

**Appendix C- Pricing Index**  
**DIR Contract Number DIR-TSO-2518**

**Infrastructure as a Service**

DoubleHorn Communications, LLC offers secure Cloud Infrastructure (IaaS) as well as Technical Support Services. Our Data Center Cloud Platform is geographically redundant within Texas and is part of our carrier-grade Fiber/MPLS network. We provide Cloud Infrastructure at a 20 percent discount off MSRP. The 20 percent discount price includes Standard Support at no additional charge. Standard Support includes:

- Access to the DoubleHorn support portal
- Access to DoubleHorn guides and documentations
- Demos and tutorials
- FAQs and technical specification information
- DoubleHorn Communications forums and wikis
- Tier 1 technical support (M-F 8:00a-6:00p CST)
- Consolidated Services Billing (Customized Billing and Reporting available at an additional charge)

<b>Infrastructure as a Service</b>	
<b>Service</b>	<b>Customer Discount (includes DIR Administrative Fee)</b>
Public Cloud	20% off MSRP
Private Cloud	20% off MSRP
Managed Cloud	20% off MSRP
Hybrid Cloud	20% off MSRP
Cloud Gateway & Security Appliance	20% off MSRP
Cloud Servers	20% off MSRP
Cloud Storage	20% off MSRP
Cloud Backup	20% off MSRP
Cloud Desktop	20% off MSRP
Cloud Databases	20% off MSRP
Cloud Firewall	20% off MSRP
Cloud Load Balancers	20% off MSRP
Cloud DNS	20% off MSRP
Cloud VPN	20% off MSRP
Cloud Monitoring & Reporting	20% off MSRP
Managed Servers	20% off MSRP
Managed Firewall	20% off MSRP
Managed Application Hosting	20% off MSRP

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<b>Infrastructure as a Service</b>	
<b>Service</b>	<b>Customer Discount (includes DIR Administrative Fee)</b>
Managed Internet Data Facility-Collocation	20% off MSRP
Managed Switch & Session Border Controller	20% off MSRP
IP Address & Network Allocation	20% off MSRP

**Cloud Services Broker**

DoubleHorn Communications, LLC offers Managed, Private and Public Cloud Services as well as Technical Support Services. We provide access to the Public and Private Cloud Providers below at a 6 percent discount off MSRP. The 6 percent discount price includes Standard Support at no additional charge. Standard Support includes:

- Access to the DoubleHorn support portal
- Access to DoubleHorn guides and documentations
- Demos and tutorials
- FAQs and technical specification information
- DoubleHorn Communications forums and wikis
- Tier 1 technical support (M-F 8:00a-6:00p CST)
- Up to 10 trouble and incident ticketing submissions per month
- Consolidated Services Billing (Customized Billing and Reporting available at an additional charge)

Discount for Cloud Broker services is based on cloud service provider's MSRP.

<b>Cloud Services Pricing</b>	
<b>Service Provider</b>	<b>Customer Discount (includes DIR Administrative Fee)</b>
Amazon Web Services	6% off MSRP
IBM –SoftLayer	6% off MSRP
Rackspace	6% off MSRP
Google	6% off MSRP
Verizon (Terremark)	6% off MSRP
CenturyLink (Savvis)	6% off MSRP
NaviSite	6% off MSRP

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**Cloud Assessment Services**

In addition to providing Cloud Brokerage and Cloud Infrastructure (IaaS), DoubleHorn Communications, LLC also provides Cloud Assessment Services that focus on planning, migration and on-going operations of Cloud deployments. Cloud Assessment Services may be purchased with or without IaaS and Cloud Services offerings.

<b>Cloud Assessment Services</b>	
<b>Service</b>	<b>Customer Pricing/Discount (includes DIR Administrative Fee)</b>
Cloud Business Impact Review	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Transformation Advisory	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Screening	\$96.00/hour or 20% off MSRP for Solution Bundle
IT Cataloging	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Blueprinting	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Operations Review & Planning	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Network Architecture & Capacity Planning	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Security & Compliance Planning	\$96.00/hour or 20% off MSRP for Solution Bundle
Cloud Business Continuity & Disaster Recovery	\$96.00/hour or 20% off MSRP for Solution Bundle

**Training and Technical Services**

The DoubleHorn suite of Training and Technical Services includes, but is not limited to, Support, Security, Engineering, Reporting and Project Management. Services are offered at a 20 percent discount off MSRP and may be purchased a la carte or as a solution bundle. Technical Services may be purchased with or without IaaS and Cloud Services offerings. Enhanced Support is available for all services for reasonable additional charges.

<b>Training and Technical Services</b>	
<b>Service</b>	<b>Customer Pricing (includes DIR Administrative Fee)</b>
Business and Operational Advisory	\$96.00/hour
Custom Help Desk - IaaS	\$96.00/hour
Help Desk - Tailored System Health Check	\$96.00/hour

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<b>Training and Technical Services</b>	
<b>Service</b>	<b>Customer Pricing (includes DIR Administrative Fee)</b>
Help Desk - System Configuration Assistance	\$96.00/hour
Help Desk - Application Monitoring Assistance	\$96.00/hour
Help Desk - Deployment Assistance	\$96.00/hour
Platform and Systems Training	\$96.00/hour
Cloud Implementation	\$96.00/hour
Cloud Migration	\$96.00/hour
Cloud Operations	\$96.00/hour
Project Management	\$96.00/hour
Cloud Application & Network Engineering	\$96.00/hour
Strategy and Solution Design	\$96.00/hour
Contract Oversight and Management	\$96.00/hour
Reporting and Governance	\$96.00/hour
Collaboration & Document Management	\$96.00/hour