

Appendix C, Pricing Index
Arrow Systems Integration, Inc.
(Formerly known as Shared Solutions and Services, Inc.)
DIR-TSO-2699
Amendment 1

Manufacturer / Product Line	Customer Discount % off MSRP
Hardware	
AVAYA	
Avaya AURA, CS 1000, Messaging, Phones (except Avaya 9600 Series IP Telephones), Unified Communications, CallPilot	43.75%
Avaya 9600 Series IP Telephones	44.50%
Avaya Dist Enterprise, Headsets, SMBS	35.50%
Avaya Hardware - OEM Products	5.75%
Avaya Secure Routers, Gateways, VPN Routers/Switches, WLAN Equipment, Chassis Systems, Servers, etc.	10.75%
Unify (formerly Siemens)	
Unify OpenScope Common Hardware, Messaging, Phones, Unified Communications	30.90%
Unify HiPath Common Hardware, Messaging, Unified Communications	46.75%
NEC	
NEC SV8100, V8300, SV8500 Hardware, Phones, Unified Communications, Contact Center	47.50%
TASKE Technology	
Taske Technology Hardware	15.75%
Software	
Software may only be purchased as part of a hardware bundle. Standalone software is not permitted through this contract.	
Avaya	
Avaya Aura Software	40.55%
Avaya Contact Center Software, CS1000 Software, Self Service, Proactive Contact	34.75%
Avaya Contact Center OEM Software (Witness, Verint, Nice, etc.)	28.00%
Unify (formerly Siemens)	
Unify Software, Contact Center, Self-Service, Proactive Contact, Unified Communications	30.90%
NEC	
NEC Software, Contact Center, Unified Communications	47.50%

Manufacturer / Product Line	Customer Discount % off MSRP
TASKE Technology	
Taske Technology Software	15.75%
Maintenance	
Avaya Service/Support and Maintenance	5.75%
Avaya Upgrade Advantage Support	40.25%
Unify (formerly Siemens) Service/Support and Maintenance	5.75%
NEC Service/Support and Maintenance	5.75%
S3 Prism Assist Support Services	9.50%
TASKE Technology	5.75%
Technical Services	
Installation, Implementation, Technical Services	5.75%
Training	5.75%
S3 Prism Assist Support Services	9.50%
Managed Services	5.75%
TASKE Technology	5.75%