

Conference Bridge	10245	Converged Conferencing, 12 Audio Conferencing Ports, IM Server (Software and Hardware)	\$ 9,300.00
Conference Bridge	10246	Converged Conferencing, 12 Audio & Web Conferencing Ports, IM Server (Software and Hardware)	\$ 15,300.00
Conference Bridge	10247	Add-on, Audio Conferencing SW (12 Ports)	\$ 7,000.00
Conference Bridge	10248	Add-on, Audio & Web Conferencing SW (12 Ports)	\$ 9,000.00
Conference Bridge	10249	Base, Converged Conferencing Upgrade, 1st 12 Web Ports (requires Conf Bridge Release 7.1)	\$ 6,000.00
Conference Bridge	10250	Base, Conference Bridge Upgrade, Additional 12 Web Ports	\$ 7,000.00
Contact Center	30015	LICENSE, ECC INBOUND 5 VOICE - 5 concurrent agent and 5 concurrent IVR Port licenses. Incremental licenses over ECC base 10 package.	\$ 4,125.00
Contact Center	30016	LICENSE, ECC OUTBOUND VOICE 5 -5 concurrent agent licenses for outbound campaigns. Add on to inbound voice licenses. Consumed once an agent logs to a outbound group. IVR ports not included.	\$ 2,000.00
Contact Center	30017	LICENSES, ECC 5 EMAIL - 5 concurrent agent licenses for emails. Add on to inbound voice license. License consumed everytime an agent logs into a email group.	\$ 2,000.00
Contact Center	30018	LICENSES, ECC 5 WEB - 5 concurrent agent licenses for web chat, co-browsing and web callbacks. Add on to inbound voice licenses. Consumed everytime an agent logs into a chat group.	\$ 2,000.00
Contact Center	30020	LICENSE, CC INBOUND 5 VOICE - 5 concurrent agent licenses for inbound voice calls. Incremental licenses over the CC base 10 package which include 10 agent licenses.	\$ 2,500.00
Contact Center	30023	LICENSE, CC AGENT BOARD OPTION - Capability for Supervisors to send messages, real time statistical information to agent PC's. One license is required per system. Only required for CC edition.	\$ 500.00
Contact Center	30024	LICENSE, CC WALL BOARD OPTION - Enables Supervisors to send messages, statistical information to external wallboards (not included). One license required per system. Only required for CC edition.	\$ 500.00
Contact Center	30025	LICENSE, CC FORMULA EDITOR OPTION - Enables capability for special formulas to be created in the historical reporting application. One license required per system. Only required for CC edition.	\$ 500.00
Contact Center	30026	LICENSE, CC WORK FORCE MGMT CONN - Capability for connecting to a WFM appl like Blue Pumpkin for exporting historical reporting information. One license required per system. Only required for CC edition.	\$ 500.00
Contact Center	30034	ECC BASE 10 PACKAGE - Includes server software, 10 concurrent Agent lic for inbound voice, 10 concurrent IVR Ports, 1 Supervisor Admin, Wall board, Agent board and Forumula Editor lic for the whole system. 1 Base Package is needed per server.	\$ 8,504.00
Contact Center	30038	LICENSE, 5 IVR PORTS - 5 IVR port license. incremental licenses over either the ECC Base 10 Package/ECC Base 10 IVR Package	\$ 1,000.00
Contact Center	30045	ECC Base 10 IVR PKG - Needed only for stand alone IVRself service applications. Includes server software, 10 concurrent IVR ports. Only one Base Package is needed per server. No agents can be assigned to or used by this IVR server.	\$ 11,462.00
Contact Center	30047	UPGRADE TO FULL ECC SUPERVISOR - Upgrade a Supervisor Monitor only license to a full Supervisor Administrator license	\$ -
Contact Center	30056	ShoreTel Contact Center TAPI App Server License - Allows use of Contact Center TAPI apps with ST system. Needed if the app is on distributed servers for each additional server other than the primary CC-ECC Redundant Server License - (Not for use with CC-ECC 4.66) - License for the redundant or warm standby CC/ECC server. Will be configured with the same licenses as the primary server. Includes a server dongle and the TAPI App Server Lic.	\$ 495.00
Contact Center	30063	LICENSE, CC/ECC SUPERVISOR - (Not for use with CC-ECC 4.66) - Access real time status, skill set management, access/administer historical reports, call flows, wallboards and agent boards.	\$ 6,500.00
Contact Center	30069	LIC, CC/ECC SPVSR (MONITOR ONLY) - (Not for use with CC-ECC 4.66) - Access real time information, control agent activities.	\$ 825.00
Contact Center	30070	CC-ECC 4.X SUPERVISOR UPGRADE TO 5.0 SUPERVISOR LICENSE - Upgrade dongle based SPVSR licenses to concurrent s/w license on version 5.0. Only one license required for all supervisors. Existing dongles must be returned upon receiving s/w key.	\$ 1,838.00
Contact Center	30075	CC-ECC 4.X REDUNDANT SERVER UPGRADE TO 5.0 REDUNDANT SERVER LICENSE - Upgrades the 4.X redundant license to 5.0 redundant license. Must be on version 5.0.	\$ -
Contact Center	30076		\$ -

Contact Center	93016	ST Reseller CC Demo & Training Kit (not for resale). Full ECC In-house Demo System - limit one per reseller (5-inbound/outbound/chat/email, 1 SupAdmin lic). Only for partners, not for customers.	\$ 3,000.00
Contact Center Promotions	30036	LICENSE, CC SERVER UPGRADE - Upgrade a CC Base 10 Package license to an ECC Base 10 Package	\$ 3,042.00
Contact Center Promotions	30037	LICENSE, CC AGENT UPGRADE - Upgrade a CC 5 inbound license to an ECC 5 inbound license	\$ 1,625.00
Contact Center Promotions	30088	LICENSE, WORKGROUP AGENT TO ECC AGENT UPGRADE - Upgrades a workgroup agent to an ECC agent with inbound voice capability.	\$ 825.00
Contact Center Promotions	30089	LICENSE, WORKGROUP SUPERVISOR TO ECC SUPERVISOR UPGRADE - Upgrades a workgroup supervisor to an ECC admin supervisor. Access real time, historical reports, and wallboards.	\$ 825.00
Contact Center Promotions	30090	LICENSE, WORKGROUP TO ECC BASE SYSTEM UPGRADE - Required only for upgrading from workgroup to new ECC system. Includes 1 ECC agent voice license and a server dongle.	\$ 825.00
Developer Network	18000	SW Developer, 1 Year Membership	\$ 995.00
Developer Network	18001	SW Developer, 5 Incidents Support	\$ 2,490.00
Developer Network	18002	SW Developer, 10 Incidents Support	\$ 4,725.00
Extended Applications	18003	ShoreWare Workgroup Monitor Application - Realtime performance monitor for ShoreTel Workgroups, including graphical views	\$ 3,713.00
Extended Applications	18004	Workgroup Exceptional/Abandoned Call Report	\$ 1,485.00
Extended Applications	18005	Workgroup Target Service Level Agreement Report	\$ 1,485.00
Extended Applications	18006	Workgroup Agent Daily Login/Logout Report	\$ 1,485.00
Extended Applications	18007	Bundled Report, Includes Abandoned Call, Target SLA, and Agent Daily Login/Logout Reports	\$ 3,713.00
Extended Applications	18008	ShoreWare Emergency Notification, 5 or fewer	\$ 2,200.00
Extended Applications	18009	ShoreWare Emergency Notification, 6 or more	\$ 5,500.00
Extended Applications	18010	ShoreTel Call Router Application - System-wide Caller ID and DNIS based routing with web-based Administration	\$ 3,438.00
Extended Applications	18011	ShoreTel EasyPop (Universal CRM Connector) - Licensed per desktop seat	\$ 200.00
Extended Applications	18012	ShoreTel Application Dialer - Desktop client application which allows highlight and click-to-call from any Microsoft Windows Application	\$ 72.00
Extended Applications	18018	ShoreTel Contact Center Agent Dashboard - Base package (5 concurrent users) - Web-based agent dashboard providing real-time agent & queue statistics. Must be run on separate server from CC server.	\$ 1,250.00
Extended Applications	18019	ShoreTel Contact Center Agent Dashboard - Add-on license (1 concurrent user) - Combine with Base Package incrementally for increased concurrent user capacity.	\$ 150.00
Extended Applications	18020	ShoreTel Contact Center Interaction Viewer - Base package (1 concurrent user) - Web based viewer for end to end call interaction details with link to ShoreTel CDR. Includes pre-requisite CCIR Transform Service. Runs on separate server from CC server.	\$ 2,750.00
Extended Applications	18021	ShoreTel Contact Center Interaction Viewer - Add-on license (1 concurrent user) - Combine with Base Package incrementally for increased concurrent user capacity.	\$ 400.00
Extended Applications	18022	ShoreTel CCIR Transform Service (No CC Interaction Viewer Web Application) ? Re-factors CCIR database data into a database that is call oriented. Included in the CCIV Base license. Requires separate server from CC server.	\$ 1,950.00
Extended Applications	18023	ShoreTel Contact Center Real-time Monitoring Bundle (includes 1 CC Interaction Viewer user & 5 CC Agent Dashboard user licenses). Must be installed on separate server from CC server.	\$ 3,000.00
Extended Applications	41002	SALESFORCE.COM Call Center Adaptor Software	\$ 200.00
Extended Applications	41004	ShoreTel Netsuite CRM Integration Software	\$ 200.00
Extended Applications	41005	ShoreTel Microsoft Dynamics CRM Integration	\$ 200.00
Extended Applications	50043	Bundle of three Enhanced ShoreWare Workgroup Reports (Abandoned Call, Target SLA, and Agent Daily Login/Logout) and ShoreWare Workgroup Monitor Application (Realtime performance monitor for ShoreTel Workgroups)	\$ 7,425.00
Extended Applications	93111	ShoreTel Web Dialer	\$ 72.00
Implementation Services	10143	ShoreTel On-site Travel Expense (T&E estim. for the first day)	\$ 1,000.00
Implementation Services	91075	Converged Conferencing 5.6 to 7.1 Upgrade Service with data preservation.	\$ 1,800.00

Implementation Services	91076	Enterprise Advanced Queue Access 1 year - First Engineer	\$ 18,000.00
Implementation Services	91077	Enterprise Advanced Queue Access 1 year - Additional Engineer	\$ 6,000.00
Implementation Services	91078	Post Install Onsite Service for up to 4 hours during M-F 8am to 5pm	\$ 1,000.00
Implementation Services	91079	Post Install Onsite Service for up to 8 hours during M-F 8am to 5pm	\$ 1,800.00
Implementation Services	91080	Post Install Onsite Service for up to 4 hours after hours except Sundays and Holidays	\$ 1,500.00
Implementation Services	91081	Post Install Onsite Service for up to 8 hours after hours except Sundays and Holidays	\$ 2,700.00
Implementation Services	91082	Post Install Onsite Service for up to 4 hours during Sundays and Holidays	\$ 2,000.00
Implementation Services	91083	Post Install Onsite Service for up to 8 hours during Sundays and Holidays	\$ 3,600.00
Implementation Services	91091	Contact Center Implementation Services - includes onsite delivery during business hours	\$ 1.00
		Contact Center Implementation includes Remote Discovery, Project Management and Onsite	
Implementation Services	91098	Programming during business hours	\$ 1.00
Implementation Services	92010	IPBX Implementation Full Day - Travel and Expenses are not included	\$ 1,800.00
Implementation Services	92011	IPBX Implementation One Half Day - Half Day Rate - Travel and Expenses are not included	\$ 1,000.00
Implementation Services	92012	Contact Center Implementation Full Day - Travel and Expenses are not included	\$ 1,800.00
Implementation Services	92013	Implementation Service Hourly (addition to Half day) - Travel and Expenses are not included	\$ 250.00
Implementation Services	92014	ShoreTel Conference Bridge Implementation Full Day - Travel and Expenses are not included	\$ 1,800.00
Implementation Services	92017	Contact Center Implementation Half Day - Travel and Expenses are not included	\$ 1,000.00
Implementation Services	92018	ECC Implementation SOW	\$ 1.00
		Implementation Services, Hourly. NOTE: Services do not include travel and expense costs (T&E). T&E	
Implementation Services	93085	billed at actual rates upon completion of services.	\$ 225.00
		ShoreTel On-site Travel Expense (T&E estim. for additional day, requires First Day or SKU 10143 to be	
Implementation Services	93148	ordered)	\$ 250.00
		Remote Partner Assist Service (Business Hours) - Time and Materials - Hourly Rate (Two hours minimum,	
Implementation Services	93157	8:00AM-5:00PM Monday - Friday)	\$ 225.00
		Remote Partner Assist Service (Evening Hours and Saturday) - Time and Materials - Hourly Rate (Two	
Implementation Services	93158	hours minimum, 5:01PM-7:59AM Monday - Friday and all day Saturday)	\$ 337.50
		Remote Partner Assist Service (Holiday and Sunday) - Time and Materials - Hourly Rate (Two hours	
Implementation Services	93159	minimum, Holidays and Sunday)	\$ 450.00
		Project Technical Account Manager - Time and Materials - Full Day Rate (Five days minimum, 8:00AM-	
Implementation Services	93160	5:00PM Monday - Friday, Travel and Expense extra)	\$ 1,800.00
		Remote Call Control Integration with OCS Full Day - Full day implementation services for integrating	
Implementation Services	93187	ShoreTel with OCS using ShoreWare CSTA server	\$ 2,200.00
		Remote Call Control Integration with OCS Half Day - Half day implementation services for integrating	
Implementation Services	93188	ShoreTel with OCS using ShoreWare CSTA server	\$ 1,100.00
Other Equipment	10151	Harmonica for ShoreGear 40/8	\$ 43.00
Other Equipment	10162	Handset, IP Phone	\$ 27.00
Other Equipment	10169	IP560 (S2/S6) Wall Mount Kit	\$ 12.25
Other Equipment	10189	ShoreTel Reseller Rolling Demo System	\$ 5,495.00
Other Equipment	10195	IP110 / IP115 / BB24 Wall Mount Kit	\$ 13.00
Other Equipment	10211	IP212K/230/265 Wall Mount Kit	\$ 13.00
Other Equipment	10224	Shoregear Dual Tray Wall Mount Kit	\$ 20.00
Other Equipment	10370	Phone Base for IP110, IP115	\$ 7.00
Other Equipment	10371	Phone Base for IP210, IP230, IP230G, IP265	\$ 7.00
Other Equipment	10372	Phone Base for IP530, IP560, IP560G, IP565G	\$ 7.00
Other Equipment	10373	Handset Cord	\$ 3.00
Other Equipment	10400	Rack Mount Ears (10 pairs, 8 screws per pair)	\$ 150.00
Other Equipment	30058	VPN Concentrator Add-on licenses : Qty 5. For Model 4500 / 5300 Concentrators	\$ 600.00
Other Equipment	30059	VPN Concentrator Add-on licenses : Qty 10. For Model 5300 Concentrator only	\$ 1,000.00
Other Equipment	30060	VPN Concentrator Add-on licenses : Qty 25. For Model 5300 Concentrator only	\$ 2,300.00

Other Equipment	60029	VPN Concentrator Model 4500 , Bundle (Includes Licenses for 5 connections). For use with ST 8.1 or later only	\$ 2,495.00	
Other Equipment	60030	VPN Concentrator Model 4500 , Bundle (Includes Licenses for 10 connections). For use with ST 8.1 or later only	\$ 2,995.00	
Other Equipment	60031	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 10 connections). For use with ST 8.1 or later only	\$ 4,995.00	
Other Equipment	60032	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 25 connections). For use with ST 8.1 or later only	\$ 5,995.00	
Other Equipment	60033	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 50 connections). For use with ST 8.1 or later only	\$ 7,995.00	
Other Equipment	60034	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 100 connections). For use with ST 8.1 or later only	\$ 9,995.00	
Other Equipment	60047	Kit, Analog Harmonica & Telco 25PR (FF) Cable For ShoreGear 120/24, 30, 50, 90, 220T1A, and 24A	\$ 99.00	
Other Equipment	60068	KIT, Recovery Flash Drive, ST 11.x Demo System XL	\$ 85.00	
Other Equipment	60083	ShoreTel Demo System Software Upgrade Bundle 11.x (All regions)	\$ 495.00	
Other Equipment	60106	Add-on: 10 users (GSA). For use with SKU# 60117.	\$ 5,390.00	*only available to GSA certified resellers
Other Equipment	60117	Base Telephone System - 25 users (GSA)	\$ 11,569.00	*only available to GSA certified resellers
Other Equipment	80015	Overlay, IP212 Slv, Fch-Can (25PK)	\$ 22.00	
Other Equipment	80016	Overlay, IP212 Blk, Fch-Can (25PK)	\$ 22.00	
Other Equipment	80017	Overlay, IP230/560 Slv, Fch-Can (25PK)	\$ 22.00	
Other Equipment	80018	Overlay, IP230/560 Blk, Fch-Can (25PK)	\$ 22.00	
Other Equipment	80019	Overlay, IP110 Slv, Fch-Can (25PK)	\$ 22.00	
Other Equipment	80020	Overlay, IP110 Blk, Fch-Can (25PK)	\$ 22.00	
Other Equipment	80090	SIPARATOR 19, Bundle (Includes SIP trunking module & 5 traversal licences for up to 5 simultaneous SIP trunk calls)	\$ 1,600.00	
Other Equipment	80091	SIPARATOR 19, Bundle (Includes SIP trunking module & 25 traversal licences for up to 25 simultaneous SIP trunk calls- T1 equivalent bundle)	\$ 2,640.00	
Other Equipment	80092	SIPARATOR 19, Bundle (Includes SIP trunking module & 30 traversal licences for up to 30 simultaneous SIP trunk calls - E1 equivalent bundle)	\$ 2,890.00	
Other Equipment	80095	Licence, additional 5 supplementary traversal (or SIP trunk call) to an existing SIPARATOR	\$ 350.00	
Other Equipment	80096	SIPARATOR 51, Bundle (Includes SIP trunking module & 50 traversal licences for up to 50 simultaneous SIP trunk calls - 2 x T1 equivalent bundle)	\$ 7,410.00	
Other Equipment	80097	SIPARATOR 51, Bundle (Includes SIP trunking module & 60 traversal licences for up to 60 simultaneous SIP trunk calls - 2 x E1 equivalent bundle)	\$ 7,760.00	
Other Equipment	93015	ST Reseller ECC Demo & Training Kit (not for resale). Full ECC In-house Demo System - limit one per reseller (5-inbound/outbound/chat/email, 1 SupAdmin lic). Include 1 seat in the TC-201 class. Only for partners, not for customers.	\$ 4,500.00	
Other Equipment	93154	SAME DAY PROCESSING RUSH FEE	\$ 75.00	
Out of Warranty / Expired Support	91073	ShoreGear Switch Repair	\$ 750.00	
Partner Support	93189	Shared Support for Contact Center - 1 Year. A 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for the Contact Center.	\$ 1.00	
Partner Support	93190	Shared Support for Contact Center - 3 year. A 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for the Contact Center.	\$ 1.00	
Partner Support	93191	Shared Support for Contact Center - 5 year. A 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for the Contact Center.	\$ 1.00	
Partner Support	94111	ShoreCare Partner Support (1 Year, No Phones)	\$ 1.00	
Partner Support	94112	ShoreCare Partner Support (1 Year, Full Coverage)	\$ 1.00	

Partner Support	94131	ShoreCare Partner Support (3 Year, No Phones)	\$	1.00
Partner Support	94132	ShoreCare Partner Support (3 Year, Full Coverage)	\$	1.00
Partner Support	94151	ShoreCare Partner Support (5 Year, No Phones)	\$	1.00
Partner Support	94152	ShoreCare Partner Support (5 Year, Full Coverage)	\$	1.00
Professional Services	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
ShoreCare Enterprise (Sell through) Su	91092	Technical Assistance Center (TAC) Remote hourly labor rate (Business Hours) - (Two hours minimum, 8:00AM-5:00PM Monday - Friday customer site)	\$	280.00
ShoreCare Enterprise (Sell through) Su	91093	Technical Assistance Center (TAC) Remote hourly labor rate (Evening Hours and Saturday) - (Two hours minimum, 5:01PM-7:59AM Monday - Friday and all day Saturday customer site)	\$	410.00
ShoreCare Enterprise (Sell through) Su	91094	Technical Assistance Center (TAC) Remote hourly labor rate (Holiday and Sunday) - (Two hours minimum, Holidays and Sunday customer site)	\$	560.00
ShoreCare Enterprise (Sell through) Su	91095	Technical Assistance Center (TAC) Onsite daily labor rate (Monday - Friday, daily rate applies to time traveling to site). NOTE: Services do not include travel and expense costs (T&E). T&E billed at actual rates upon completion of services.	\$	2,240.00
ShoreCare Enterprise (Sell through) Su	91096	Technical Assistance Center (TAC) Onsite daily labor rate (Saturday and Sunday, daily rate applies to time traveling to site). NOTE: Services do not include travel and expense costs (T&E). T&E billed at actual rates upon completion of services.	\$	3,280.00
ShoreCare Enterprise (Sell through) Su	91097	Technical Assistance Center (TAC) Onsite daily labor rate (ShoreTel Holiday, daily rate applies to time traveling to site). NOTE: Services do not include travel and expense costs (T&E). T&E billed at actual rates upon completion of services.	\$	4,480.00
ShoreCare Enterprise (Sell through) Su	91101	Standard License Lockout Recovery Service (Work completed within 1 business day)	\$	400.00
ShoreCare Enterprise (Sell through) Su	91102	Expedited License Lockout Recovery Service (Work completed within 2 hours)	\$	600.00
ShoreCare Enterprise (Sell through) Su	95111	ShoreCare Enterprise Support (1 Year, No Phones)	\$	1.00
ShoreCare Enterprise (Sell through) Su	95112	ShoreCare Enterprise Support (1 Year, Full Coverage)	\$	1.00
ShoreCare Enterprise (Sell through) Su	95131	ShoreCare Enterprise Support (3 Year, No Phones)	\$	1.00
ShoreCare Enterprise (Sell through) Su	95132	ShoreCare Enterprise Support (3 Year, Full Coverage)	\$	1.00
ShoreCare Enterprise (Sell through) Su	95151	ShoreCare Enterprise Support (5 Year, No Phones)	\$	1.00
ShoreCare Enterprise (Sell through) Su	95152	ShoreCare Enterprise Support (5 Year, Full Coverage)	\$	1.00
ShoreCare Enterprise (Sell through) Su	95211	ShoreCare 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
ShoreCare Enterprise (Sell through) Su	95212	ShoreCare 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
ShoreCare Enterprise (Sell through) Su	95231	ShoreCare 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 (\$US or equivalent)	\$	1.00
ShoreCare Enterprise (Sell through) Su	95232	ShoreCare 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 (\$US or equivalent)	\$	1.00
ShoreCare Enterprise (Sell through) Su	95251	ShoreCare Enterprise Support (5 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
ShoreCare Enterprise (Sell through) Su	95252	ShoreCare 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 (\$US or equivalent)	\$	1.00

ShoreCare Enterprise (Sell through) Suj	95331	ShoreCare 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 (\$US or equivalent)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	95332	ShoreCare 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 (\$US or equivalent)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	95351	ShoreCare 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 (\$US or equivalent)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	95352	ShoreCare 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 (\$US or equivalent)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	96112	ShoreCare Enterprise Support Pro (1 Year, Full Coverage)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	96132	ShoreCare Enterprise Support Pro (3 Year, Full Coverage)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	96152	ShoreCare Enterprise Support Pro (5 Year, Full Coverage)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	96212	ShoreCare Enterprise Support Pro (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
ShoreCare Enterprise (Sell through) Suj	96232	ShoreCare Enterprise Support Pro (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 (\$US or equivalent)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	96252	ShoreCare Enterprise Support Pro (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 (\$US or equivalent)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	96332	ShoreCare Enterprise Support Pro (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 (\$US or equivalent)	\$	1.00
ShoreCare Enterprise (Sell through) Suj	96352	ShoreCare Enterprise Support Pro (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 (\$US or equivalent)	\$	1.00
ShoreCare Training (On-site requires T	93051	Online Enduser Training - Per student	\$	195.00
ShoreCare Training (On-site requires T	93052	Online Enduser Group Training (up to 8 students)	\$	795.00
ShoreCare Training (On-site requires T	93053	Online System Admin - per student	\$	595.00
ShoreCare Training (On-site requires T	93054	Online System Admin Group Training (up to 6 students)	\$	1,600.00
ShoreCare Training (On-site requires T	93060	Implementing the ShoreTel IP System (5 days at ShoreTel, per student)	\$	2,500.00
ShoreCare Training (On-site requires T	93061	Implementing the ShoreTel IP System class (5 days onsite, per student)	\$	2,800.00
ShoreCare Training (On-site requires T	93062	Online System Admin Train-the-Trainer Training	\$	1,500.00
ShoreCare Training (On-site requires T	93065	Onsite Train-the-Trainer Training (Enduser or System Admin, per student)	\$	2,500.00
ShoreCare Training (On-site requires T	93069	CC Sys Admin Online Training / Student	\$	395.00
ShoreCare Training (On-site requires T	93071	CC Supervisor Online Training / Student	\$	195.00
ShoreCare Training (On-site requires T	93072	CC Agent Online Training / Student	\$	99.00
ShoreCare Training (On-site requires T	93073	Implementing the ShoreTel CC Training	\$	2,500.00
ShoreCare Training (On-site requires T	93074	CC Supervisor Onsite Training (12 students)	\$	4,000.00
ShoreCare Training (On-site requires T	93075	CC Agent-Onsite (per Day plus T&E, up to 120 students)	\$	2,500.00
ShoreCare Training (On-site requires T	93076	CC Sys Admin Onsite Training (12 students)	\$	2,500.00
ShoreCare Training (On-site requires T	93077	Advanced System and Maintenance (4 days at ShoreTel, per student)	\$	2,500.00
ShoreCare Training (On-site requires T	93078	Implementing the ShoreTel CC Onsite Training	\$	2,800.00
ShoreCare Training (On-site requires T	93079	Advanced System and Maintenance (4 days onsite, per student)	\$	2,800.00
ShoreCare Training (On-site requires T	93081	Implementing the ShoreTel IP System Course Final Exam	\$	495.00
ShoreCare Training (On-site requires T	93082	Certification, ShoreTel Sales Training	\$	1,495.00
ShoreCare Training (On-site requires T	93084	Online Training, Sm. Business Edition	\$	999.00
ShoreGear Voice Switches	10134	ShoreGear 120 - 1U full width - Max Capacities, 120 IP phones, 16 Analog exts, 0 LS trunks, 8 Universal ports. Not all maximum capacities can be reached at the same time.	\$	4,995.00

ShoreGear Voice Switches	10223	Kit, rack mounting tray, for ShoreGear Switch 1U half width, holds two 1U half width switches	\$ 95.00
ShoreGear Voice Switches	10229	ShoreGear 220T1A - 1U half width, Max Capacities - 1 T1, 220 IP phones, 4 Analog exts, 2 LS trunks, 0 Universal ports. When digital trunk capacity is reached, IP phone capacity is still 70. Requires one Tray (SKU 10223) for every two units.	\$ 6,495.00
ShoreGear Voice Switches	10259	ShoreGear 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.	\$ 1,995.00
ShoreGear Voice Switches	10260	ShoreGear 90 - 1U half width, Max Capacities - 90 IP phones, 4 Analog exts, 8 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.	\$ 2,995.00
ShoreGear Voice Switches	10261	ShoreGear 220T1 - 1U half width, Max Capacities - 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 100. Requires one Tray (SKU 10223) for every two units.	\$ 5,995.00
ShoreGear Voice Switches	10320	ShoreGear 30 - 1U half width, Max Capacities - 30 IP phones, 2 Analog exts, 2 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. (requires ShoreTel 8 or later)	\$ 1,595.00
ShoreGear Voice Switches	10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$ 2,995.00
ShoreGear Voice Switches	10322	ShoreGear 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 ShoreTel 8 or later)	\$ 3,495.00
ShoreGear Voice Switches	10324	ShoreGear 50V - 1U half width. 50 IP phones, 2 Analog exts, 4 LS trunks, 50 mailboxes, 22 hours of storage. Not all max capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. (requires ShoreTel 8.1 or later)	\$ 2,495.00
ShoreGear Voice Switches	10325	ShoreGear 90V - 1U half width. 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Not all max capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. (requires ShoreTel 8.1 or later)	\$ 3,695.00
ShorePhone Telephones	10148	ShorePhone IP560 - Silver	\$ 349.00
ShorePhone Telephones	10156	ShorePhone IP560 - Black	\$ 349.00
ShorePhone Telephones	10174	ShorePhone BB24 - Silver (requires ShoreTel 6 or later)	\$ 299.00
ShorePhone Telephones	10175	ShorePhone BB24 - Black (requires ShoreTel 6)	\$ 299.00
ShorePhone Telephones	10177	ShorePhone IP110 - Black (requires ShoreTel 6 or later)	\$ 149.00
ShorePhone Telephones	10196	ShorePhone IP230 - Black (6.1 or later)	\$ 259.00
ShorePhone Telephones	10197	ShorePhone IP230 - Silver (6.1 or later)	\$ 259.00
ShorePhone Telephones	10198	ShorePhone IP212k - Black (6.1 or later)	\$ 299.00
ShorePhone Telephones	10199	ShorePhone IP212k - Silver (6.1 or later)	\$ 299.00
ShorePhone Telephones	10203	ShorePhone IP560g - Silver (6.1or later)	\$ 429.00
ShorePhone Telephones	10204	ShorePhone IP560g - Black (6.1 or later)	\$ 429.00
ShorePhone Telephones	10216	ShorePhone IP115 - Silver (7.5 or later)	\$ 159.00
ShorePhone Telephones	10217	ShorePhone IP115 - Black (7.5 or later)	\$ 159.00
ShorePhone Telephones	10218	ShorePhone IP265 - Silver (7.5 or later)	\$ 369.00
ShorePhone Telephones	10219	ShorePhone IP265 - Black (7.5 or later)	\$ 369.00
ShorePhone Telephones	10220	ShorePhone IP565g - Silver (Version 7.5 build 12.13.1328 or later)	\$ 599.00
ShorePhone Telephones	10221	ShorePhone IP565g - Black (Version 7.5 build 12.13.1328 or later)	\$ 599.00
ShorePhone Telephones	10267	ShorePhone IP230g - Silver (8.1 or later)	\$ 329.00
ShorePhone Telephones	10268	ShorePhone IP230g - Black (8.1 or later)	\$ 329.00
ShorePhone Telephones	10269	ShorePhone Power Adapter for Ethernet Speed of 10/100/1000 (min 10 w/o phone order)	\$ 35.00
ShorePhone Telephones	10277	ShorePhone IP8000 - Conference Phone, Bundle (Includes 1 SIP Device License). For use with ST 8 or	\$ 1,099.00

ShorePhone Telephones	10279	ShorePhone ST230GSA - Black, TAA	\$	419.00	*only available to GSA certified resellers
ShorePhone Telephones	10280	ShorePhone ST265GSA - Black, TAA	\$	569.00	*only available to GSA certified resellers
ShorePhone Telephones	10282	ShorePhone IP265 Black, Bundled with Extension and Mailbox License - GSA Bundle	\$	569.00	*only available to GSA certified resellers
ShorePhone Telephones	10283	ShorePhone IP265 Silver, Bundled with Extension and Mailbox License - GSA Bundle	\$	569.00	*only available to GSA certified resellers
ShorePhone Telephones	10284	ShorePhone IP115 Black, Bundled with Extension and Mailbox License - GSA Bundle	\$	359.00	*only available to GSA certified resellers
ShorePhone Telephones	10285	ShorePhone IP115 Silver, Bundled with Extension and Mailbox License - GSA Bundle	\$	359.00	*only available to GSA certified resellers
ShorePhone Telephones	10286	ShorePhone IP212K Black, Bundled with Extension and Mailbox License - GSA Bundle	\$	499.00	*only available to GSA certified resellers
ShorePhone Telephones	10287	ShorePhone IP212K Silver, Bundled with Extension and Mailbox License - GSA Bundle	\$	499.00	*only available to GSA certified resellers
ShorePhone Telephones	10288	ShorePhone IP230 Black, Bundled with Extension and Mailbox License - GSA Bundle	\$	459.00	*only available to GSA certified resellers
ShorePhone Telephones	10289	ShorePhone IP230 Silver, Bundled with Extension and Mailbox License - GSA Bundle	\$	459.00	*only available to GSA certified resellers
ShorePhone Telephones	10290	ShorePhone IP230g Black, Bundled with Extension and Mailbox License - GSA Bundle	\$	529.00	*only available to GSA certified resellers
ShorePhone Telephones	10291	ShorePhone IP230g Silver, Bundled with Extension and Mailbox License - GSA Bundle	\$	529.00	*only available to GSA certified resellers
ShorePhone Telephones	10294	ShorePhone IP560g Black, Bundled with Extension and Mailbox License - GSA Bundle	\$	629.00	*only available to GSA certified resellers
ShorePhone Telephones	10295	ShorePhone IP560g Silver, Bundled with Extension and Mailbox License - GSA Bundle	\$	629.00	*only available to GSA certified resellers
ShorePhone Telephones	10296	ShorePhone IP565g Black, Bundled with Extension and Mailbox License - GSA Bundle	\$	799.00	*only available to GSA certified resellers
ShorePhone Telephones	10297	ShorePhone IP565g Silver, Bundled with Extension and Mailbox License - GSA Bundle	\$	799.00	*only available to GSA certified resellers
ShorePhone Telephones	10368	ShorePhone IP 655 - Microtips LCD ESS V	\$	695.00	
ShorePhone Telephones	10401	Remote Microphone Pod IP655 - QTY 2	\$	195.00	
ShoreTel User Documentation	10304	ShoreTel Voice Mail Quick Reference, Doc. Pack, Qty 25	\$	10.00	
ShoreTel User Documentation	10305	ShoreTel 110 IP Phone Quick Reference, Doc. Pack, Qty 25	\$	10.00	
ShoreTel User Documentation	10306	ShoreTel 110 IP Phone User Guide, Doc. Pack, Qty 25	\$	125.00	
ShoreTel User Documentation	10307	ShoreTel 212k IP Phone Quick Reference, Doc. Pack, Qty 25	\$	10.00	
ShoreTel User Documentation	10308	ShoreTel 212k IP Phone User Guide, Doc. Pack, Qty 25	\$	125.00	
ShoreTel User Documentation	10311	ShoreTel 560/560G IP Phone Quick Reference, Doc. Pack, Qty 25	\$	10.00	
ShoreTel User Documentation	10312	ShoreTel 530/560/560G IP Phone User Guide, Doc. Pack, Qty 25	\$	125.00	
ShoreTel User Documentation	10313	ShoreTel 115 IP Phone Quick Reference, Doc. Pack, Qty 25	\$	10.00	
ShoreTel User Documentation	10314	ShoreTel 115 IP Phone User Guide, Doc. Pack, Qty 25	\$	125.00	
ShoreTel User Documentation	10315	ShoreTel 265 IP Phone Quick Reference, Doc. Pack, Qty 25	\$	10.00	
ShoreTel User Documentation	10316	ShoreTel 265 IP Phone User Guide, Doc. Pack, Qty 25	\$	125.00	
ShoreTel User Documentation	10327	ShoreTel 565G IP Phone Quick Reference, Doc. Pack, Qty 25	\$	10.00	
ShoreTel User Documentation	10328	ShoreTel 565G IP Phone User Guide, Doc. Pack, Qty 25	\$	125.00	
ShoreTel User Documentation	10331	ShoreTel 230/230G IP Phone Quick Reference, Doc. Pack, Qty 25	\$	10.00	
ShoreTel User Documentation	10332	ShoreTel 230/230G IP Phone User Guide, Doc. Pack, Qty 25	\$	125.00	

ShoreTel User Documentation	10382	ShoreTel 655 IP Phone Quick Reference, Doc. Pack, Qty 25	\$ 10.00
ShoreTel User Documentation	10383	ShoreTel 655 IP Phone User Guide, Doc. Pack, Qty 25	\$ 125.00
ShoreWare Application Server	18016	ShoreTel Outbound Campaign IVR Application - Base package (5 simultaneous calls) - Create automated calling campaigns for Simple Notifications and Scripted Interactions with transfer to agents.	\$ 5,495.00
ShoreWare Application Server	18017	ShoreTel Outbound Campaign IVR Application - Add-on bundle (5 simultaneous calls) - Combine with Base Package incrementally for increased simultaneous call volume	\$ 1,095.00
ShoreWare Application Server	21020	Distributed Voice Services License	\$ 995.00
ShoreWare Application Server	29134	ShoreTel 11 Software	\$ -
ShoreWare Application Server	29135	ShoreTel 11.1 Software (General Release)	\$ -
ShoreWare Application Server	30006	Softphone License (7.5 and earlier versions)	\$ 150.00
ShoreWare Application Server	30035	Extension & Mailbox License	\$ 200.00
ShoreWare Application Server	30039	Extension-only License (requires ShoreTel 5.2 or higher)	\$ 140.00
ShoreWare Application Server	30040	Mailbox-only License (requires ShoreTel 5.2 or higher)	\$ 90.00
ShoreWare Application Server	30041	Add'l Language License (requires ShoreTel 5.2 or higher)	\$ 995.00
ShoreWare Application Server	30043	SIP Trunk Software License (requires ShoreTel 6. If you have a Conf Bridge you must upgrade it to Release 5.6)	\$ 50.00
ShoreWare Application Server	30044	Additional Site License	\$ 495.00
ShoreWare Application Server	30048	ShoreWare Remote Web Reporting License (License to enable generation of CDR reports via the web at remote locations) - not required for ShoreTel 11 or later	\$ 2,695.00
ShoreWare Application Server	30049	ShoreTel TAPI Application Server License (License to allow control of use of TAPI applications with ShoreTel system)	\$ 495.00
ShoreWare Application Server	30066	ShoreWare CSTA Server Software	\$ -
ShoreWare Application Server	30080	License, SIP-based third party messaging integration - Allow a customer to use a third party voicemail with the ShoreTel system using SIP	\$ 4,495.00
ShoreWare Application Server	60020	Branch Office Solution (DVS License + Site License + Server) - Server supports up to 100 users	\$ 1,995.00
ShoreWare Client Software	30001	Personal Call Manager (ShoreTel 7.5)	\$ -
ShoreWare Client Software	30042	License, Ext Only (Conference Bridge)	\$ -
ShoreWare Client Software	30051	Mobile Access License	\$ 95.00
ShoreWare Client Software	30052	Professional Access License	\$ 80.00
ShoreWare Client Software	30053	SIP Device License (License to allow a SIP device to register with ShoreTel system. SIP devices also require SKU 30035 or 30039 to operate) - for US installations only	\$ 30.00
ShoreWare Client Software	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 ST8. Requires proof of ownership of SIP Trunk License.)	\$ -
ShoreWare Client Software	30064	ShoreWare CSTA User License - For activating a CSTA monitor extension, per user. Microsoft Office Communicator Remote Call Control. Requires CSTA Server Software (SKU 30066) & implementation service SKU RCC integration for OCS (SKU 93187 / 93188).	\$ 80.00
ShoreWare Client Software	30067	Evaluation Licence, Microsoft Integration - Valid 60 days - CSTA monitor extension, per user. Microsoft Office Communicator Remote Call. Requires CSTA Server Software (SKU 30066) & implementation service SKU RCC integration for OCS (SKU 93187 / 93188).	\$ -
ShoreWare Client Software	40002	Operator Call Manager (ShoreTel 7.5)	\$ 595.00
ShoreWare Client Software	40003	Agent Call Manager (ShoreTel 7.5)	\$ 295.00
ShoreWare Client Software	40004	Supervisor Call Manager (ShoreTel 7.5)	\$ 595.00
ShoreWare Client Software	40005	Personal Access License	\$ -
ShoreWare Client Software	40006	Operator Access License	\$ 595.00
ShoreWare Client Software	40007	Workgroup Agent Access License	\$ 295.00
ShoreWare Client Software	40008	Workgroup Supervisor Access License	\$ 595.00
ShoreWare Client Software	40009	High Resolution Video License, 1024x768 (requires ShoreTel 8.1)	\$ 695.00
ShoreWare Client Software	41006	ShoreTel Microsoft Dynamics CRM Integration (without Web Dialer)	\$ 100.00

ShoreWare Client Software	50040	Professional Access Demo License	\$ 20.00
Small Business Edition	10206	Sm. Business Edition Recovery CD, Dell SC430 Ver 01 (not for resale)	\$ 25.00
Small Business Edition	10210	Sm. Business Edition Recovery CD, Optiplex 170L Ver 01 (not for resale)	\$ 25.00
Small Business Edition	10212	Kit, SBE Recovery DVD OPT210L VER01	\$ 25.00
Small Business Edition	10222	Kit, SBE Recovery DVD OPT320 VER01	\$ 25.00
Small Business Edition	10330	Kit, SBE Recovery DVD OPT330 VER01	\$ 25.00
Small Business Edition	10350	Kit, SBE Recovery DVD OPT360N VER01	\$ 25.00
Small Business Edition	10369	Kit, SBE Recovery DVD OPT380N VER01	\$ 25.00
Small Business Edition	60010	Sm. Business Edition Server (Dell OptiPlex 360 Minitower, CPU: Celeron E1400/2.0GHz, Mem: 2GB, HD: 80GB)	\$ 1,500.00
Small Business Edition	60107	Small Business Edition 15 User, Analog Trunking w/ShoreTel 50 & Server, 15 ext & MB lic, 1 ext only lic, 1 Communicator - Operator access lic, 15 Communicator - personal access licenses	\$ 3,495.00
Small Business Edition	60108	Small Business Edition 15 User, Analog Trunking w/ShoreTel 50 No Server, 15 ext & MB lic, 1 ext only lic, 1 Communicator - Operator access lic, 15 Communicator - personal access licenses	\$ 2,995.00
Small Business Edition	60109	Small Business Edition 20 User, Analog Trunking w/ShoreTel 90 & Server, 20 ext & MB lic, 1 ext only lic, 1 Communicator - Operator access lic, 20 Communicator - personal access licenses	\$ 3,995.00
Small Business Edition	60110	Small Business Edition 20 User, Analog Trunking w/ShoreTel 90, No Server, 20 ext & MB lic, 1 ext only lic, 1 Communicator - Operator access lic, , 20 Communicator - personal access licenses	\$ 3,495.00
Small Business Edition	60113	Small Business Edition 25 User, Analog Trunking w/ShoreTel 220T1A & Server , 25 ext & MB lic, 1 ext only lic, 1 Communicator - Operator access lic, 25 Communicator - personal access licenses	\$ 4,995.00
Small Business Edition	60114	Small Business Edition 25 User, T1 Trunking w/ShoreTel 220T1A, No Server, 25-ext & MB lic, 1 ext only lic, 1 Communicator - Operator access lic, 25 Communicator - personal access licenses	\$ 4,495.00
Small Business Edition	60121	Sm. Business Edition Upgrade to Enterprise Edition (Available 120 days after SBE software license activation)	\$ 3,995.00
Voice Over IP Network Evaluation (Req	91057	Analysis - 3-10 sites (per test agent)	\$ 150.00
Voice Over IP Network Evaluation (Req	91058	Analysis - 11-20 sites (per test agent)	\$ 100.00
Voice Over IP Network Evaluation (Req	91063	Network Design Service (per hour)	\$ 250.00
Voice Over IP Network Evaluation (Req	91072	Analysis - 1st 2 sites & Project Report	\$ 1,500.00