

ADCom Solutions Wholesale Pricing Workbook - Master

v.1.6 - Effective Date 1/21/2022

VEEUE Managed Services	Service Description	Managed Component(s)	MRC Management Wholesale	NRC Platform Setup Wholesale ¹	MRC Management and Deployment Bundle Wholesale ²	MRC Management and Services Bundle Wholesale ³
WAN Fully Managed with Technical Support	7/24/365 Proactive Monitoring, Fault Detection, Live Notification, Incident Resolution, SNMP Collection, Performance and Utilization Alerting and Reporting, MTTR/MTBF Reporting, Device Configuration Database, Comprehensive Customer Portal, Tier Three Engineering Support.	1 Device, up to 2 Circuits	\$30.52	\$25.00	\$46.27	\$38.81
Circuit and Router Management	7/24/365 Proactive Monitoring, Fault Detection, Auto Notification, Circuit Resolution, Router Pre-Defined Troubleshooting and Escalation, SNMP Collection, Comprehensive Customer Portal.	1 Device, 1 Circuit	\$23.18	\$25.00	\$38.93	\$31.47
Circuit or Device Management	7/24/265 Proactive Monitoring, Fault Detection, Auto Notification, Circuit Resolution. Circuit Management - No CPE Support Device Management - No Circuit Support	Per Circuit or Device	\$14.74	\$25.00	\$30.49	\$23.03
Monitor and Notify with Reporting	7/24/365 Proactive Monitoring, Fault Detection, Auto Notification, SNMP Collection, Performance and Utilization Alerting and Reporting, MTTR/MTBF/SLA Reporting. No NOC Support	Per Device	\$6.03	\$10.00		
Monitor and Notify	7/24/365 Proactive Monitoring, Fault Detection, Auto Notification. No NOC Support	Per Device	\$3.69	\$10.00		
Reactive Management⁶	7/24/365 Reactive Management, Customer Initiates Service Request, NOC Support, Circuit Incident Resolution. No Proactive Monitoring	Per Location (Minimum 2,500 Locations)	\$2.54	\$10.00		
Voice Network with Technical Support - Per Phone	7/24/365 Voice Service and Equipment Support with Hosted Voice Provider Incident Co-Management.	Per Phone 1-2,500 IP Phones 2,501-5,000 IP Phones 5,001+ IP Phones	\$3.76 \$3.48 \$3.12	\$3.50		
Voice Network with Technical Support - Per Incident	7/24/365 Voice Service and Equipment Support with Hosted Voice Provider Incident Co-Management.	Per Incident	\$81.25	\$3.50		
Voice Network with Technical Support⁷ - Per Partner	7/24/365 Voice Service and Equipment Support with Hosted Voice Provider Incident Co-Management.	Per Partner (Per incident charge applies to each incident over initial 150.)	\$1,800.00/Month \$5.00/Incident >150	ICB		
VEEUE Managed Services Add-On Options		Managed Component(s)	MRC Management Wholesale	NRC Platform Setup Wholesale¹	MRC Management and Deployment Bundle Wholesale²	MRC Management and Services Bundle Wholesale³
Additional Wide Area Network (WAN) Connection		Per Circuit	\$14.74	\$10.00	\$30.49	\$23.03
Additional Device (Router/SD-WAN Appliance/Security Appliance/LAN Switch)		Per Device/Per Blade ⁹	\$7.20	\$10.00	\$22.95	\$15.49
Wireless Access Point		Per Access Point	\$5.70	\$10.00	\$21.45	\$13.99
LTE Wireless		Per LTE Device and/or Circuit	\$9.04	\$10.00	\$24.79	\$17.33
Flow Collection and Reporting		Per Flow Enabled Device	\$21.54	\$10.00		
Premise-Based Monitoring Collector⁸		Per Virtual Machine	-	\$490.00		
VEEUE Platform as a Service		Managed Component(s)	MRC Management Wholesale	NRC Platform Setup Wholesale¹		
Monitor and Notify	No NOC Support	Per Device	\$3.69	\$10.00		
Monitor and Notify with Reporting	No NOC Support	Per Device	\$6.03	\$10.00		
Implementation and Technical Services⁴				NRC Service Wholesale		
Stage and Configuration - Per Hour - Normal Business Hours				\$81.25		
Stage and Configuration - Per Hour - After Business Hours				\$121.87		
Engineering Support - Per Hour - Normal Business Hours		Installation oversight, test and turnup, circuit cutover, equipment changes, remote CPE reconfiguration		\$81.25		
Engineering Support - Per Hour - After Business Hours				\$121.87		
MACD (Move, Add, Change Delete) NBH		Changes to Resources as described in the Section "WAN - Fully Managed with Technical Support. ANBH 1.5x NBH rate		\$81.25		
Project Management Services⁴				NRC Service Wholesale		

Project Manager - Per Hour - Normal Business Hours	Single point of contact, project plan development, scheduling and reporting, escalations, collect and document customer information, coordinate on-site services, coordinate invoicing	81.25		
Project Manager - Per Hour - After Business Hours		\$121.87		
Field Engineering Services ⁵		NRC Service Wholesale		
On-Site Field Technician - First Hour - Normal Business Hours	CPE configuration and deployment, inside wiring, demarc extension, site survey, photographs	\$216.67		
On-Site Field Technician - Add'l Hours - Normal Business Hours		\$150.00		
On-Site Field Technician - First Hour - After Business Hours	CPE configuration and deployment, inside wiring, demarc extension, site survey, photographs	\$325.00		
On-Site Field Technician - Add'l Hours - After Business Hours		\$225.00		
Professional Services		NRC Service Wholesale		
Network Assessment		ICB		
Application Assessment		ICB		
Wi-Fi Assessment		ICB		
Mobility Coverage Assessment		ICB		

Note 1: NRC Platform Setup Charges: Service Setup Charges may be discounted with 36-Month Term Contract. Charges are not waived for premise-based monitoring collector.

Note 2: MRC Management and Deployment Bundle: Includes one-hour of each of the following services: On-Site Implementation, Stage and Configuration, Engineering Support, and Project Management. 36-Month Term Price.

Note 3: MRC Management and Services Bundle: Includes one-hour of each of the following services: Stage and Configuration, Engineering Support, and Project Management. 36-Month Term Price.

Note 4: Implementation Services and Project Management: Normal Business Hours (8:30 AM - 5:30 PMEST) / After Business Hours (5:31 PM - 8:29 AMEST).

Note 5: Field Engineering Services: Normal Business Hours (8:30 AM - 5:30 PMLocal Time) / After Business Hours (5:31 PM - 8:29 AMLocal Time).

Note 6: Reactive Management: Best effort service, Tier One NOC only, No SLO/SLAs, No Platform, No Proactive Monitoring, No SNMP Collection, No Reporting, No Chronics

Note 7: Voice Network with Technical Support - Per Partner: Monthly fee includes 150 incidents per month. Per incident charge applied to each incident over 150 in the month

Note 8: Premise-Based Monitoring Collector: Installs on a customer-provided VM server. Collector sizing and pricing varies based on monitored environment scope

Note 9: Additional Device - Switch Pricing: Per blade pricing applies to multi-blade switches and servers.