

Category Code		Description	City of Wilson
DDG	ASD		Discount
A2	1A	CM Common Hardware	35%
		Modular Messaging HW (former MPG AM)	
		Modular Messaging SW (former MPG AM)	
		CM Software	
		CM R Server	
		DCP Terminals	
		Intuity Audix HW (former MPG IA)	
		Intuity Audix SW (former MPG IA)	
		Intuity Audix - Other	
		ECAD - Intuity Interchange	
		IP Endpoints	
		Value Edition IP Phones	
		ECAD - Intuity Lodging	
		Internet Messaging	
		IP Common	
		IP SoftConsole	
		ECAD - Octel 250/350	
		ECAD - Octel 200/300	
Converged Conferencing HW (formerly MPG SV)			
Converged Conferencing SW (formerly MPG SV)			
ECAD - Unified Communication			
B1	1B	ECAD - Call Center	30%
		ECAD - Self-Service	
		IP Office	
		IP Office - Sets	
		IP Office - Small Office Edition	
		Dist Enterprise HW	
		Dist Enterprise SW	
		Juniper	
		Juniper Joint Development	
		ECAD - Call Center CTI	
		Specialty Adjuncts	
		VP Net	
		Cajun Workgroup	
		Extreme	
		OEM - Nice	
		Quick Edition	
		OEM - Witness	
		TransTalk Wireless	
		OEM - Verint	
		SpectraLink Wireless	
Partner Sets - Large			
Pocket Phone			
Merlin 4400 Sets			
Magix Switch			
Partner			

Category Code		Description	City of Wilson
DDG	ASD		Discount
B2	1F	Integrated Management	20%
		CM CSI Server	
		CM SI Server	
		CM S8500, S8700, S8710 Server & Gateways	
		CM S8300 Server & Gateways	
		Mid-Market Applications	
		CM S8400 Server & Gateways	
C1	1C	ECAD - Proactive Contact OEM	25%
		Proactive Contact HW	
		Proactive Contact SW	
		Audix	
		High Density Trunk Gateways	
		ECAD - CentreVu	
		Cajun Advanced Solutions	
		Cajun Client Solutions	
		Wireless Infrastructure	
		ECAD - Reporting	
		ECAD - Contact Center	
		Peripheral Equipment	
		Avaya on Demand (Global Mgd Svcs)	
D1	1D	Paradyne Ftrs/Optns	15%
		Adv. Network Solutions	
		Cajun View	
		Partner - Small Office Edition	
		Polycom Viewstation, Web Products	
		Polycom peripherals, Picturitel	
		BCSI and Project Related Svcs	
G1	1G	OEM - Other HW/SW including Data Access-Paradyne	
E1	1E	Recurring Maintenance	0%
		Oursourcing	
None Discountable		Non-Discountable Services	0%
		CM Custom Software	
		Training	
		Wireless Resale	
		ECAD - Non-Discountable	
		Non-Discountable	
		OEM - Custom Solutions	
		Misc. Equipment	
		SMBS Non-Discountable	

**Avaya Global Services
Discount Groups**

Category	Services Offer	Description	City of Wilson
C1	Outsourcing	GO_AVAYA_ON_DEMAND	15%
D1	BCSI	BCSI_MODEL_GENERAL	5%
		BCSI_DIRECT_OFFERS	
		BCSI_CUSTOM_OFFERS	
		BCSI_MODEL_CIRS	
		BCSI_MODEL_CIRS_LITE	
		BCSI_MODEL_NANO	
		BCSI_MODEL_LAN_WAN	
		BCSI_MODEL_SECURE	
		BCSI_MODEL_PROSVCS	
		BCSI_PRED_DIALER	
		BCSI_FIXED_OFFERS	
		BCSI_BLUEPUMPKIN_1	
		BCSI_NICE_2	
		BCSI_NICE_1	
		BCSI_WFM_1	
		BCSI_WFM_2	
		BCSI_WFM_3	
		BCSI_WFM_4	
		BCSI_CMS_MIGR_1	
		BCSI_CMS_MIGR_2	
		BCSI_CMS_MIGR_3	
		BCSI_CMS_REPORTS_1	
		BCSI_CMS_HIGHAVAIL_1	
		BCSI_CMS_HIGHAVAIL_2	
		BCSI_CMS_ECH_1	
		BCSI_CMS_ECH_2	
		BCSI_CMS_ECH_3	
		BCSI_CMS_ECH_4	
		BCSI_CRM_MISC_1	
		BCSI_CRM_MISC_2	
		BCSI_CTM_INTF_1	
		BCSI_CMS_ADDON_1	
BCSI_CMS_ADDON_2			
BCSI_CTI_INTG_1			
BCSI_CTI_INTG_2			
BCSI_LAN_INTF_1			
BCSI_LAN_INTF_2			
BCSI_GEOTEL_1			
BCSI_GEOTEL_2			
BCSI_DSI_1			
BCSI_DSI_2			
BCSI_MSG_1			
BCSI_MSG_2			
BCSI_UCC_1			

**Avaya Global Services
Discount Groups**

Category	Services Offer	Description	City of Wilson
D1	Project Related	ISO_PM_SSQ	5%
		ISO_IMPL_WIRE	
		ISO_IMPL_DEF_CM	
		ISO_TECH	
		ISO_SA	
		ISO_SS_IE	
		ISO_CCC	
		ISO_INSTR	
		ISO_PM_MSQ	
		ISO_PM_CPLX	
		ISO_SITE_CONT	
		ISO_SITE_NON_CONT	
		ISO_PROENGR	
		ISO_IMPL_TIERII	
ISO_IP_READY_ENGR			
E1	Recurring Maintenance 1	M_SO_DEF_CM	<p align="center"> <u>*1 Year: 5%</u> <u>2 Year: 5%</u> <u>3 Year: 5%</u> <u>4 Year: 5%</u> </p> <p> <u>*Required Criteria for One (1) Year Contracts:</u> One or more of the following MUST be included in the Service Agreement Terms & Conditions in order for the field allowable Discretionary discount to be applicable on Voice & Data Maintenance Agreements: 1. Customer must prepay the one (1) year Service Agreement. 2. Customer must sign a "sole-source" agreement or have an "exclusivity" clause written in the contract that stipulates that they will only purchase Avaya Voice & Data Products and Services. 3. All Avaya standard Terms & Conditions must apply including </p>
		M_SO_UCC	
		M_UTILITY_COMMGR	
		M_CONVERGED	
		M_CONFERENCING_SW	
		M_DEFINITY_WLS	
		M_DEFINITY_SW	
		M_DEF_WLS_SW	
		M_ENT_PERIPHERALS	
		M_ENT_VOICE_SYS	
		M_TERMINALS	
		M_TERMS_ANALOG	
		M_TERMS_IP	
		M_UTILITY_DEFINITY	
		M_DEF_AUDIX_SW	
		M_INT_APPL_SW	
		M_INTUITY_AUDIX	
		M_OCTEL	
		M_UTILITY_MSG	
		M_UTILITY_CMS	
		M_AUDIX_VCE_POWER	
		M_AUDIX_VP_SW	
		M_COMM_EQUIPMENT	
		M_CONVERSANT	
		M_CONV_SW	
		M_DEF_CALL_CENTER	
		M_CRM_CTI	
		M_ENT_VINT_DIG_SW	
M_INTERNET_MSG			
M_MCU			

**Avaya Global Services
Discount Groups**

Category	Services Offer	Description	City of Wilson			
		M_MCU_SW	Cancellation/Termination charges. 4. Customer must sign up and agree to a volume commit on Avaya Voice & Data Services. 5. Customer must agree to quarterly True-ups across all applicable sites/systems.			
		M_OCTEL_LEGACY				
		M_CMS				
		M_MULTI_MSG_ARCH				
		M_SYS_DATA_MOD				
		M_UPS				
		M_UPS_SW				
		M_CONV_PERIPHERALS				
		M_COMM_MGR_SW				
		M_UNIFIED_MSG				
		M_UNIFIED_MSG_SW				
		M_PARTNER_SUPP_SVCS				
		M_PTR_SUPP_SVCS_UCS				
		M_PTR_SUPP_SVCS_CMS				
		E1		Recurring Maintenance 2	M_SO_PARTNER	<p align="center">*1 Year: 5% 2 Year: 5% 3 Year: 5% 4 Year: 5%</p> <p><u>*Required Criteria for One (1) Year Contracts:</u> One or more of the following MUST be included in the Service Agreement Terms & Conditions in order for the field allowable Discretionary discount to be applicable on Voice & Data Maintenance Agreements: 1. Customer must prepay the one (1) year Service Agreement. 2. Customer must sign a "sole-source" agreement or have an "exclusivity" clause written in the contract that stipulates that they will only purchase Avaya Voice & Data Products and Services. 3. All Avaya standard Terms & Conditions must apply including Cancellation/Termination charges. 4. Customer must sign up and agree to a volume commit on Avaya Voice & Data Services. 5. Customer must agree to quarterly True-ups across all applicable sites/systems.</p>
					M_SO_SMBS_IPOFF	
					M_SO_SMBS_MGX	
					M_APPLC_PROCESSOR	
					M_APPLIC_PRINTERS	
					M_CAJUN	
					M_CAJUN_SW	
					M_CAS	
M_CAT						
M_COMKEY						
M_IP400						
M_IP400_SW						
M_MERLIN_CLASSIC						
M_MERLIN_FEAT_MOD						
M_MERLIN_LEG_SW						
M_MERLIN_LEGEND						
M_MERLIN_MAGIX						
M_MERLIN_TELEPHONES						
M_ONEA_KEY						
M_PAGING						
M_PAGING_SW						
M_PARTNER_ENDEAVR						
M_PARTNER_II						
M_PARTNER_II_SW						
M_PARTNER_PARPLUS						
M_PARTNER_SW						
M_PARTNR_ACS						
M_PARTNR_ACS_SW						
M_PARTNR_PHONES						
M_TRANSTALK						
M_QUORUM_SOUNDSTA						
M_VOICE_MESSAGING						
M_VOICE_MSG_SW						
M_MVV_NORTEL						
M_SPIRIT						
M_MVV_USA						

**Avaya Global Services
Discount Groups**

Category	Services Offer	Description	City of Wilson
E1	Recurring Maintenance 3	M_SO_DATA_SOLN	<p align="center"> <u>*1 Year: 5%</u> <u>2 Year: 5%</u> <u>3 Year: 5%</u> <u>4 Year: 5%</u> </p> <p> <u>*Required Criteria for One (1) Year Contracts:</u> One or more of the following MUST be included in the Service Agreement Terms & Conditions in order for the field allowable Discretionary discount to be applicable on Voice & Data Maintenance Agreements: 1. Customer must prepay the one (1) year Service Agreement. 2. Customer must sign a "sole-source" agreement or have an "exclusivity" clause written in the contract that stipulates that they will only purchase Avaya Voice & Data Products and Services. 3. All Avaya standard Terms & Conditions must apply including Cancellation/Termination charges. 4. Customer must sign up and agree to a volume commit on Avaya Voice & Data Services. 5. Customer must agree to quarterly True-ups across all applicable sites/systems. </p>
		M_SPECTRALINK_WRLS	
		M_ACCESS_CONTR	
		M_ACCULINK_T1	
		M_ADS_SOFTWARE	
		M_ASCEND	
		M_ASCEND_SW	
		M_CRM_VIEWSTAR	
		M_DATA	
		M_DATA_SWITCH_LG	
		M_DATA_SWITCH_MED	
		M_DATA_SWITCH_SM	
		M_DSL	
		M_FIREWALL	
		M_FIREWALL_SW	
		M_FRAME_RELAY	
		M_HUB_LARGE	
		M_HUB_MED	
		M_HUB_SMALL	
		M_MODEM_CSU_DSU	
		M_MODEMS	
		M_MULTIPLEXERS	
		M_NETRIX	
		M_PARADYNE	
		M_PICTEL	
		M_PICTEL_SW	
		M_POLYCOM	
		M_CISCO	
		M_PSAX	
		M_MGC_POLYCOM	
		M_POLYCOM_SW	
		M_PORTMASTER	
		M_ROUTER_LARGE	
		M_ROUTER_MED	
		M_ROUTER_SMALL	
		M_STAT_MUX	
		M_VIDEO	
		M_VIDEO_END_POINT	
		M_VIDEO_MUX	
		M_VPNET	
M_VPNET_SW			
M_WIRELESS			
M_CLARENT			
M_EXTREME_DATA			
M_EXTREME_DATA_SW			
M_NORTEL_BAY			
M_SYNC_RESEARCH			
M_MVD_DATA_USA			
M_DATA_WIRELESS			
M_SPECTEL_HARDWARE			

**Avaya Global Services
Discount Groups**

Category	Services Offer	Description	City of Wilson
E1	Outsourcing	M_SPECTEL_SOFTWARE	
		M_ENT_NTWK_PERIPHS	
		M_ENT_NTWK_PERIPH_SW	
		GO_MODEL_APPS	
		GO_MODEL_RNMS	
		GO_MODEL_IP_MIGRATE	
		GO_MODEL_CCTECH	
		GO_MODEL_MANAGEDSVCS	
		GO_CALL_LOG	
		GO_MANAGED_VPN	
		GO_MGDSVCS_GSI	
		GO_APPS1	
		GO_NBO1	
		GO_DRNMS1	
		GO_VRNMS1	
		GO_VRNMS2	
		GO_VRNMS3	
		GO_VRNMS7	
		GO_VRNMS8	
		GO_VRNMS9	
		GO_VRNMS10	
		GO_ASSIST1	
		GO_ASSIST2	
		GO_ASSIST3	
		GO_ASSIST5	
		GO_ASSIST6	
		GO_ASSIST7	
		GO_ASSIST8	
		GO_ASSIST9	
		GO_MGD_PLTFRM_IPT1	
		GO_MGD_ENVIRON_IPT1	
GO_SW_RELEASE_MGMT1			
GO_CASP_IPTELEPHONY1			
GO_CASP_CALL_CTR1			

**Avaya Global Services
Discount Groups**

Category	Services Offer	Description	City of Wilson
Non-Discountable	Non-Discountable Services	OEM & 3RD PARTY PRODUCTS	0%
		PARTNER SUPPORT SERVICES	
		WHOLESALE SERVICES	
		SI/SP RATE CARDS	
		SVCS_DIRECT_ONLY	
		SVCS_INDIRECT_ONLY	
		SVCS_ANY_CHANNEL	
		GO_CUSTOM	
		ISO_IMPL_SMBS_IPOFF	
		ISO_IMPL_MV	
		ISO_IMPL_CRM	
		ISO_IMPL_SMBS_PTR	
		ISO_IMPL_DATA	
		ISO_IMPL_MGX	
		ISO_IMPL_UCS	
		MSO_CRM	
		M_BLDG_SVCS_WIRE	
		M_CALLVISOR	
		M_CALLVISOR_SW	
		M_CRM_NTWK_RTNG_HDWR	
		M_CRM_NTWK_RTNG_SFTW	
		M_CUSTOM_SOL_SW	
		M_CUSTOM_SOLUTION	
		M_DIALER	
		M_DOORPHONE	
		M_GUARD	
		M_HOTPADS	
		M_INDEX_PRODUCTS	
		M_NABNAS	
		M_PERS_COMP_SW	
		M_PERS_COMPUTERS	
		M_IR_HARDWARE	
		M_IR_SOFTWARE	
		M_IR_3RD_PARTY_SW	
		M_IR_ASAB_SW	
		M_QIP	
		M_QUINTAS_SW	
		M_SS4	
		M_VERINT_HDWR	
		M_VERINT_SFTW	
		M_NICE	
		M_NICE_SW	
M_QUORUM_BRIDGE			

**Avaya Global Services
Discount Groups**

Category	Services Offer	Description	City of Wilson
Non-Discountable	Non-Discountable Services	M_ZEACOM	0%
		M_IP_SOLN_SPPT_ENH	
		M_IP_SOLN_SPPT_BASIC	
		M_SWITCH_ONLY	
		M_MVV_INTL	
		M_MVD_DATA_CST_USA	
		M_MVD_DATA_INTL	
		M_PER_INCIDENT_USA	
		M_PER_INCIDENT_NC_US	
		M_PER_INCIDENT_INTL	
		M_TECH_SVCS	
		M_DED_TECH_INTL	
		M_DED_TECH_USA	
		M_DED_TECH_DAY_USA	
		M_BOH_USA	
		M_BOH_INTL	
		M_TECH_GSM_INTL	
		M_SYS_BKUP_DIST_REC	
		M_SERVICESPAN	
		M_CRM_CC_APPL	
		M_CRM_CC_VIEWSTAR	
		M_SECURE_ACCESS	
		M_SBS_ENH_OFFERS	
		M_APPL_SUPP	
		M_MSP	
		M_MAINT_ASSIST	
		M_GLOBAL_SERVICES	
		M_DEV_SUPP	
		M_MSA	
		M_ENH_REM_SVCS	
		M_BP_OFFERS	
		M_AUD_CNF_BRDG_SW	
		M_AUD_CONF_BRIDGE	
		M_INT_SOL_SW	
		M_INTEGRATED_SOL	
		M_MMCX	
		M_MMCX_SW	
		M_CRM_WFM	
		M_WITNESS_CALL_RCRD	
		M_CC_EXPRESS	
M_SCCAN_HARDWARE			
M_SCCAN_SFTW			