

**Appendix C, Pricing Index**  
**Sunturn, Inc.**  
**DIR-TSO-2702**

<b>Manufacturer/Product Line</b>	<b>Customer Discount % off MSRP</b>
Avaya Aura Communication Manager & Messaging Hardware (1P)	44.00%
Avaya Aura Communication Manager & Messaging Software (2P)	44.00%
Avaya Aura SBC & AS5300 License (2P)	44.00%
Avaya IP Endpoints and Wireless DECT Endpoints (3P)	44.00%
Avaya Call Center Hardware (4P)	35.00%
Avaya Call Center Software (IVR, Dialer, Call Recording, Reporting) (5P)	35.00%
Avaya CS1000 (Nortel) & Messaging Hardware (4P)	35.00%
Avaya CS1000 (Nortel) & Messaging Software (5P)	35.00%
Avaya Data Ethernet Switching (6P)	35.00%
Avaya Mediant SIP Gateways (7P)	20.00%
Avaya Control Manager and Experience Portal Advanced Apps (7P)	20.00%
Avaya Radvision Video Endpoints and Scopia Licenses (8P)	39.00%
Avaya IPO Hardware Equipment & Software Licenses (9P)	39.00%
Avaya Miscellaneous Equipment (Z1)	11.00%
Avaya OEM Custom Solutions (Z1)	11.00%
Calabrio	30.00%
Calero/Veramark eCAS Call Accounting	30.00%
Datel Contact Center Software Solutions	30.00%
Empirix	11.00%
Mutare	10.00%
Netlert Call Reporting	16.00%
Polycom Realpresence Environments	25.00%
Polycom Realpresence Platform	10.00%
Polycom Realpresence Immersive	10.00%
Polycom Voice over IP Endpoints	28.00%
Polycom Installed Voice Solutions	25.00%
Polycom - Microsoft Optimized Solutions	10.00%
RedSky E911 Emergency Management Software	7.00%
<b>Software may only be purchased as part of hardware bundle</b>	
<b>Maintenance</b>	<b>Customer Discount % off MSRP</b>
Avaya Direct Retail Maintenance	5.00%
Gold Seal Maintenance - Polycom Realpresence Environments	10.00%
Gold Seal Maintenance - Polycom Realpresence Platform	10.00%
Gold Seal Maintenance - Polycom Realpresence Immersive	10.00%
Gold Seal Maintenance - Polycom Voice over IP Endpoints	0.75%
Gold Seal Maintenance - Polycom Installed Voice Solutions	0.75%
Gold Seal Maintenance - Polycom - Microsoft Optimized Solutions	0.75%

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<b>Technical Services</b>	<b>Customer Discount % off MSRP</b>
Avaya Professional Services	10.00%
Redsky E911 Manager Professional Services	6.50%
Sunturn Solutions Delivery (SSD) Installation	10.00%
Sunturn Solutions Delivery (SSD) Cabling Services	10.00%
Sunturn Solutions Delivery (SSD) Training	10.00%
Sunturn Solutions Delivery (SSD) Project Management	10.00%
Sunturn Solutions Delivery (SSD) Support Services	10.00%
Sunturn Solutions Delivery (SSD) OEM Professional Services	10.00%
<b>Accessories</b>	<b>Customer Discount % off MSRP</b>
Training Manuals	10.00%
Training Courses	5.00%