	2,200.00	**38.0%**	1,364.00
60227	SBE Server Replacement. Allows existing SBE customers to replace outdated HQ server with currently shipping server: UC Server 30 (Intel Xeon E3-1225 v5 , 8GB RAM, 1TB HD). Ships with Microsoft Windows Server 2016	1,900.00	**38.0%**	1,178.00
60223	Connect Small Business Edition 100 HW bundle, analog trunking with UC75 server. Includes ST100A, UC Server 75 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60196, or 60203). One HW bundle per SBE 100 system only.	4,195.00	**38.0%**	2,600.90
60224	Connect Small Business Edition 100 HW bundle, digital trunking with UC75 server. Includes ST100DA, UC Server 75 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60196, or 60203). One HW bundle per SBE 100 system only.	5,695.00	**38.0%**	3,530.90
60225	Connect Small Business Edition 100 HW bundle, analog trunking with UC75 server. Includes ST100A, UC Server 75 and rack-mount tray. Requires Connect Authorization license SKU 60197. One HW bundle per SBE 100 system only. Not available in USA or Canada	4,195.00	**38.0%**	2,600.90
60226	Connect Small Business Edition 100 HW bundle, digital trunking with UC75 server. Includes ST100DA, UC Server 75 and rack-mount tray. Requires Connect Authorization license SKU 60197. One HW bundle per SBE 100 system only. Not available in USA or Canada	5,195.00	**38.0%**	3,220.90
60218	Connect Small Business Edition 100 HW bundle, analog trunking with UC30 server. Includes ST100A, UC Server 30 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60196, or 60203). One HW bundle per SBE 100 system only.	2,195.00	**38.0%**	1,360.90
60219	Connect Small Business Edition 100 HW bundle, digital trunking with UC30 server. Includes ST100DA, UC Server 30 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60196, or 60203). One HW bundle per SBE 100 system only.	3,695.00	**38.0%**	2,290.90
60220	Connect Small Business Edition 100 HW bundle, analog trunking with UC30 server. Includes ST100A, UC Server 30 and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada.	2,195.00	**38.0%**	1,360.90
60221	Connect Small Business Edition 100 HW bundle, digital trunking with UC30 server. Includes ST100DA, UC Server 30 and rack-mount tray. Requires Connect Authorization license SKU 60197. One HW bundle per SBE 100 system only. Not available in USA or Canada.	3,195.00	**38.0%**	1,980.90
60222	Connect Small Business Edition 100 HW bundle, digital trunking with UC30 server. Includes SG90BRI, UC Server 30 and rack-mount tray. Requires Connect Authorization license SKU 60197. One HW bundle per SBE 100 system only. Not available in USA or Canada.	2,695.00	**38.0%**	1,670.90
60197	Connect Small Business Edition 100 Authorization license. Activates SBE 100 with 9 Essentials and 1 Advanced license bundles, 10 SIP trunk and 1 Pre-Announce app licenses. One authorization license per SBE 100 system only. Not available in USA or Canada	500.00	**38.0%**	310.00
60193	Connect Small Business Edition 100 SW bundle, 15 users. Includes 11 Essential, 3 Standard, 1 Advanced and 1 Courtesy license bundles, 8 SIP Trunk licenses, 1 Additional Site license. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only.	1,000.00	**38.0%**	620.00

SKU	Item Description	USD Price	Discount %	DIR Price
60194	Connect Small Business Edition 100 SW bundle, 20 users. Includes 14 Essential, 5 Standard, 1 Advanced and 1 Courtesy license bundles, 8 SIP Trunk licenses, 2 Additional Site licenses. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only.	1,500.00	**38.0%**	930.00
60195	Connect Small Business Edition 100 SW bundle, 25 users. Includes 17 Essential, 7 Standard, 1 Advanced and 1 Courtesy license bundles, 24 SIP Trunk licenses, 3 Additional Site license. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only.	2,000.00	**38.0%**	1,240.00
60196	Connect Small Business Edition 100 SW bundle, 50 users. Includes 39 Essential, 10 Standard, 1 Advanced and 1 Courtesy license bundles, 24 SIP Trunk licenses, 4 Additional Site license. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only.	5,500.00	**38.0%**	3,410.00
60203	Connect Small Business Edition 100 SW bundle, GSA. Includes 1 Courtesy and 1 Advanced license bundle, 8 SIP Trunk licenses, 1 Additional Site license. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only. GSA contracts only.	500.00	**38.0%**	310.00
60185	Connect Small Business Edition 100 HW bundle, analog trunking without server. Includes ST100A and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60196, or 60203). One HW bundle per SBE 100 system only.	995.00	**38.0%**	616.90
60186	Connect Small Business Edition 100 HW bundle, digital trunking without server. Includes ST100DA and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60196, or 60203). One HW bundle per SBE 100 system only.	2,495.00	**38.0%**	1,546.90
60191	Connect Small Business Edition 100 HW bundle, analog trunking without server. Includes ST100A and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada	995.00	**38.0%**	616.90
60192	Connect Small Business Edition 100 HW bundle, digital trunking without server. Includes ST100DA and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada	1,995.00	**38.0%**	1,236.90
60198	Connect Small Business Edition 100 VIRTUAL bundle, 25 users. Includes 20 Essential, 4 Standard, 1 Advanced and 1 Courtesy license bundles, 26 virtual IP phone, 10 virtual SIP trunk and 3 Additional Site licenses.	2,500.00	**38.0%**	1,550.00
60199	Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45 Essential, 4 Standard, 1 Advanced and 1 Courtesy license bundles, 51 virtual IP phone, 20 virtual SIP trunk and 4 Additional Site licenses.	6,000.00	**38.0%**	3,720.00
60200	Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45 Essential, 4 Standard, 1 Advanced, 1 Courtesy license bundles, 51 virtual IP phone, 30 virtual SIP trunk, 4 Additional Site, 10 audio, 10 web collaboration licenses, and virtual SMR.	8,000.00	**38.0%**	4,960.00
60157	SBE or SBE 100 Upgrade to Enterprise (available 120 days after SBE software license activation)	4,495.00	**38.0%**	2,786.90
10476	Small Business Edition Upgrade to Small Business Edition 100	1,995.00	**38.0%**	1,236.90
10566	VPN Concentrator License Upgrade to Edge Gateway remote phone license (1 port); requires Connect	-	**N/A**	-
30058	VPN Concentrator Add-on licenses : Qty 5. For Models 4550, 5300LF2, 7301	600.00	**38.0%**	372.00
30059	VPN Concentrator Add-on licenses : Qty 10. For Models 5300LF2, 7301	1,000.00	**38.0%**	620.00
80090	Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up to 400 SIP sessions.	1,290.00	**38.0%**	799.80
80151	Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for primary and failover units. Can be expanded up to 400 SIP sessions.	2,180.00	**38.0%**	1,351.60
80131	Rack Mount Kit for Ingate SIParator 21	35.00	**38.0%**	21.70
80095	Ingate SIParator additional 5 SIP session licenses	230.00	**38.0%**	142.60
80156	Ingate SIParator additional 5 SIP session failover license pairs for primary and failover units	230.00	**38.0%**	142.60
80154	Ingate SIParator additional 100 SIP session licenses	3,400.00	**38.0%**	2,108.00
80155	Ingate SIParator additional 100 SIP session failover license pairs for primary and failover units	3,400.00	**38.0%**	2,108.00
80162	Additional SIP Trunk Group License for hardware or software appliances with less than 400 SIP session capacity - allows shared SIP Session licenses	450.00	**38.0%**	279.00
80163	Additional SIP Trunk Group License for hardware or software appliances with more than 400 SIP session capacity - allows shared SIP Session licenses	1,000.00	**38.0%**	620.00
80145	Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up to 2,000 SIP sessions.	6,035.00	**38.0%**	3,741.70
80148	Ingate SIParator 52 and failover unit. Includes 50 SIP session license pairs for primary and failover units. Can be expanded up to 2,000 SIP sessions.	9,225.00	**38.0%**	5,719.50
80128	Ingate Software SIParator. Includes 500 SIP session licenses and can be expanded up to 2,000 SIP sessions.	17,910.00	**38.0%**	11,104.20
80127	Ingate Software SIParator. Includes 200 SIP session licenses and can be expanded up to 2,000 SIP sessions.	10,300.00	**38.0%**	6,386.00
80126	Ingate Software SIParator. Includes 100 SIP session licenses and can be expanded up to 2,000 SIP sessions.	5,700.00	**38.0%**	3,534.00

SKU	Item Description	USD Price	Discount %	DIR Price
80125	Ingate Software SIParator. Includes 50 SIP session licenses and can be expanded up to 2,000 SIP sessions.	3,280.00	**38.0%**	2,033.60
80124	Ingate Software SIParator. Includes 25 SIP session licenses and can be expanded up to 2,000 SIP sessions.	1,997.00	**38.0%**	1,238.14
80123	Ingate Software SIParator. Includes 5 SIP session licenses and can be expanded up to 2,000 SIP sessions.	1,100.00	**38.0%**	682.00
80160	Ingate SIParator 21 with Small Office License. Includes 30 SIP session licenses. Maximum capacity limited to 30 SIP sessions. Use SKU 80158 to allow more SIP sessions.	975.00	**38.0%**	604.50
80158	Ingate SIParator 21 Small Office License upgrade. Allows additional capacity beyond 30 to a maximum of 400 SIP sessions. SIP session licenses sold separately.	1,265.00	**38.0%**	784.30
80159	Ingate Software SIParator with Small Office License. Includes 30 SIP session licenses. Maximum capacity limited to 30 SIP sessions. Use SKU 80161 to allow more SIP sessions.	975.00	**38.0%**	604.50
80161	Ingate Software SIParator Small Office License upgrade. Allows additional capacity beyond 30 to a maximum of 1000 SIP sessions. SIP session licenses sold separately.	1,265.00	**38.0%**	784.30
10523	Voice Switch ST50A, 1U half-width. Max Capacities: 50 IP Phones, 4 Analog Exts, 8 SIP Trunk, 4 LS Trks. Made in USA. Requires Connect; not supported with ST 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	2,000.00	**38.0%**	1,240.00
10524	Voice Switch ST100A, 1U half-width. Max Capacities: 100 IP Phones, 6 Analog Exts, 14 SIP Trunk, 8 LS Trks. Made in USA. Requires Connect; not supported with ST 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	3,200.00	**38.0%**	1,984.00
10525	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. Requires Connect; not for ST 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	6,100.00	**38.0%**	3,782.00
10526	Voice Switch ST1D, 1U half-width. Max Capacities: 30 SIP Trunk, 1 Dig. Trunk (T1 or E1). Made in USA. Requires Connect; not supported with ST 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	3,000.00	**38.0%**	1,860.00
10529	Voice Switch ST2D, 1U half-width. Max Capacities: 60 SIP Trunk, 2 Dig. Trunks (T1 or E1). Made in USA. Requires Connect; not supported with ST 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	5,400.00	**38.0%**	3,348.00
10527	Voice Switch ST200, 1U half-width. Max Capacities: 200 IP Phones. Made in USA. Requires Connect; not supported with ST 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	4,500.00	**38.0%**	2,790.00
10528	Voice Switch ST500, 1U half-width. Max Capacities: 500 IP Phones. Made in USA. Requires Connect; not supported with ST 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	10,000.00	**38.0%**	6,200.00
10531	Voice Switch ST24A, 1U full-width. Max Capacities: 24 Analog Exts. No IP Phone or trunk support. Made in USA. Requires Connect; not supported with ST 14 or older. Ready for rack mounting.	3,000.00	**38.0%**	1,860.00
10530	Voice Switch ST48A, 1U full-width. Max Capacities: 48 Analog Exts. No IP Phone or trunk support. Made in USA. Requires Connect; not supported with ST 14 or older. Ready for rack mounting.	5,400.00	**38.0%**	3,348.00
10550	Voice Switch ST100DA, 1U half-width. Capacities: 100 IP Exts, 6 Analog Exts, 38 SIP Trunk, 2 LS Trks, 1 Dig. Trunk (T1 or E1). USA-made. Requires Connect; not for 14 or older. Use Dual Switch Tray (SKU 10223) for rack mount. Mexico & CALA only.	3,600.00	**38.0%**	2,232.00
10551	Voice Switch ST1D, 1U half-width. Max Capacities: 30 SIP Trunk, 1 Dig. Trunk (T1 or E1). Made in USA. Requires Connect; not supported with ST 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting. For Mexico and CALA only.	500.00	**38.0%**	310.00
10552	Voice Switch ST2D, 1U half-width. Max Capacities: 60 SIP Trunk, 2 Dig. Trunks (T1 or E1). Made in USA. Requires Connect; not supported with ST 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting. For Mexico and CALA only.	900.00	**38.0%**	558.00
10521	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.	55.00	**38.0%**	34.10
10215	Voice Switch SIP-BRI 8	1,495.00	**38.0%**	926.90
10223	Rack Mount Tray Kit for two half-width voice switches. Holds two 1U half-width ST or SG family voice switches. Combine with bracket kit SKU 10224 to wall mount SG family voice switches. Use only wall mount kit SKU 10521 with ST family voice switches.	65.00	**38.0%**	40.30
10228	Voice Switch SG-90BRI - 1U half width - Max Capacities: 90 IP phones, 4 Analog exts, 8 BRI Channels, 0 Universal ports Not all maximum capacities can be reached at the same time. Assembled in USA	3,495.00	**38.0%**	2,166.90
10229	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.	6,495.00	**38.0%**	4,026.90
10259	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.	1,995.00	**38.0%**	1,236.90

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SKU	Item Description	USD Price	Discount %	DIR Price
10260	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.	2,995.00	**38.0%**	1,856.90
10261	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.	5,995.00	**38.0%**	3,716.90
10262	Voice Switch SG-220E1 - 1U half width - Max Capacities: 1 E1, 220 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.	5,995.00	**38.0%**	3,716.90
10319	Voice Switch SG-30BRI - 1U half width, Max Capacities: 30 IP phones, 2 Analog exts, 1 BRI trunk (2 channels), 0 Universal ports. Not all maximum capacities can be reached at the same time. Assembled in USA.	1,595.00	**38.0%**	988.90
10320	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 ST 8 or later). Made in USA.	1,595.00	**38.0%**	988.90
10321	Voice Switch SG-24A - 1U full width, Max Capacities: 24 Analog extensions. No IP Phone or trunk support. (requires ST 8 or later). Made in USA.	2,995.00	**38.0%**	1,856.90
10322	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 ST 8 or later). Made in USA.	3,495.00	**38.0%**	2,166.90
10323	Voice Switch SG-E1k - 1U half width, Max Capacities: 1 E1, 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 ST 8.1 or later). Made in USA.	3,495.00	**38.0%**	2,166.90
10324	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 ST 8.1 or later). Made in USA.	2,495.00	**38.0%**	1,546.90
10325	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 ST 8.1 or later). Made in USA.	3,695.00	**38.0%**	2,290.90
10326	Voice Switch SG-90BRIV - 1U half width - Max Capacities: 90 IP phones, 4 Analog exts, 8 BRI Channels, 0 Universal ports. 90 mailboxes, 56 hours of storage. Not all maximum capacities can be reached at the same time. Made in USA.	3,995.00	**38.0%**	2,476.90
10365	Voice Switch SG-220E1 - 1U half width, Max Capacities - 1 E1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. Requires one Tray for every two units. For Mexico and CALA Only	3,495.00	**38.0%**	2,166.90
10366	Voice Switch SG-E1k (International only) - 1U half width, Max Capacities - 1 E1, 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. For Mexico and CALA only	995.00	**38.0%**	616.90
10411	Voice Switch SG-90V (Taiwan) - 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 ST 8.1 or later). For sale in Taiwan only.	3,695.00	**38.0%**	2,290.90
30134	Virtual phone capacity license. 1 license per each phone registered to a virtual phone switch.	45.00	**38.0%**	27.90
30135	Virtual phone capacity license. Quantity 50. Each phone also requires an Extension license.	1,750.00	**38.0%**	1,085.00
30136	Virtual phone capacity license. Quantity 200. Each phone also requires an Extension license.	5,000.00	**38.0%**	3,100.00
30137	Virtual SIP trunk license. Enable 1 SIP trunk on a virtual SIP trunk switch.	95.00	**38.0%**	58.90
30138	Virtual SIP trunk license. Pack of 25. Enables 25 SIP trunks on a virtual SIP trunk switch.	2,125.00	**38.0%**	1,317.50
30139	Virtual SIP trunk license. Pack of 50. Enables 50 SIP trunks on a virtual SIP trunk switch.	3,750.00	**38.0%**	2,325.00
30140	Upgrade from SIP trunk license (SKU 30043) to Virtual SIP trunk license. Enables 1 SIP trunk on a virtual SIP trunk switch	45.00	**38.0%**	27.90
60214	Voice Switch 144 (6x24) Analog (FXS) Port Bundle. Includes 6 x Voice Switch ST24A and 144 Courtesy ONSITE (Extension Only) licenses. Requires Connect.	24,000.00	**38.0%**	14,880.00
60215	Voice Switch 144 (3x48) Analog (FXS) Port Bundle. Includes 3 x Voice Switch ST48A and 144 Courtesy ONSITE (Extension Only) licenses. Requires Connect.	22,700.00	**38.0%**	14,074.00
18082	Emergency Notification Upgrade from 5 or fewer to 6 up to 50 alertees. Provides up to 50 screen pops and up to 50 telephone outcalls for a total of 100 alertees.	3,300.00	**38.0%**	2,046.00
18008	Emergency Notification for 5 or fewer alertees. Up to 5 screen pops and 5 telephone outcalls for a total of 10 alertees.	2,200.00	**38.0%**	1,364.00
18009	Emergency Notification for 6 or more alertees. From 6 to 50 screen pops and 6 to 50 telephone outcalls for a total of 100 alertees.	5,500.00	**38.0%**	3,410.00
18011	EasyPop Universal CRM Connector (Licensed per desktop seat)	200.00	**38.0%**	124.00
18012	Application Dialer. Allows highlight and click-to-call from any Microsoft Windows Application	72.00	**38.0%**	44.64
18027	Cost Recovery Integration Base Server with built-in integrations to Equitrac and Copitrak cost recovery systems (includes server o	4,000.00	**38.0%**	2,480.00
18028	Cost Recovery Integration Desktop Client. Combine with base server for assigning codes.	40.00	**38.0%**	24.80
18036	System Directory Synchronization. Synchronizes System Directory information between two or more PBX systems. Enables the D	2,420.00	**38.0%**	1,500.40

SKU	Item Description	USD Price	Discount %	DIR Price
18041	ACT! Integration. Desktop integration to Sage ACT!. Licensed on a per user basis.	200.00	**38.0%**	124.00
18047	Hospitality Connector. Allows external systems to initiate User Name, User Group, and CHM (Call Handling Mode) changes on the	4,500.00	**38.0%**	2,790.00
18049	Base Bundle of 25 Web Dialer application licenses. Provides "click to dial" functionality. One license per user is required. Suppor	500.00	**38.0%**	310.00
18050	Base Bundle of 50 Web Dialer application licenses. Provides "click to dial" functionality. One license per user is required. Suppor	800.00	**38.0%**	496.00
18051	Add On Bundle of 5 Web Dialer licenses. Provides "click to dial" functionality. Supported configurations include IE (Windows) plu	70.00	**38.0%**	43.40
18052	Base Bundle of 5000 Web Dialer application licenses. Provides "click to dial" functionality. One license per user is required. Supp	30,000.00	**38.0%**	18,600.00
18053	Base Bundle of 25 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license	500.00	**38.0%**	310.00
18054	Base Bundle of 50 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license	800.00	**38.0%**	496.00
18055	Add On Bundle of 5 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One licens	70.00	**38.0%**	43.40
18056	Base Bundle of 5000 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One licen	30,000.00	**38.0%**	18,600.00
18057	Base Bundle of 25 Web Dialer plus 25 Application Dialer licenses. Provides "click to dial" functionality from within popular browse	600.00	**38.0%**	372.00
18058	Base Bundle of 50 Web Dialer plus 50 Application Dialer licenses. Provides "click to dial" functionality from within popular browse	1,000.00	**38.0%**	620.00
18059	Add On Bundle of 5 Web Dialer plus 5 Application Dialer licenses. Provides "click to dial" functionality from within popular browse	90.00	**38.0%**	55.80
18060	Base Bundle of 5000 Web Dialer plus 5000 Application Dialer licenses. Provides "click to dial" functionality from within popular br	37,500.00	**38.0%**	23,250.00
18062	Bundle of Advanced Applications for Staff Emergency Notification & Classroom Phones Management. Available only for K-12 Ed	5,000.00	**38.0%**	3,100.00
18063	Bundle of Advanced Applications for Staff Emergency Notification, Classroom Phones Management & Parent Outreach. Availab	10,000.00	**38.0%**	6,200.00
18065	Enhanced Reporting Bundle. Includes three Enhanced historical reports (Call History, Calls by Dialed Party, Calls by Origin) and	5,000.00	**38.0%**	3,100.00
18066	Enhanced Workgroup Reporting - Standard. Bundle includes four Enhanced Workgroup Reports (Abandoned Calls, Target Serv	7,000.00	**38.0%**	4,340.00
18067	Enhanced Workgroup Reporting - Premium. Bundle includes 7 Enhanced Reports (Abandoned Calls, Target Service Level, Agen	10,000.00	**38.0%**	6,200.00
41002	Salesforce Call Center Adapter Software. Cloud Softphone based on Salesforce Open CTI .	200.00	**38.0%**	124.00
41004	Netsuite CRM integration. Configurable screen pops and click to call.	200.00	**38.0%**	124.00
41005	Microsoft Dynamics CRM integration. Includes Web Dialer to support click to call in addition to screen pop features.	200.00	**38.0%**	124.00
93111	Web Dialer for IE, Chrome, and Firefox. Includes both Web Dialer for IE and Web Dialer Service plus extensions for Chrome and	72.00	**38.0%**	44.64
30145	Connect ONSITE Courtesy license. Includes Extension Only with no Connect client capability.	99.00	**38.0%**	61.38
30146	Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect client capability.	159.00	**38.0%**	98.58
30147	Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desktop and mobile client, Connect Telephony for Microsoft and Connect for Chrome. Also includes Web and App dialer.	199.00	**38.0%**	123.38
30148	Connect ONSITE Standard license bundle. Includes Ext+Mbx, Connect desktop and mobile client, Connect Telephony for Microsoft and Connect for Chrome. Also includes Web and App dialer, Remote Phone and CRM client integration.	299.00	**38.0%**	185.38
30149	Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desktop and mobile client, Connect Telephony for Microsoft and Connect for Chrome. Also includes Web and App dialer, Remote Phone and CRM client integration and Operator.	499.00	**38.0%**	309.38
30150	Connect ONSITE Telephony to Essentials upgrade license bundle	40.00	**38.0%**	24.80
30151	Connect ONSITE Telephony to Standard upgrade license bundle	140.00	**38.0%**	86.80
30152	Connect ONSITE Telephony to Advanced upgrade license bundle	340.00	**38.0%**	210.80
30153	Connect ONSITE Essentials to Standard upgrade license bundle	100.00	**38.0%**	62.00
30154	Connect ONSITE Essentials to Advanced upgrade license bundle	300.00	**38.0%**	186.00
30155	Connect ONSITE Standard to Advanced upgrade license bundle	200.00	**38.0%**	124.00
30091	10 Concurrent Audio Conferencing Ports. Requires ST 12 or later.	1,750.00	**38.0%**	1,085.00
30093	10 Concurrent Web Conferencing Ports. Requires ST 12 or later.	1,750.00	**38.0%**	1,085.00
30113	Web Conferencing License Upgrade, Converged to Conferencing (10 Conferencing ports;	-	**N/A**	-

SKU	Item Description	USD Price	Discount %	DIR Price
30114	Audio Conferencing License Upgrade, Converged to Conferencing (10 Conferencing ports; requires ST 12 or later)	-	**N/A**	-
60125	SA-100 appliance required to host Conferencing and Instant Messaging. Requires ST 12 or later.	2,495.00	**38.0%**	1,546.90
60127	SA-100 appliance (non-TPM, China) required to host Conferencing and Instant Messaging. Requires ST 12 or later.	2,495.00	**38.0%**	1,546.90
60139	Hardware upgrade, Converged Conferencing to Service Appliance (one per SA-100; requires ST 12 or later)	1,995.00	**38.0%**	1,236.90
60145	SA-400 appliance required to host Conferencing and Instant Messaging. Requires ST 12.3	12,995.00	**38.0%**	8,056.90
60146	Hardware upgrade, Converged Conferencing to Service Appliance 400 (one per SA-400; requires ST 12.3 or 13.1 or later.)	8,655.00	**38.0%**	5,366.10
60168	Software upgrade, Converged Conferencing to Virtual Service Appliance (one per Virtual SA; requires ST 14.2 or later)	-	**N/A**	-
18003	Workgroup Monitor for realtime performance monitoring. Includes graphical views, audible alerts, and large format wallboard displays. See also WG Reporting Bundled SKUs 18066 &	3,713.00	**38.0%**	2,302.06
18004	Workgroup Exceptional/Abandoned Call Report. Detailed information about calls not answered by an agent. See also WG Reporting Bundled SKUs 18066 & 18067.	1,485.00	**38.0%**	920.70
18005	Workgroup Target Service Level Agreement Report. Shows how well each workgroup is meeting pre-defined service levels. See also WG Reporting Bundled SKUs 18066 & 18067.	1,485.00	**38.0%**	920.70
18006	Workgroup Agent Daily Login/Logout Report. Presents login/logout times and durations for each workgroup agent. See also WG Reporting Bundled SKUs 18066 & 18067.	1,485.00	**38.0%**	920.70
18016	Outbound Campaign IVR Base Package of 5 simultaneous calls. Create automated calling campaigns for Simple Notifications and Scripted Interactions with transfer to agents.	5,495.00	**38.0%**	3,406.90
18017	Outbound Campaign IVR Add On Bundle of 5 simultaneous calls. Combine with Base Package incrementally for increased simultaneous call volume	1,095.00	**38.0%**	678.90
18018	Contact Center Agent Dashboard Base Package for 5 concurrent users. Web-based agent	1,250.00	**38.0%**	775.00
18019	Contact Center Agent Dashboard Add On for 1 concurrent user. Combine with Base Package incrementally for increased concurrent user capacity.	150.00	**38.0%**	93.00
18020	Contact Center Interaction Viewer Base Package for 1 concurrent user. Web based viewer for end to end call interaction details with links to call recordings & CDRs. Includes required CCIR Transform Service. Runs on separate server from ECC.	2,750.00	**38.0%**	1,705.00
18021	Contact Center Interaction Viewer Add On for 1 concurrent user. Combine with Base Package incrementally for increased concurrent user capacity.	400.00	**38.0%**	248.00
18022	CCIR Transform Service (No CC Interaction Viewer Web Application). Re-factors CCIR data into a database that is call oriented. Included in the CCIV Base license. Requires separate	1,950.00	**38.0%**	1,209.00
18023	Contact Center Real-time Monitoring Bundle (includes 1 CC Interaction Viewer, 1 CCIR Transform Service & 5 CC Agent Dashboard). Must be installed on separate server from CC server.	3,000.00	**38.0%**	1,860.00
18044	Workgroup Agent Ring Time Report. Enhanced CDR based report that presents Workgroup calls offered to agents, showing for each the time it occurred & the duration of ringing at the agent extension. See also WG Reporting Bundled SKUs 18066 & 18067.	1,485.00	**38.0%**	920.70
18046	Contact Center Agent Alert. Notifies an agent via visual desktop alert when he is in a state where he cannot receive ACD calls.	25.00	**38.0%**	15.50
18080	Contact Center Wrap Application ("Wrap App"). Licensed per Contact Center Server.	1,500.00	**38.0%**	930.00
30156	Connect Contact Center Base 10 package. Includes server-based software plus 10 Agent licenses (inbound voice/callbacks), 30 IVR port licenses, 1 Supervisor license and 2 each Group and Agent Feed licenses. Only one Base 10 package needed per server.	8,504.00	**38.0%**	5,272.48
30133	ECC 9 Base 10 package. Includes server-based software plus 10 Agent licenses (inbound voice/callbacks), 30 IVR port licenses, 1 Supervisor license and 2 each Group and Agent Feed licenses. Only one Base 10 package needed per server.	8,504.00	**38.0%**	5,272.48
30129	ECC 6 and earlier upgrade license. Converts ECC 6 and earlier dongle licenses to Connect Contact Center or ECC 7-9 software keys. Dongle must be returned in 30 days.	-	**N/A**	-
30128	Contact Center Redundant Server license for the warm standby server. Can be used with Connect Contact Center or ECC 7-9. Will be configured with the same licenses as the primary server. Includes a TAPI license.	6,500.00	**38.0%**	4,030.00
30126	Contact Center IVR license for one concurrent IVR port. Can be used with Connect Contact Center or ECC 7-9. These are incremental licenses over the Base 10 package.	200.00	**38.0%**	124.00
30109	Contact Center Group Activity Event Feed license. Can be used with Connect Contact Center or ECC 7-9. One license to activate one group activity event feed. Two event feed licenses are included in the Base 10 package.	350.00	**38.0%**	217.00
30108	Contact Center Agent Activity Event Feed license. Can be used with Connect Contact Center or ECC 7-9. One license to activate one agent activity event feed. Two event feed licenses are included in the Base 10 package.	350.00	**38.0%**	217.00

MGT Impact Solutions - Mitel DIR pricing DIR-CPO-5389

SKU	Item Description	USD Price	Discount %	DIR Price
30104	Connect Contact Center Lab System. Limit one per customer, Non-production only. Includes server-based software plus 5 each Inbound, Outbound, Web, Email licenses, 1 Supervisor and 1 each Agent and Group Event Feed licenses. Licenses cannot be added.	4,000.00	**38.0%**	2,480.00
30090	Workgroup to Contact Center Base System Upgrade. Can be used with Connect Contact Center or ECC 7-9. Required only for upgrading from Workgroup to new CC system. Includes 1 each Inbound agent, IVR port, Agent Feed and Group Feed licenses.	600.00	**38.0%**	372.00
30056	Contact Center TAPI App Server license. Can be used with Connect Contact Center or ECC 7-9. Allows use of TAPI apps installed on distributed Contact Center servers. One license required for each additional (not the primary) server.	495.00	**38.0%**	306.90
30122	Contact Center Inbound Voice license bundle. Can be used with Connect Contact Center or ECC 7-9. Add-on one agent and one IVR port (concurrent) license. These are incremental licenses over the Base 10 bundle.	825.00	**38.0%**	511.50
30123	Contact Center Outbound Campaign license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license add-on to Inbound Voice. One consumed every time an agent logs into a group with dial list feature enabled.	400.00	**38.0%**	248.00
30124	Contact Center Email license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license add-on to Inbound Voice for handling emails. One consumed every time an agent logs into a group that has email feature enabled.	400.00	**38.0%**	248.00
30125	Contact Center Web license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license add-on to Inbound Voice for handling web chat. One consumed every time an agent logs into a group that has chat feature enabled.	400.00	**38.0%**	248.00
30127	Contact Center Supervisor license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license includes capability to access Agent Manager, Director, Reports, GCCS and Wallboard Editor.	825.00	**38.0%**	511.50
30088	Workgroup Agent to Contact Center Agent upgrade license. Can be used with Connect Contact Center or ECC 7-9. Upgrades a Workgroup agent to an CC agent with inbound voice capability and one IVR port.	600.00	**38.0%**	372.00
30089	Workgroup Supervisor to CC Supervisor upgrade license. Can be used with Connect Contact Center or ECC 7-9. Access real time, historical reports, and wallboards.	600.00	**38.0%**	372.00
30157	Connect ONSITE Virtual Mobility Router and software media kit. Can be used with Connect ONSITE and ST 14.2 and earlier systems. Ships with Connect Mobility software; ST 14.2 and earlier customers must download the Mobility 8.x software.	-	**N/A**	-
30170	RoamAnywhere client license for Connect Mobility Router. One required for each user on physical or virtual Connect Mobility Router versions prior to 9.1.11. Users on version 9.1.11 and later require only SIP Device and Mobile Access licenses in Director.	-	**N/A**	-
30171	Connect for Mobile client uplift for Essentials installed base. Provides all licenses required for Connect Mobility corresponding to quantity of Essentials or Telephony to Essentials (SKU 30147 or 30150) in customers' asset list. (order quantity 1 only)	-	**N/A**	-
30106	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 Mobility Router.	-	**N/A**	-
80120	Mobility Router 2000 Appliance; supports up to 100 users when the appropriate number of client access licenses are purchased. Does not support redundant operation.	4,995.00	**38.0%**	3,096.90
80121	Mobility Router 4000 Appliance; supports up to 1000 users when the appropriate number of client access licenses are purchased.	6,995.00	**38.0%**	4,336.90
93206	TAM Quarterly Engagement Service. Includes limited-term Support Advantage Pro service, Network Diagnostic Service & UC Healthcheck.	45,000.00	**36.5%**	28,575.00
93343	TAC rapid response installation support. Remote troubleshooting of technical issues encountered during installation. Excludes managing, designing or performing installation. Minimum order 4 hrs, hourly rate USD $225.00.	225.00	**36.5%**	142.88
91076	Enterprise Advanced Queue Access 1 year - First Engineer	18,000.00	**36.5%**	11,430.00
91092	TAC Remote Break-Fix Support for Customers with no Support Agreement. Hourly rate, two hours minimum.	350.00	**36.5%**	222.25
91101	Standard License Lockout Recovery Service (Work completed within 1 business day)	400.00	**36.5%**	254.00
91102	Expedited License Lockout Recovery Service (Work completed within 2 hours)	600.00	**36.5%**	381.00
93198	Custom TAC support engagement based on a Statement of Work	1.00	**36.5%**	0.64
92213	Enterprise Support (1 Year, SW Only)	1.00	**36.5%**	0.64
92233	Enterprise Support (3 Year, SW Only)	1.00	**36.5%**	0.64
92253	Enterprise Support (5 Year, SW Only)	1.00	**36.5%**	0.64
92454	Enterprise Support - Advantage Pro, 1-Yr, No Phones. 1 year service agreement providing Enterprise Support excluding phones, with full Technical Account Manager services.	1.00	**36.5%**	0.64
92455	Enterprise Support - Advantage Pro, 3-Yr, No Phones. 3 year service agreement providing Enterprise Support excluding phones, with full Technical Account Manager services.	1.00	**36.5%**	0.64
92456	Enterprise Support - Advantage Pro, 5-Yr, No Phones. 5 year service agreement providing Enterprise Support excluding phones, with full Technical Account Manager services.	1.00	**36.5%**	0.64

SKU	Item Description	USD Price	Discount %	DIR Price
92457	Enterprise Support - Advantage Pro, 1-Yr, Full. 1 year service agreement providing Enterprise Support including phones, with full Technical Account Manager services.	1.00	**36.5%**	0.64
92458	Enterprise Support - Advantage Pro, 3-Yr, Full. 3 year service agreement providing Enterprise Support including phones, with full Technical Account Manager services.	1.00	**36.5%**	0.64
92459	Enterprise Support - Advantage Pro, 5-Yr, Full. 5 year service agreement providing Enterprise Support including phones, with full Technical Account Manager services.	1.00	**36.5%**	0.64
92460	Enterprise Support - Plus for DMRs, 1-Yr, No Phones. 1 year service agreement providing Enterprise Support with no phones support, with Technical Account Manager services.	1.00	**36.5%**	0.64
92461	Enterprise Support - Plus for DMRs, 3-Yr, No Phones. 3 year service agreement providing Enterprise Support with no phones support, with Technical Account Manager services.	1.00	**36.5%**	0.64
92462	Enterprise Support - Plus for DMRs, 5-Yr, No Phones. 5 year service agreement providing Enterprise Support with no phones support, with Technical Account Manager services.	1.00	**36.5%**	0.64
92463	Enterprise Support - Plus for DMRs, 1-Yr, Full support. 1 year service agreement providing Enterprise Support including phones, with Technical Account Manager services.	1.00	**36.5%**	0.64
92464	Enterprise Support - Plus for DMRs, 3-Yr, Full support. 3 year service agreement providing Enterprise Support including phones, with Technical Account Manager services.	1.00	**36.5%**	0.64
92465	Enterprise Support - Plus for DMRs, 5-Yr, Full support. 5 year service agreement providing Enterprise Support including phones, with Technical Account Manager services.	1.00	**36.5%**	0.64
92468	Fee for early termination of an annually billed multi year Enterprise Support agreement	1.00	**36.5%**	0.64
92469	Enterprise Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation.	1.00	**36.5%**	0.64
92470	Enterprise Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation.	1.00	**36.5%**	0.64
92471	Enterprise Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation.	1.00	**36.5%**	0.64
92472	Enterprise Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation.	1.00	**36.5%**	0.64
92473	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.	1.00	**36.5%**	0.64
92474	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.	1.00	**36.5%**	0.64
92475	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.	1.00	**36.5%**	0.64
92476	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.	1.00	**36.5%**	0.64
92477	Enterprise Support - Advantage Core, 1-Yr, No Phones. 1 year service agreement providing Enterprise Support excluding phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
92478	Enterprise Support - Advantage Core, 3-Yr, No Phones. 3 year service agreement providing Enterprise Support excluding phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
92479	Enterprise Support - Advantage Core, 5-Yr, No Phones. 5 year service agreement providing Enterprise Support excluding phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
92480	Enterprise Support - Advantage Core, 1-Yr, Full. 1 year service agreement providing Enterprise Support including phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
92481	Enterprise Support - Advantage Core, 3-Yr, Full. 3 year service agreement providing Enterprise Support including phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
92482	Enterprise Support - Advantage Core, 5-Yr, Full. 5 year service agreement providing Enterprise Support including phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
95111	Enterprise Support (1 Year, No Phones)	1.00	**36.5%**	0.64
95112	Enterprise Support (1 Year, Full Coverage)	1.00	**36.5%**	0.64
95131	Enterprise Support (3 Year, No Phones)	1.00	**36.5%**	0.64
95132	Enterprise Support (3 Year, Full Coverage)	1.00	**36.5%**	0.64
95151	Enterprise Support (5 Year, No Phones)	1.00	**36.5%**	0.64
95152	Enterprise Support (5 Year, Full Coverage)	1.00	**36.5%**	0.64
95211	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)	1.00	**36.5%**	0.64
95212	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)	1.00	**36.5%**	0.64
95231	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)	1.00	**36.5%**	0.64

SKU	Item Description	USD Price	Discount %	DIR Price
95232	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)	1.00	**36.5%**	0.64
95251	Enterprise Support (5 Year, No Phones, Next Business Day Onsite Switch Replacement).	1.00	**36.5%**	0.64
95252	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)	1.00	**36.5%**	0.64
95331	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)	1.00	**36.5%**	0.64
95332	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)	1.00	**36.5%**	0.64
95351	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. Min. $1800 per year ($US or equivalent)	1.00	**36.5%**	0.64
95352	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. Min. $1800 per year ($US or equivalent)	1.00	**36.5%**	0.64
97133	Enterprise Support - E-Rate, 1-Yr, No Phones, No RMA. Includes software downloads, bug fixes, and access to a technical assistance center.	1.00	**36.5%**	0.64
97134	Enterprise Support - E-Rate, 3-Yr, No Phones, No RMA. Includes software downloads, bug fixes, and access to a technical assistance center.	1.00	**36.5%**	0.64
97135	Enterprise Support - E-Rate, 5-Yr, No Phones, No RMA. Includes software downloads, bug fixes, and access to a technical assistance center.	1.00	**36.5%**	0.64
10000	Voice Switch Re-certification Fee	750.00	**36.5%**	476.25
91073	Voice Switch Repair for out-of-warranty devices	750.00	**36.5%**	476.25
91213	Partner Support (1 Year, SW Only)	1.00	**36.5%**	0.64
91233	Partner Support (3 Year, SW Only)	1.00	**36.5%**	0.64
91253	Partner Support (5 Year, SW Only)	1.00	**36.5%**	0.64
91301	Fee for early termination of an annually billed multi year Partner Support agreement	1.00	**36.5%**	0.64
91302	Partner Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation.	1.00	**36.5%**	0.64
91303	Partner Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation.	1.00	**36.5%**	0.64
91304	Partner Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation.	1.00	**36.5%**	0.64
91305	Partner Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation.	1.00	**36.5%**	0.64
91306	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.	1.00	**36.5%**	0.64
91307	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.	1.00	**36.5%**	0.64
91308	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.	1.00	**36.5%**	0.64
91309	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.	1.00	**36.5%**	0.64
91454	Partner Support - Advantage Core, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91455	Partner Support - Advantage Core, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91456	Partner Support - Advantage Core, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91457	Partner Support - Advantage Core, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91458	Partner Support - Advantage Core, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91459	Partner Support - Advantage Core, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91460	Partner Support - Advantage Pro, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91461	Partner Support - Advantage Pro, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64

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91462	Partner Support - Advantage Pro, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91463	Partner Support - Advantage Pro, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91464	Partner Support - Advantage Pro, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91465	Partner Support - Advantage Pro, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91466	Partner Support - Plus Core, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91467	Partner Support - Plus Core, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91468	Partner Support - Plus Core, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91469	Partner Support - Plus Core, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91470	Partner Support - Plus Core, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91471	Partner Support - Plus Core, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with essential Technical Account Manager services.	1.00	**36.5%**	0.64
91472	Partner Support - Plus Pro, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91473	Partner Support - Plus Pro, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91474	Partner Support - Plus Pro, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91475	Partner Support - Plus Pro, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91476	Partner Support - Plus Pro, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
91477	Partner Support - Plus Pro, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with Full Technical Account Manager services.	1.00	**36.5%**	0.64
94111	Partner Support (1 Year, No Phones)	1.00	**36.5%**	0.64
94112	Partner Support (1 Year, Full Coverage)	1.00	**36.5%**	0.64
94131	Partner Support (3 Year, No Phones)	1.00	**36.5%**	0.64
94132	Partner Support (3 Year, Full Coverage)	1.00	**36.5%**	0.64
94151	Partner Support (5 Year, No Phones)	1.00	**36.5%**	0.64
94152	Partner Support (5 Year, Full Coverage)	1.00	**36.5%**	0.64
97136	Partner Support - E-Rate, 1-Yr, No Phones, No RMA. Includes software downloads, bug	1.00	**36.5%**	0.64
97137	Partner Support - E-Rate, 3-Yr, No Phones, No RMA. Includes software downloads, bug	1.00	**36.5%**	0.64
97138	Partner Support - E-Rate, 5-Yr, No Phones, No RMA. Includes software downloads, bug	1.00	**36.5%**	0.64
97139	Partner Support - FAST START, 1-Yr, No phones. New partners only. Requires 3200e	1.00	**36.5%**	0.64
97140	Partner Support - FAST START, 1-Yr, Full. New partners only. Requires 3200e certification. Includes Knowledgebase access, SW downloads, bug fixes, Level 3 /4 TAC support, RMA.	1.00	**36.5%**	0.64
93080	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)	1.00	**36.5%**	0.64
18068	Advanced Applications Remote Support - 1 hour of time for design or installation assistance from an Advanced Applications software developer.	400.00	**36.5%**	254.00
18069	Advanced Applications Remote Support - 2 hours of time for design or installation assistance from an Advanced Applications software developer.	800.00	**36.5%**	508.00
18070	Advanced Applications Remote Support - 4 hours of time for design or installation assistance from an Advanced Applications software developer.	1,600.00	**36.5%**	1,016.00
91144	Shared Support for Applications, 1-Yr, Full. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps.	1.00	**36.5%**	0.64
91145	Shared Support for Applications, 3-Yr, Full. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps.	1.00	**36.5%**	0.64
91146	Shared Support for Applications, 5-Yr, Full. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps.	1.00	**36.5%**	0.64
91147	Shared Support for Mobility, 1-Yr, Full. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility.	1.00	**36.5%**	0.64
91148	Shared Support for Mobility, 3-Yr, Full. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility.	1.00	**36.5%**	0.64

SKU	Item Description	USD Price	Discount %	DIR Price
91149	Shared Support for Mobility, 5-Yr, Full. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility.	1.00	**36.5%**	0.64
93189	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.	1.00	**36.5%**	0.64
93190	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.	1.00	**36.5%**	0.64
93191	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.	1.00	**36.5%**	0.64
97147	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.	1.00	**36.5%**	0.64
97148	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.	1.00	**36.5%**	0.64
97149	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.	1.00	**36.5%**	0.64
97150	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.	1.00	**36.5%**	0.64
97151	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.	1.00	**36.5%**	0.64
97152	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.	1.00	**36.5%**	0.64
97153	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.	1.00	**36.5%**	0.64
97154	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.	1.00	**36.5%**	0.64
97155	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.	1.00	**36.5%**	0.64
93356	UC Support Engineer Tier 1 Progression Academy Training (includes UCSP & UCSI; per academy; individual subscription valid for 2 years) India-Philippines-China-Middle East-Africa-CALA-Spain ONLY	775.00	**36.5%**	492.13
93357	UC Support Engineer Tier 1 Progression Academy Training, 5+ (per academy; individual subscription valid for 2 years) India-Philippines-China-Middle East-Africa-CALA-Spain ONLY	558.00	**36.5%**	354.33
93358	UC Support Engineer Tier 1 Progression Academy Training, 12+ (per academy; individual subscription valid for 2 years) India-Philippines-China-Middle East-Africa-CALA-Spain ONLY	496.00	**36.5%**	314.96
93359	UC Support Engineer Tier 1 Progression Academy (UCSE) 12+ Training Ireland-France-Singapore-ANZ ONLY (per academy; individual subscription valid for 2 years)	744.00	**36.5%**	472.44
93360	UC Support Engineer Tier 1 Progression Academy (UCSE) Training Ireland-France-Singapore-ANZ ONLY (per academy; individual subscription valid for 2 years)	1,162.00	**36.5%**	737.87
93361	UC Support Engineer Tier 1 Progression Academy (UCSE) 5+ Training Ireland-France-Singapore-ANZ ONLY (per academy; individual subscription valid for 2 years)	837.00	**36.5%**	531.50
93201	OT-307.01 Connect Contact Center Agent	85.00	**36.5%**	53.98
93202	OT-306.01 Connect Contact Center Supervisor	85.00	**36.5%**	53.98
93203	OT-302.01 Connect Contact Center Admin	170.00	**36.5%**	107.95
93204	OT-304.01 Scripting Overview	85.00	**36.5%**	53.98
93205	OT-303.01 Connect Contact Center Reports	85.00	**36.5%**	53.98
93292	BR-017.01 Connect Update (per student)	255.00	**36.5%**	161.93
93293	BR-018.01 Connect Contact Center Update	255.00	**36.5%**	161.93
93294	BR-019.01 Connect Mobility Update (per student)	85.00	**36.5%**	53.98
93295	OT-308.01 Installing the Contact Center (per student)	1,020.00	**36.5%**	647.70
93350	UC Support Engineer Tier 1 Progression Academy (UCSE)	1,937.00	**36.5%**	1,230.00
93351	UC Support Engineer Tier 1 Progression Academy (UCSE) 5+	1,600.00	**36.5%**	1,016.00
93352	UC Support Engineer Tier 1 Progression Academy (UCSE) 12+	1,200.00	**36.5%**	762.00
93353	OT-116.01 Edge Gateway Implementation	1,360.00	**36.5%**	863.60
93354	OT-112.01 Hybrid Sites Training (per student)	42.50	**36.5%**	26.99
93355	Connect ONSITE Administration Academy Training (COAA)	500.00	**36.5%**	317.50
93337	OT-309.01 Contact Center System Programmer	2040.00	**36.5%**	1,295.40
93338	OT-310.01 Connect Contact Center Multi-Media	1700.00	**36.5%**	1,079.50
93339	OT-311.01 CCIR and CCIR TS	85.00	**36.5%**	53.98
93340	OT-312.01 Contact Center Reports	680.00	**36.5%**	431.80
93341	OT-313.01 Contact Center CCIV	85.00	**36.5%**	53.98
93342	OT-315.01 Connect Contact Center Scripting	1360.00	**36.5%**	863.60
97179	Contact Center System Programmer (CCSP) Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	225.00	**36.5%**	142.88

Discount % = (USD Price - DIR Price) / USD Price.

MGT Impact Solutions - Mitel DIR pricing DIR-CPO-5389

SKU	Item Description	USD Price	Discount %	DIR Price
91347	3405SP ECC System Administrator Training, Self-Paced ELearning (per student)	249.00	**36.5%**	158.12
91348	3411SP Call Control Scripting, Self-Paced ELearning (per student)	99.00	**36.5%**	62.87
92023	Onsite Training - End Users & System Administrators - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	3,500.00	**36.5%**	2,222.50
92498	OT-320.01 Enterprise Contact Center 9 CCSI Update Training (per student)	100.00	**36.5%**	63.50
92499	OT-321.01 Enterprise Contact Center 9 CCSP Update Training (per student)	100.00	**36.5%**	63.50
92500	OT-322.01 Enterprise Contact Center 9 CCSE Update Training (per student)	200.00	**36.5%**	127.00
92501	OT-261.01 ST 14.2 UC Programmer Update Training (per student)	100.00	**36.5%**	63.50
92502	OT-260.01 UC System Installer 14.2 Update Training (per student)	100.00	**36.5%**	63.50
92503	OT-263.01 UC Advanced Engineer 14.2 Update Training (per student)	200.00	**36.5%**	127.00
92504	OT-262.01 UC System Support Engineer ST 14.2 Update Training (per student)	200.00	**36.5%**	127.00
92505	OT-114.01 Connect Telephony for Microsoft (per student)	42.50	**36.5%**	26.99
92506	Remote Cloud Contact Center Agent Training (up to 1 hour)	250.00	**36.5%**	158.75
92507	Remote Cloud Contact Center Supervisor Training (up to 1 hour and up to 15 students)	250.00	**36.5%**	158.75
92508	Remote Cloud Contact Center Reporting Training (up to 1 hour and up to 15 students)	250.00	**36.5%**	158.75
92509	Extra Day - Onsite Cloud Contact Center Training - Full Day - Up to 80 Students/8 hours per site	900.00	**36.5%**	571.50
92510	Onsite Cloud Contact Center Training - Full Day - Up to 80 Students/8 hours per site (Travel & Expenses Included)	1,500.00	**36.5%**	952.50
93051	3201 Communicator Training (per student)	195.00	**36.5%**	123.83
93052	3201 Communicator Group Training (up to 8 students)	1,250.00	**36.5%**	793.75
93053	3205 System Administrator Training (per student)	649.00	**36.5%**	412.12
93054	3205 System Administrator Group Training (up to 6 Students)	3,125.00	**36.5%**	1,984.38
93061	3200 Implementing the IP System Training (per student)	3,125.00	**36.5%**	1,984.38
93066	Custom Training / Customer Quote	1.00	**36.5%**	0.64
93069	3405 Contact Center System Administrator Training (Per Student)	395.00	**36.5%**	250.83
93071	3404 Contact Center Supervisor Training (Per Student)	195.00	**36.5%**	123.83
93072	3401 Contact Center Agent Training (Per Student)	99.00	**36.5%**	62.87
93074	Onsite Contact Center User Training - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	3,500.00	**36.5%**	2,222.50
93078	3400 Implementing Contact Center Training (per student)	3,125.00	**36.5%**	1,984.38
93079	3210 Maintaining and Supporting the IP System Training (per student)	3,125.00	**36.5%**	1,984.38
93193	3500 Implementing the Mobility Solution Training (per student)	2,250.00	**36.5%**	1,428.75
93194	3401sp Contact Center Agent Training, Self-Paced eLearning (Per Student)	49.00	**36.5%**	31.12
93195	3404sp Contact Center Supervisor Training, Self-Paced eLearning (Per Student)	99.00	**36.5%**	62.87
93196	Onsite Mobility Training - End Users & Administrators - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	3,500.00	**36.5%**	2,222.50
93199	UC System Installer Academy Training (per academy; individual subscription valid for 2 years) Ireland-France-Singapore-ANZ ONLY	938.00	**36.5%**	595.63
93200	UC System Installer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ ONLY	675.00	**36.5%**	428.63
93255	3410 Maintaining and Supporting Contact Center Training (per student)	2,250.00	**36.5%**	1,428.75
93256	3406 Using and Designing Contact Center Reports Training (per student)	750.00	**36.5%**	476.25
93257	3510 Maintaining and Supporting the Mobility Solution Training (per student)	1,500.00	**36.5%**	952.50
93258	3205sp System Administrator Training, Self-Paced eLearning (per student)	449.00	**36.5%**	285.12
93259	3505 Mobility System Administrator Training (per student)	595.00	**36.5%**	377.83
93260	3206 Implementing the IP 930D Wireless Phone Training, Self-Paced eLearning (Per Student)	125.00	**36.5%**	79.38
93261	3200u Implementing the UC Solution Release Update Training, Self-Paced eLearning (Per Student)	250.00	**36.5%**	158.75
93262	3200s Implementing the UC Solution Course, Self-Study (Per Student)	1,000.00	**36.5%**	635.00
93263	3210s Implementing the UC Solution Course, Self-Study (Per Student)	1,000.00	**36.5%**	635.00
93264	3400s Implementing Contact Center Course, Self-Study (Per Student)	1,000.00	**36.5%**	635.00
93265	3410s Maintaining and Supporting Contact Center Course, Self-Study (Per Student)	750.00	**36.5%**	476.25
93266	3420s Using and Designing Contact Center Reports Course, Self-Study (Per Student)	250.00	**36.5%**	158.75
93267	3500s Implementing the Mobility Solution, Self-Study Course (Per Student)	750.00	**36.5%**	476.25
93268	3510s Maintaining and Supporting the Mobility Solution, Self-Study Course (Per Student)	500.00	**36.5%**	317.50
93281	3500 Implementing the Mobility Solution Training (per student, CALA Only)	1,400.00	**36.5%**	889.00

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MGT Impact Solutions - Mitel DIR pricing DIR-CPO-5389

SKU	Item Description	USD Price	Discount %	DIR Price
93282	3510 Maintaining and Supporting the Mobility Solution Training (per student, CALA Only)	900.00	**36.5%**	571.50
93296	UC Support Engineer Tier 1 Academy Training (includes UCSP & UCSI; per academy; individual subscription valid for 2 years) Ireland-France-Singapore-ANZ ONLY	3038.00	**36.5%**	1,929.13
93297	UC Support Engineer Tier 1 Academy Training 5+ (includes UCSP & UCSI; per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ ONLY	2187.00	**36.5%**	1,388.75
93298	UC System Installer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ ONLY	600.00	**36.5%**	381.00
93299	Mobility System Installer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ ONLY	840.00	**36.5%**	533.40
93300	Mobility System Installer Academy Training (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ ONLY	945.00	**36.5%**	600.08
93301	Mobility System Installer Academy Training (per academy; individual subscription valid for 2 years) Ireland-France-Singapore-ANZ ONLY	1313.00	**36.5%**	833.76
93302	UC Support Engineer Tier 1 Academy Training 12+ (includes UCSP & UCSI; per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ ONLY	1944.00	**36.5%**	1,234.44
93303	CC Support Engineer Tier 1 Academy Training 5+ (includes CCSI & CCSP; per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ ONLY	2187.00	**36.5%**	1,388.75
93304	CC Support Engineer Tier 1 Academy Training (includes CC Installer/Programmer; per subscription; valid for 2 years) Ireland-France-Singapore-ANZ ONLY	3038.00	**36.5%**	1,929.13
93305	CC System Programmer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ ONLY	600.00	**36.5%**	381.00
93306	CC System Programmer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ ONLY	675.00	**36.5%**	428.63
93307	CC System Installer Academy Training (per academy; individual subscription valid for 2	938.00	**36.5%**	595.63
93308	CC System Installer Academy Training 5+ (per academy when you order 5-11 academies of	675.00	**36.5%**	428.63
93309	Mobility Support Engineer Tier 1 Academy Training 5+ (includes SMSI; per academy when	1512.00	**36.5%**	960.12
93310	Mobility Support Engineer Tier 1 Academy Training (includes SMSI; per academy; individual	2100.00	**36.5%**	1,333.50
93311	CC Support Engineer Tier 1 Academy Training 12+ (includes CCSI & CCSP; per academy	1944.00	**36.5%**	1,234.44
93312	CC System Installer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years) Ireland-France-Singapore-ANZ	600.00	**36.5%**	381.00
93313	CC System Programmer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years) India-Philippines-	450.00	**36.5%**	285.75
93314	CC Support Engineer Tier 1 Academy Training (includes CC Installer/Programmer; per subscription; valid for 2 years) India-Philippines-China-Middle East-Africa-CALA-Spain ONLY	2025.00	**36.5%**	1,285.88
93315	CC Support Engineer Tier 1 Academy Training 5+ (includes CCSI & CCSP; per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1458.00	**36.5%**	925.83
93316	CC Support Engineer Tier 1 Academy Training 12+ (includes CCSI & CCSP; per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2	1296.00	**36.5%**	822.96
93317	CC System Programmer Academy Training (per academy; individual subscription valid for 2	625.00	**36.5%**	396.88
93318	CC System Programmer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years) India-Philippines-	400.00	**36.5%**	254.00
93319	CC System Installer Academy Training (per academy; individual subscription valid for 2	625.00	**36.5%**	396.88
93320	CC System Installer Academy Training 5+ (per academy when you order 5-11 academies of	450.00	**36.5%**	285.75
93321	CC System Installer Academy Training 12+ (per academy when you order 12-25 academies	400.00	**36.5%**	254.00
93322	Mobility System Installer Academy Training (per academy; individual subscription valid for 2	875.00	**36.5%**	555.63
93323	UC Support Engineer Tier 1 Academy Training (includes UCSP & UCSI; per academy;	2025.00	**36.5%**	1,285.88
93324	UC Support Engineer Tier 1 Academy Training 5+ (includes UCSP & UCSI; per academy	1458.00	**36.5%**	925.83
93325	UC Support Engineer Tier 1 Academy Training 12+ (includes UCSP & UCSI; per academy	1296.00	**36.5%**	822.96
93326	UC System Installer Academy Training (per academy; individual subscription valid for 2	625.00	**36.5%**	396.88
93327	UC System Installer Academy Training 5+ (per academy when you order 5-11 academies of	450.00	**36.5%**	285.75
93328	UC System Installer Academy Training 12+ (per academy when you order 12-25 academies	400.00	**36.5%**	254.00
93329	UC System Programmer Academy Training (per academy; individual subscription valid for 2	625.00	**36.5%**	396.88
93330	UC System Programmer Academy training (per academy when you order 5-11 academies of	450.00	**36.5%**	285.75
93331	UC System Programmer Academy Training 12+ (per academy when you order 12-25	400.00	**36.5%**	254.00
93332	Mobility System Installer Academy Training 12+ (per academy when you order 12-25	560.00	**36.5%**	355.60

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SKU	Item Description	USD Price	Discount %	DIR Price
93333	Mobility System Installer Academy Training (per academy when you order 5-11 academies of	630.00	**36.5%**	400.05
93334	Mobility Support Engineer Tier 1 Academy Training 12+ (includes SMSI; per academy when	896.00	**36.5%**	568.96
93335	Mobility Support Engineer Tier 1 Academy Training 5+ (includes SMSI; per academy when	1008.00	**36.5%**	640.08
93336	Mobility Support Engineer Tier 1 Academy Training (includes SMSI; per academy; individual	1400.00	**36.5%**	889.00
93344	Mobility Support Engineer Tier 1 Academy Training 12+ (includes SMSI; per academy when	1344.00	**36.5%**	853.44
93345	CC System Programmer Academy Training (per academy; individual subscription valid for 2	938.00	**36.5%**	595.63
93346	UC System Programmer Academy Training (per academy; individual subscription valid for 2	938.00	**36.5%**	595.63
93347	UC System Programmer Academy Training 5+ (per academy when you order 5-11	675.00	**36.5%**	428.63
93348	UC System Programmer Academy Training 12+ (per academy when you order 12-25	600.00	**36.5%**	381.00
93349	OT-314.01 CC Troubleshooting (per student)	1,360.00	**36.5%**	863.60
97156	3200 Implementing the IP System Training (per student, ANZ Only)	2,604.00	**36.5%**	1,653.54
97157	3210 Maintaining and Supporting the IP System Training (per student, ANZ Only)	2,604.00	**36.5%**	1,653.54
97158	3400 Implementing Contact Center Training (per student ANZ Only)	2,604.00	**36.5%**	1,653.54
97159	3410 Maintaining and Supporting Contact Center Training (per student, ANZ Only)	2,031.00	**36.5%**	1,289.69
97160	3406 Using and Designing Contact Center Reports Training (per student, ANZ Only)	677.00	**36.5%**	429.90
97161	3500 Implementing the Mobility Solution Training (per student, ANZ Only)	2,031.00	**36.5%**	1,289.69
97162	3510 Maintaining and Supporting the Mobility Solution Training (per student, ANZ Only)	1,354.00	**36.5%**	859.79
97163	3200 Implementing the IP System Training (per student, Asia Only)	1,700.00	**36.5%**	1,079.50
97164	3210 Maintaining and Supporting the IP System Training (per student, Asia Only)	1,700.00	**36.5%**	1,079.50
97165	3400 Implementing Contact Center Training (per student Asia Only)	1,700.00	**36.5%**	1,079.50
97166	3410 Maintaining and Supporting Contact Center Training (per student, Asia Only)	1,700.00	**36.5%**	1,079.50
97167	3420 Using and Designing Contact Center Reports Training (per student, Asia Only)	500.00	**36.5%**	317.50
97168	3500 Implementing the Mobility Solution Training (per student, Asia Only)	1,400.00	**36.5%**	889.00
97169	3510 Maintaining and Supporting the Mobility Solution Training (per student, Asia Only)	900.00	**36.5%**	571.50
97176	3220 Advanced Support for the UC Solution Training (per student)	3,125.00	**36.5%**	1,984.38
97177	3400u ECC Implementation and Support Certification Update Training, Self-Paced eLearning (Per Student)	125.00	**36.5%**	79.38
97178	3500u Mobility Implementation and Support Certification Update Training, Self-Paced eLearning (Per Student)	125.00	**36.5%**	79.38
97181	UC System Installer Academy Training (per academy; individual subscription valid for 2 years)	1,563.00	**36.5%**	992.51
97182	UC System Installer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,100.00	**36.5%**	698.50
97183	UC System Installer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,100.00	**36.5%**	698.50
97184	UC System Programmer Academy Training (per academy; individual subscription valid for 2 years)	1,563.00	**36.5%**	992.51
97185	UC System Programmer Academy training (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,100.00	**36.5%**	698.50
97186	UC System Programmer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,100.00	**36.5%**	698.50
97187	UC Support Engineer Tier 1 Academy Training (includes UCSP & UCSI; per academy; individual subscription valid for 2 years)	5,063.00	**36.5%**	3,215.01
97188	UC Support Engineer Tier 1 Academy Training 5+ (includes UCSP & UCSI; per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	3,800.00	**36.5%**	2,413.00
97189	UC Support Engineer Tier 1 Academy Training 12+ (includes UCSP & UCSI; per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	3,400.00	**36.5%**	2,159.00
97190	Mobility System Installer Academy Training (per academy; individual subscription valid for 2 years)	2,188.00	**36.5%**	1,389.38
97191	Mobility System Installer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,700.00	**36.5%**	1,079.50
97192	Mobility System Installer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,500.00	**36.5%**	952.50
97193	Mobility Support Engineer Tier 1 Academy Training (includes MSI; per academy; individual subscription valid for 2 years)	3,500.00	**36.5%**	2,222.50
97194	Mobility Support Engineer Tier 1 Academy Training 5+ (includes MSI; per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	2,700.00	**36.5%**	1,714.50
97195	Mobility Support Engineer Tier 1 Academy Training 12+ (includes MSI; per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	2,400.00	**36.5%**	1,524.00
97196	ECC System Installer Academy Training (per academy; individual subscription valid for 2 years)	1,563.00	**36.5%**	992.51

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SKU	Item Description	USD Price	Discount %	DIR Price
97197	ECC System Installer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,200.00	**36.5%**	762.00
97198	ECC System Installer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,100.00	**36.5%**	698.50
97199	ECC System Programmer Academy Training (per academy; individual subscription valid for 2 years)	1,563.00	**36.5%**	992.51
97200	ECC System Programmer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,200.00	**36.5%**	762.00
97201	ECC System Programmer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,100.00	**36.5%**	698.50
97202	ECC Support Engineer Tier 1 Academy Training (includes ECC Installer/Programmer; per subscription; valid for 2 years)	5,063.00	**36.5%**	3,215.01
97203	ECC Support Engineer Tier 1 Academy Training 5+ (includes ECCSI & ECCSP; per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	3,800.00	**36.5%**	2,413.00
97204	ECC Support Engineer Tier 1 Academy Training 12+ (includes ECCSI & ECCSP; per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	3,400.00	**36.5%**	2,159.00
97205	BR-001.01 Fundamentals/Architecture Training (per student)	255.00	**36.5%**	161.93
97206	BR-002.01 Basic Phone/Client Training (per student)	85.00	**36.5%**	53.98
97207	OT-101.01 Basic Admin 1 Training (per student)	170.00	**36.5%**	107.95
97208	OT-103.01 Implementing the Hardware Design? Training (per student)	1,360.00	**36.5%**	863.60
97209	OT-201.01 Advanced Client/Role Client Training (per student)	63.75	**36.5%**	40.48
97210	OT-102.01 Basic Admin 2 Training (per student)	170.00	**36.5%**	107.95
97211	OT-104 .01 System Limitations Training (per student)	85.00	**36.5%**	53.98
97212	OT-105.01 Phone Customization Training (per student)	212.00	**36.5%**	134.62
97213	OT-107.01 Db Gathering Training (per student)	63.75	**36.5%**	40.48
97214	OT-108.01 Db Import Training (per student)	85.00	**36.5%**	53.98
97215	OT-203.01 Implementing Solution Design? Training (per student)	1,360.00	**36.5%**	863.60
97216	OT-106.01 Back up and Restore Training (per student)	85.00	**36.5%**	53.98
97217	OT-109.01 Create Test Plan Training (per student)	85.00	**36.5%**	53.98
97218	OT-205.01 End User and Administrative Train-the-Trainer course (per student)	127.50	**36.5%**	80.96
97219	OT-110.01 Escalate to TAC Training (per student)	42.50	**36.5%**	26.99
97220	OT-209.01 IT Preparations Training (per student)	85.00	**36.5%**	53.98
97221	OT-202.01 Network Assessment Training (per student)	85.00	**36.5%**	53.98
97222	OT-204.01 Advanced Architecture Training (per student)	127.50	**36.5%**	80.96
97223	OT-111.01 Servers Training (per student)	42.50	**36.5%**	26.99
97224	OT-211.01 Virtualization Training (per student)	127.50	**36.5%**	80.96
97225	OT-206.01 T1 Troubleshooting Utilities Training (per student)	85.00	**36.5%**	53.98
97226	OT-213.01 Fax Solutions Training (per student)	63.75	**36.5%**	40.48
97227	OT-212.01 Sip Phones Training (per student)	42.50	**36.5%**	26.99
97228	OT-207.01 Conferencing Training (per student)	127.50	**36.5%**	80.96
97229	OT-216.01 SIP and Ingate Training (per student)	127.50	**36.5%**	80.96
97230	OT-208.01 Configuring Tie Trunks/3rd Party PBX Training (per student)	340.00	**36.5%**	215.90
97231	OT-218.01 Applications Integrations Training (per student)	63.75	**36.5%**	40.48
97232	OT-217.01 Advanced Dial Plan Training (per student)	340.00	**36.5%**	215.90
97233	OT-250.01 Tier 1 Support Training (per student)	2,550.00	**36.5%**	1,619.25
97234	OT-215.01 AD Integration Training (per student)	127.50	**36.5%**	80.96
97235	OT-255.01 Tier 2 Support Training (per student)	3,400.00	**36.5%**	2,159.00
97236	UC System Programmer Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	125.00	**36.5%**	79.38
97237	UC System Programmer Continuity Subscription Training (per subscription when you order 5-25 subscriptions of the same type; individual subscriptions valid for 2 years)	110.00	**36.5%**	69.85
97238	UC System Installer Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	125.00	**36.5%**	79.38
97239	UC System Installer Continuity Subscription Training (per subscription when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	110.00	**36.5%**	69.85
97240	UC Support Engineer Tier 1 Academy Training (includes UCSP & UCSI; per academy; individual subscription valid for 2 years)	225.00	**36.5%**	142.88

SKU	Item Description	USD Price	Discount %	DIR Price
97241	UC Support Engineer Tier 1 Continuity Subscription Training (includes UCSP & UCSI; per academy when you order 5-11 subscriptions of the same type; individual subscriptions valid for 2 years)	200.00	**36.5%**	127.00
97242	UC Advanced Engineer Tier 2 Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	275.00	**36.5%**	174.63
97243	UC Advanced Engineer Tier 2 Continuity Subscription Training (per subscription when you order 5-11 subscriptions of the same type; individual subscriptions valid for 2 years)	250.00	**36.5%**	158.75
97244	Mobility Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	225.00	**36.5%**	142.88
97245	Mobility Continuity Subscription Training (5+ subscriptions of the same type; each valid for 2 years)	200.00	**36.5%**	127.00
97248	ECC Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	225.00	**36.5%**	142.88
97249	ECC Continuity Subscription Training (5+ subscriptions of the same type; each valid for 2 years)	200.00	**36.5%**	127.00
91313	Fee, merge of two PBX 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.	2,500.00	**36.5%**	1,587.50
91342	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.	500.00	**36.5%**	317.50
93154	Same Day Processing Fee	75.00	**36.5%**	47.63
93192	Additional Freight Fee - UPS re-route per package	15.00	**36.5%**	9.53
10304	Voice Mail Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10305	IP110 IP Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10306	IP110 IP Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10307	IP212k IP Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10308	IP212k IP Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10311	IP560/560G IP Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10312	IP530/560/560G IP Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10313	IP115 IP Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10314	IP115 IP Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10315	IP265 IP Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10316	IP265 IP Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10327	IP565G IP Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10328	IP565G IP Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10331	IP230/230G IP Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10332	IP230/230G IP Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10382	IP655 IP Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10383	IP655 IP Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10502	IP420 Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10503	IP480/480g Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10504	IP485g Phone Quick Reference, Doc. Pack, Qty 25	10.00	**38.0%**	6.20
10505	IP420 Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10506	IP480/480g Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
10507	IP485g Phone User Guide, Doc. Pack, Qty 25	125.00	**38.0%**	77.50
30112	Connect Contact Center Partner Production (NFR) System. Includes 6 licenses for Inbound Voice, Outbound Campaign, Web chat and Email, 2 Supervisor licenses and 1 TAPI App Server license). Not for resale. Limit one per reseller.	2,000.00	**38.0%**	1,240.00
10561	Connect ONSITE Demo Laptop. HP ProBook 650G2 with Intel i7 Quad Core CPU. Software includes Windows 10, VMware Workstation 12, Connect ONSITE with virtual phone and trunk switch and Connect Contact Center.	2,299.00	**38.0%**	1,425.38
10562	Connect ONSITE vMini Demo Kit G2. Includes HP ProBook 650, IP480, IP485g and PoE switch in a carry-on case. Software includes Windows 10, VMware Workstation 12, Connect ONSITE with virtual phone and trunk switch and Connect Contact Center.	2,900.00	**38.0%**	1,798.00
10535	Canvas backpack bag, rolling with extendable handle, shoulder straps and adjustable dividing insert.	219.00	**38.0%**	135.78
60207	Recovery flash drive for Connect vMINI demo kit. This solution is hardware specific to the HP ProBook 645G laptop.	75.00	**38.0%**	46.50
60171	Recovery flash drive for vMINI demo kit. This solution is hardware specific to the HP ProBook 645G laptop.	75.00	**38.0%**	46.50

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SKU	Item Description	USD Price	Discount %	DIR Price
60167	USB Flash Drive, ST 14.2 Recovery Image for Client Laptop [Dell laptops covered; Latitude e5440, & E6230] Used in new demo kits.	85.00	**38.0%**	52.70
60166	USB Flash Drive, ST 14.2 Recovery Image for Client Laptop [Dell laptops covered; Vostro, Latitude L13, E6220 & E6230] Used for upgrade bundle.	85.00	**38.0%**	52.70
10501	Custom stitched and imprinted microfiber soft bag for phones with pocket for handset	5.00	**38.0%**	3.10
30092	10 Concurrent Audio Conferencing Ports. Demo only. Requires ST 12 or later.	300.00	**38.0%**	186.00
30094	10 Concurrent Web Conferencing Ports. Demo only. Requires ST 12 or later.	300.00	**38.0%**	186.00