

DTS Bill Service Category	Approved DTS Rate	Rate Base	Service Charge Listed on DTS Bill
Application Services	Master Engineer/Consultant/Other	By Special Billing Agreement	6545:CONSULTING/PERSONNEL SERVICE SBA 6545:PERSONNEL SERVICE SBA 6545:PERSONNEL SERVICE SBA - DWS 6545:PROJECT MANAGEMENT SBA 6593:APP SERVICES - APP INTEGRATION SBA 6593:DWS CONTRACTORS 6593:HEALTH SBA 6593:SBA
	Tier 1	\$65.58/Hour	6593:APP SERVICES - APP INTEGRATION TIER 1 6593:APP SERVICES - DABC TIER 1 6593:APP SERVICES - UDOT TIER 1 6593:DHS TIER 1 6593:DOH TIER 1 6593:DPS TIER 1 6593:DWS TIER 1 6593:MULTI AGENCY TIER 1 6593:TAX TIER 1 6593:TIER 1 6593:UDC TIER 1
	Tier 2	\$81.31/Hour	6545:PROJ MGMT PMO TIER 2 6545:PROJ MGMT TIER 2 6593:APP SERVICES - APP INTEGRATION TIER 2 6593:DABC TIER 2 6593:DHS TIER 2 6593:DOH TIER 2 6593:DPS TIER 2 6593:DWS TIER 2 6593:MULTI AGENCY TIER 2 6593:REPORTING TIER 2 6593:TAX TIER 2 6593:TIER 2 6593:UDC TIER 2 6593:UDOT TIER 2
	Tier 3	\$91.52/Hour	6545:PROJ MGMT PMO TIER 3 6545:PROJ MGMT TIER 3 6593:APP SERVICES - APP INTEGRATION TIER 3 6593:DABC TIER 3 6593:DHS TIER 3 6593:DOH TIER 3 6593:DPS TIER 3 6593:DWS TIER 3 6593:IT MANAGER TIER 3 6593:MULTI AGENCY TIER 3 6593:REPORTING TIER 3 6593:TAX TIER 3 6593:TIER 3 6593:UDC TIER 3 6593:UDOT TIER 3
	Tier 4	\$103.62/Hour	6593:APP SERVICES - APP INTEGRATION TIER 4 6593:APP SERVICES - MULTI AGENCY TIER 4 6593:APP SERVICES - UDC TIER 4 6593:DABC TIER 4 6593:DHS TIER 4 6593:DOH TIER 4 6593:DPS TIER 4 6593:DWS TIER 4 6593:IT MANAGER TIER 4 6593:REPORTING TIER 4 6593:TAX TIER 4 6593:TIER 4 6593:UDOT TIER 4

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Communication Services	1-800 Usage	\$0.030/Minute	6359:1-800 MONTHLY SERVICE USAGE
	Call Management System	By Special Billing Agreement	6353:CALL MNGT SYS AGENT 6353:CALL MNGT SYS DIALER SERVER 6353:CALL MNGT SYS FEEDBACK SURVEY 6353:CALL MNGT SYS INTERACTION ANALYZER 6353:CALL MNGT SYS INTERACTION OPTIMIZER 6353:CALL MNGT SYS MEDIA SESSIONS 6353:CALL MNGT SYS MISC 6353:CALL MNGT SYS NUANCE 2ND LANGUAGE 6353:CALL MNGT SYS NUANCE ASR 6353:CALL MNGT SYS NUANCE BASIC 6353:CALL MNGT SYS SBA 6353:CALL MNGT SYSTEM - ADDITIONAL LANGUAGE SPANISH
	DTS Consulting Charge	\$81.31/Hour	6545:COMMUNICATIONS CONSULTING 6545:VOICE OPS CONSULTING
	International Long Distance	Cost + 10%	6347:INTL LONG DISTANCE
	IP Contact Center	\$28.25/Core License/Month	6353:CALL MNGT SYS IP CONTACT CENTER
	Jabber	\$2.73/User/Month	6341:JABBER
	Long Distance	\$0.030/Minute	6345:LONG DISTANCE
	Other Voice Services	Cost + 10%	6301:LOCAL TELEPHONE CO MNTHLY CHGS 6301:TELECOM MONTHLY SERVICES SBA 6323:MULTIPLE DIRECTORY LISTINGS 6348:DIRECTORY ASSISTANCE 1 6348:DIRECTORY ASSISTANCE 2 6350:CONFERENCE CALLS 6352:AUTO ATTENDANT 6359:1-800 MONTHLY SERVICE 6359:900 CALL UNMATCHED 6359:900 TOLL CALL 6363:VENDOR TIME AND MATERIALS 6368:FX OPX
	Universal Telecom Rate	\$32.72/Line/Month	6343:UNIVERSAL TELECOM RATE
Communications Work Orders	Other Voice Services	Cost + 10%	6363:NETWORK VENDOR LABOR 6363:NETWORK VENDOR PARTS 6363:TELEPHONE VENDOR LABOR 6363:TELEPHONE VENDOR PARTS 6363:VOIP DATA VENDOR LABOR 6363:VOIP DATA VENDOR PARTS 6363:VOIP VOICE VENDOR LABOR 6363:VOIP VOICE VENDOR PARTS 6374:NETWORK PARTS 6374:TELEPHONE PARTS
	Telephone Technician Labor	\$75.35/Hour	6360:NETWORK LABOR 6360:TELEPHONE LABOR

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Desktop Services	Desktop Support	\$67.84/Device/Month	6530:DESKTOP SUPPORT
	DTS Consulting Charge	\$81.31/Hour	6545:DESKTOP CONSULTING
	Google Enterprise (Includes Email)	\$10.20/Acct/Month	6539:HOSTED EMAIL
	On-Call Support	Actual Cost	6529:ON-CALL SUPPORT
	Software Resale	Cost + 6%	6541:ADOBE 6541:ADOBE SUB 6541:MICROSOFT 6541:SOFTWARE LICENSE 6541:SOFTWARE OTHER 6541:SSL CERTIFICATE / LICENSE
	Virtual Applications	By Special Billing Agreement	6530:VIRTUAL APPLICATIONS SBA

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Hosting Services	Back-up & Archive Storage	\$0.1296/GB/Month	6517:BACKUP & ARCHIVE STORAGE 6517:HOSTING SERVICES - ORACLE BACKUP STORAGE 6517:HOSTING SERVICES - SQL BACKUP STORAGE
	Cloud Hosting	Cost + 19%	6516:HOSTING SERVICES - PUBLIC CLOUD ADMIN
	Data Center Rack Space - Full Rack	\$485.83/Rack/Month	6546:DATA CENTER FULL RACK
	Data Center Rack Space - Rack U	\$16.19/Rack U/Month	6546:DATA CENTER RACK U
	Database Consulting	\$81.31/Hour	6594:DATABASE CONSULTING DB2 ADMIN 6594:DATABASE CONSULTING MSSQL 6594:DATABASE CONSULTING ORACLE
	DTS Consulting Charge	\$81.31/Hour	6545:HOSTING CONSULTING 6545:HOSTING UMD CONSULTING
	File-Share	\$0.0898/GB/Month	6517:FILE SHARE
	Memory	\$7.47/GB/Month	6521:MEMORY
	Network Attached Storage	\$0.0807/GB/Month	6517:HNAS
	Object Storage	\$0.0198/GB/Month	6517:OBJECT STORAGE
	Oracle Database Hosting Core Model	\$775.42/Core/Month	6511:ORACLE CORE MODEL
	Oracle Database Hosting Shared Model	\$23.22/GB/Month	6511:ORACLE SHARED MODEL
	Other Hosting Services	By Special Billing Agreement	6552:OTHER HOSTING SERVICES SBA
	Processing (CPU)	\$45.13/CPU/Month	6552:PROCESSING (CPU)
	Shared Application Hosting	\$0.081/Instance/Month	6548:SHARED APPLICATION HOSTING
	Shared Application Hosting on Prem	\$49.57/Instance/Month	6549:WEB APP HOSTING
	SQL Database Hosting Core Model	\$527.04/Core/Month	6511:SQL CORE MODEL
	SQL Database Hosting Shared Model	\$10.44/GB/Month	6511:SQL SHARED MODEL
	Storage	\$0.0898/GB/Month	6517:OTHER STORAGE 6517:STORAGE
	System Administration	\$412.76/OS or Cloud Instance/Month	6552:SERVER ADMIN
Other	By Special Billing Agreement	6552:ENTERPRISE BI MOU	

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Mainframe Services	Mainframe Computing	By Special Billing Agreement	6501:CPU SECONDS (BATCH) 6501:CPU SECONDS (BATCH-DB2) ADJ 6501:CPU SECONDS (TSO) 6502:CPU SECONDS (CICS) 6502:CPU SECONDS (CICS-DB2) ADJ 6502:MAINFRAME SBA 6502:TRANSACTIONS (CICS) 6505:I/O (TAPE) 6506:I/O (DISK) 6508:MAINFRAME TAPE (VIRTUAL TAPE) 6509:DISK STORAGE (VIRTUAL TAPE) 6519:CPU SECONDS (DB2)
	Mainframe Disk	\$0.0053/MB/Month	6509:MAINFRAME DISK STORAGE 6509:MAINFRAME DISK STORAGE ML1
	Mainframe Tape	\$0.0007/MB/Month	6508:MAINFRAME TAPE 6508:MAINFRAME TAPE ML2
Misc.	Other	By Special Billing Agreement	6545:ALARM MONITORING
Network Services	Misc. Data Circuits	Cost + 10%	6369:DATA CIRCUITS
	Network Services	\$47.83/Device/Month	6544:NETWORK SERVICES
	Network Services - 10 GB	\$191.32/Connection/Month	6544:NETWORK 10 GB
	Network Services - Other State Agencies	\$51.71/Device/Month	6544:NETWORK OTHER STATE AGENCIES
	Other Network Services	Cost + 10%	6544:NETWORK OTHER SERVICES SBA
	Other Security Services	By Special Billing Agreement	6522:MOBILE DEVICE MANAGEMENT 6522:OTHER SECURITY SERVICES
	Security	\$23.92/Device/Month	6522:SECURITY SERVICES
	Security Assessment & Remediation	See Table*	6522:SECURITY ASSESSMENT & REMEDIATION
Print Services	High Speed Laser Print	\$0.0374/Image	6550:HIGH SPEED PRT DUPLEX 6550:HIGH SPEED PRT SIMPLEX
	Other Print Services	Cost + 10%	6582:CHECK STOCK 6582:MED CARDS 6582:MISC PRINT 6582:PERF PAPER