

**CACI Commercial Price List**  
**For**  
**RAPTOR**  
**Equipment, Maintenance, and Training**

Updated: May 1, 2007

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## I GENERAL INFORMATION

CACI is a RAPTOR NETWORKS TECHNOLOGY, INC. (RAPTOR) Strategic Alliance partner, which allows CACI to act as an agent on behalf of RAPTOR. CACI is an independent, *non-exclusive, non-transferable* authorized Strategic Alliance partner for any worldwide (Global) customer, being authorized to quote, and supply RAPTOR equipment to an end-user. Additionally, CACI is the Primary National Commercial Provider for Services and Support as well as the *exclusive* Raptor U.S. Federal training partner, integration/installation service provider, and Tier 1 and Tier 2 TAC support mechanism (i.e., Maintenance provider) for the Raptor product line.

The geographic scope for the supplying equipment to the end-user is on a global basis.

The geographic scope for any maintenance contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, and Puerto Rico. Maintenance offerings are based on level of service.

Various levels of coverage are available to the customer at a fixed annual price per equipment unit.

Services outside of the scope of defined offerings in this schedule are offered on a quote basis. Time and Material rates are also available to customers who elect not to purchase a maintenance agreement and still require technical assistance. Time and Material efforts are scheduled and delivered on a best effort basis.

Maintenance offerings available and described herein include:

- Technical Assistance Center (TAC) and Parts (i.e., Advanced Replacement Support)
- Technical Assistance Center, (TAC), Parts, and On-Site Support (i.e., On-Site Support)

Other maintenance and traditional services not described herein are available on a quote basis.

Training offerings available and described herein include a minimum of four (4) and a maximum of ten (10) attendees per class, offered at the CACI, Chantilly, VA facility.

## **II EQUIPMENT**

CACI will **not** remarket Raptor products unless it is a part of a total package offering in which CACI truly adds value (i.e., Training, Help Desk, Field Services (Maintenance) Support, and/or similar services). CACI will provide written quotes to customers, based on this published commercial price list. All written quotes will be valid for a period of 60 days. Any order shipped CONUS will be FOB destination.

### **SHIPPING COST OUTSIDE THE CONTINENTAL USA (OCONUS)**

Any order shipped OCONUS will be charged actual shipping charges, which will be determined on a case-by-case basis.

## **III MAINTENANCE**

CACI will provide maintenance for all equipment identified in the price list herein.

**SECURITY REQUIREMENTS** – In the event security requirements are necessary, the customer may incorporate in their orders a security clearance clause in accordance with current laws, and regulations. However, the burden of administering the security clearance requirements shall be with the customer. If any costs are incurred as a result of the inclusion of security requirements, such costs will be negotiated.

**MANUFACTURER END OF LIFE / NOT SUPPORTED EQUIPMENT** – For products that are at end of life (EOL) and/or no longer supported by the original equipment manufacturer, on-site service will be provided based on the availability of repaired/replacement parts. CACI assumes no liability, on-site or otherwise, for parts that cannot be spared properly as a result of a product being at EOL or no longer supported by an original equipment manufacturer. If EOL products/parts can still be repaired/replaced by the original equipment manufacturer, CACI will deliver repair and return service only. CACI will facilitate the repair and return of such parts, but will not be responsible for on-site service for entitled customers until a replacement part is available. CACI assumes no liability for the product/part if the original equipment manufacturer cannot repair/replace an EOL/no longer supported product/part.

**TERMS AND CONDITION APPLICABLE TO ALL MAINTENANCE PROGRAMS** – Equipment placed under maintenance service shall be installed in accordance with standard and accepted installation practices and in good operating condition.

In order to determine that the equipment is in good operating condition for equipment not covered under a current maintenance agreement, CACI reserves the right to certify such equipment, at the customer's expense, to ensure that the equipment is installed in

accordance with accepted standards, prior to CACI assuming maintenance responsibility. Deficiencies noted during a certification require correction by the customer, prior to a maintenance agreement with CACI taking effect.

### **CUSTOMER RESPONSIBILITIES**

Customer personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by CACI, in writing.

Subject to security regulations, the customer shall permit access to the equipment that is to be maintained or repaired.

**RESPONSIBILITIES OF CACI** – For equipment not covered under an existing maintenance contract, the manufacturer's repair service personnel shall complete repairs on a reasonable effort basis, as agreed to between all parties concerned. All repairs will be performed on a Time and Material Basis.

### **MAINTENANCE ORDER**

The customer may use written orders for procuring maintenance under this contract. CACI shall confirm customer orders within fifteen (15) calendar days from the date of receipt. Please note confirmation of orders shall be considered automatic for renewals of current maintenance. Automatic acceptance of renewal orders will include maintenance service for equipment that may have been discontinued from use for temporary periods of time not longer than forty five (45) calendar days.

Maintenance service shall commence on the date the fully executed order is received by CACI, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any currently applicable maintenance period associated with the purchase of equipment.

Maintenance may be discontinued by the customer on thirty (30) calendar days written notice. Notice to become effective thirty (30) calendar days from the date on the notification.

**SELECTING A SERVICE LEVEL** – Customers may select a combination of the Technical Assistance Center (TAC) and Parts (i.e., Advanced Replacement Support), Technical Assistance Center, (TAC), Parts, and On-Site Support (i.e., On-Site Support) Service Plans. Equipment installed by the customer or equipment not covered by a service contract, at the discretion of the service provider, may require certification before any level of maintenance can go into effect.

**To determine levels and costs for equipment maintenance:**

1. Locate the equipment type on the equipment price list
2. Select a level of coverage that best meets requirements

CACI is offering two (2) levels of maintenance support for the RAPTOR, ER-1010 product.

**TECHNICAL ASSISTANCE CENTER SUPPORT (TAC)**

The CACI Technical Assistance Center (TAC) will provide Tier 1 and Tier 2 customer care and associated Service Plan support for problems associated with RAPTOR hardware.

When a customer calls-in to report a problem with their equipment, a TAC representative will open a Trouble Ticket in the CACI Remedy Action Request System (ARS) management system. The TAC will work with the customer to resolve any possible issues. Additionally, the CACI TAC will escalate issues to RAPTOR Networks that may require Tier 3 troubleshooting support. Any actions recommended will be tracked in the open Trouble Ticket. If a determination can be made, at any point, that the equipment needs to be replaced, the TAC will arrange for a technician to dispatch to the customer site to perform the required maintenance, if an on-site maintenance package has been purchased. Otherwise, an advanced replacement part will be sent to arrive the next business day.

**MAINTENANCE SERVICE LEVEL AGREEMENT (SLA)**

The following service programs are designed to provide a standard level of service for post-sales, RAPTOR hardware support.

**TAC and Parts (i.e., Advanced Replacement Support)**

- 8 x 5 x Next Business Day (NBD) TAC support with 30 minute, or less, telephone response, supplied to the site
- Next day replacement part response
- Dedicated technical support Account Manager
- Software release planning
- Advanced Replacement of parts (CONUS only)

**TAC, Parts and On-Site Support (i.e., On-Site Support)**

- 8 x 5 x Next Business Day (NBD) TAC support with 30 minute, or less, telephone response, supplied to the site
- Next day on-site response,
- Dedicated technical support Account Manager
- Software release planning
- Advanced Replacement of parts (CONUS only)

## **DETAIL OF TAC SERVICES PROVIDED BY CACI**

### **Tier 1 support will consist of:**

- Initial call receipt and entry into the CACI Remedy ARS Trouble Ticketing System
- Verification of the end-user's entitlement for service
- Documentation of end-user operational problem, including any troubleshooting efforts performed by the customer, contained in the open Trouble Ticket
- Tier 1 problem determination will consist of:
  - Performing database search for known problem-types and their resolutions
  - Providing Web page direction
  - Answering general how-to questions to include issues with:
    - Distributed Switch Control and Setup
    - Using the Physical Level Commands
    - Using the Physical GUI
    - Using RAST Commands
    - Using the RAST GUI
    - Layer 2 Commands
    - Layer 2 Security
    - Layer 2 Access Control
    - VLAN Routing
    - IP Forwarding
    - Access Control Lists
    - DiffServ
    - DSCP/COS Mapping
    - QoS ACLs
    - Basic RaptorView issues associated with:
      - Installation
      - Setup
      - Use

### **Tier 2 support will consist of:**

- Problem isolation through symptom analysis of issues associated with:
  - Advance Diffserv Setup
    - Complex ACLs
    - Diffserv "Color" response and control
    - Bandwidth Allocation
  - MultiCast setup and operation
    - IGMP v1/v2/v3
    - DVMRP
    - PIM-SM
    - PIM-DM
  - Multicast Diagnostics
  - Mtrace
  - Mroute

- Dispatch service and tracking of Field Engineer (FE) actions
- For those instances when the failure is a known operating system software communications, or inter-operability failure, and the fix has been made available by the software manufacturer, the CACI TAC will provide manufacturer end-user software support through the software support licensing agreements that the manufacturer has with operating system software manufacturers.

**Tier 3 support will consist of:**

- For those instances when the failure is not a known operating system software communications, or inter-operability failure, the CACI TAC will escalate the issue to Raptor Networks Technology via the Raptor Networks Helpdesk.
- For those instances in which CACI has completed all problem isolation and determination efforts up to, and including Tier 2 machine and software technical support, and an end-user problem still exists, CACI will escalate the issue to RAPTOR via the Raptor Networks Helpdesk.
- Raptor View support issues other than those covered by Tier 2 support will be escalated to the Raptor Networks Helpdesk.

**ADVANCED REPLACEMENT OF PARTS SERVICE PLAN DETAIL**

CACI will arrange for the advanced replacement of any failed unit or module of the RAPTOR Hardware, to include shipping. The returned parts will be repaired and become the property of Raptor Networks.

**ON-SITE REPLACEMENT OF PARTS SERVICE PLAN DETAIL**

If required, an engineer will be dispatched to attend to the issue, on-site, at the customer location, on the business day following the fault call to restore defective networking equipment to its normal, working condition, assuming the call is received prior to 2 p.m. EDT. If the call is received subsequent to 2 p.m., the engineer will attend to the issue, on-site, at the customer location, on the next business day following. This is to include repairing or replacing the equipment with customer provided spares.

**REPAIR OF RETURNED HARDWARE**

If a service plan has not been purchased, cost for repair, to include labor, will be charged to the customer on a Time and Material basis. However, at that time, if the customer opts to purchase a maintenance plan, the cost of repair will be covered by the maintenance plan. The maintenance plan start-date will begin at the time the equipment was placed in service.

**PRIORITY RESPONSE TIME VARIES BY LEVEL OF CLIENT SERVICE** – Since

CACI's goal is to keep the customer's network up and running 24 hours a day, when both emergency and non-emergency calls are received, emergency calls will be given priority. For non-emergency calls, service response times will be based upon the level

of service purchased. Clients who have purchased an On-Site Service Plan will receive priority over clients who have purchased an Advanced Replacement Service Plan.

**PARTS EXCHANGE AND/OR RETURN** - For part repair or exchange, CACI will provide a Return Materials Authorization form (RMA) to the customer. The RMA must accompany the defective part on its return. The customer is responsible for the shipment of defective parts to CACI as well as the associated expenses. CACI is responsible for the shipment of replacement parts to the customer and the associated shipping expenses.

**PARTS EXCHANGE** – Once the NCC diagnoses a part as at fault, a replacement part will be shipped from CACI. Only parts identified by the NCC as being required to correct node faults will be entitled to advanced parts exchange. These replacement parts can be shipped priority mail by the next business day. Please note that while the part may be shipped by the next business day, receipt of the shipment may take longer. The customer must return the defective part to CACI within 10 calendar days after receipt of the replacement part or CACI reserves the right to bill the customer for the replacement at the then current RAPTOR list price.

**UPGRADE OF PARTS** – All parts returned to CACI for repair will also receive manufacturer mandatory upgrades.

**PRIORITY RESPONSE FROM TAC BASED ON YOUR NEEDS**

When a Product problem arises, which requires TAC assistance, CACI will respond based on the seriousness of the problem. For problems defined as critical, the call will be given priority and promptly handled by a TAC engineer. A critical problem involves a service disruption, which substantially interferes with the customer's ability to conduct normal operations. Some examples are a node being down or isolated from the network, or critical applications are down which are supported by a node.

**CUSTOMER RESPONSIBILITIES UNDER THE TAC AND PARTS SERVICE PLAN**

The CACI goal is to make sure the customer's network is up and running at all times. With this in mind, the TAC and Parts Service (i.e., Advanced Replacement Support) is designed for users with the technical capabilities to provide on-site network service with the telephone assistance of the NCC. During the term of the TAC and Parts Service Plan, the customer must have personnel available, on-site, who have successfully completed technical maintenance classes appropriate for the equipment located at the sites to be serviced. In addition, it is recommended the customer stock and use customer owned spare parts for immediate remedial action required at each equipment site.



## **SERVICES INCLUDED IN ON-SITE MAINTENANCE**

For equipment problems requiring On-Site Maintenance Services, Field Service Technicians will provide remedial maintenance at the site location of the customer's equipment. Remedial maintenance will be performed when equipment experiences a failure or malfunction. CACI will provide the initial diagnosis, service, and repair necessary to return the equipment to good operating condition. If the malfunction is identified as critical, CACI will dispatch a Field Service Technician on a priority basis.

## **SERVICES NOT INCLUDED IN ON-SITE MAINTENANCE**

The following services are not part of the On-Site Service Plan, but may be available at a Time and Material rate.

Support Exclusions:

1. Non-Contractor related problems
2. Customer caused problems
3. Telco problems
4. Relocation or reconfiguration of equipment
5. Non-mandatory engineering changes
6. Support outside the Principal period of maintenance purchased

## **LIMITATIONS**

The following limitations apply to the service plans coverage:

- The service plan is for Raptor Networks Hardware/Firmware only and begins upon customer acceptance of the network.
- The 90-day Software support included as part of the Manufacturer's Limited Warranty remains in effect and begins upon customer acceptance of the network equipment.
- This service plan does not cover problems with the Operating System and Hardware of any customer computer/workstation/Network Management System.
- The service plan does not include CACI performing the act of upgrading either Software or Firmware. This is the customer's responsibility.
- The service plan does not include CACI installing or re-installing Raptor View software. This is the customer's responsibility.
- These service plans do not apply to Raptor Networks Technology's products, which exhibit failures or non-compliance resulting from:
  - Improper handling, installation, repair, maintenance, misuse/abuse
  - Damage caused by vandalism, severe weather, lightning, chemical hazards, fire, contact with voltage power lines, or other electrical stress
  - Repairs, modification, or any alterations performed or attempted by the Customer, or any third party, unless authorized by CACI, in writing

- Use in conjunction with equipment, which is not compatible with Raptor Networks Technology’s products.
- Software errors, which do not cause Raptor Networks Technology’s products to be materially non-compliant with their written specifications.
- CACI does not warrant or accept any responsibility in connection with any Raptor Networks products that have been repaired or altered by anyone other than CACI, unless CACI has specifically authorized, in writing, in advance, such repairs or alterations. In the event of any such unauthorized repairs or alterations, the warranty/service contract will become void.
- Any Advance Replaced or Repaired unit or card will only be warranted/serviced for the remaining balance of the current warranty/service period.
- CACI will make the final determination as to the existence and cause of any alleged defect.

**MAINTENANCE RATE PROVISIONS**

CACI will bear all costs of maintenance as outlined in the Service Plan Options, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the Customer, or acts of nature such as, but not limited to, floods or lightening.

**REGULAR HOURS**

The basic annual rate for each make and model of equipment shall entitle the Customer to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance exclusive of weekends, and holidays observed at the Customer location (except for the TAC and Parts Service Plan).

**AFTER HOURS**

Should the Customer require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.

**TRAVEL AND TRANSPORTATION**

Predicated on customer equipment location, travel costs over and above the regular maintenance rates may apply. In these cases, prior customer authorization will be required and actual costs will be charged.

**PRINCIPAL PERIOD OF MAINTENANCE**

The hours when On-Site Maintenance coverage is available (the “Principal Period of Maintenance” or “PPM”) vary depending on the service level purchased as follows:

<b>Service Level</b>	<b>Principal Period of Maintenance</b>
All Service Contracts	Mon–Fri, 8:00am–5:00pm

### **RESPONSE TIMES**

For non-emergency problems identified by the CACI NCC that require on-site maintenance service, a CACI Field Service Technician will arrive on-site during the PPM hours, assuming the call is received prior to 2 p.m. EDT. If the call is received after 2 p.m., the engineer will attend to the issue, on-site, at the customer location, on the business day following.

### **EMERGENCY MAINTENANCE**

For problems that are identified as critical by the CACI NCC and require on-site maintenance service, the On-Site Program provides on-site emergency response during the relevant PPM. Priority response time for an emergency will vary depending on the geographic area in which the customer node is located. In all cases, CACI will respond at best effort.

### **SCHEDULING ON-SITE MAINTENANCE**

To receive service under an On-Site Service Plan, all communications must be through the CACI Network Control Center (NCC). The end user and CACI's NCC Engineer will analyze the problem and make a decision as to whether On-Site Services are required.

## **IV TIME AND MATERIAL**

### **TIME AND MATERIAL**

Time and material (T&M) maintenance will be provided on a best effort basis when appropriate node maintenance has not been purchased. T&M charges will also apply to dispatches requested during Outside Principal Period of Maintenance (OPPM) for a particular node, for dispatches resulting in equipment outages beyond the control of CACI, (i.e., power outages, or carrier/span outages.)

All parts required under this option to restore service to a node not covered under maintenance will be at a rate determined after CACI has obtained a quote for part repair from the original equipment manufacturer.

### **ON-SITE EQUIPMENT SUPPORT ON A REASONABLE EFFORT BASIS**

CACI will provide on-site maintenance support Monday through Friday, 8:00am to 5:00pm. Please be aware that as a Time and Material customer, there is no priority response for on-site service requests. On-site service will be provided to Time and Material customers, after customers with On-Site Services Plans.

### **CUSTOMER RESPONSIBILITIES UNDER TIME AND MATERIAL SERVICES**

In an emergency, CACI will provide Time and Material Services upon receipt of a faxed copy of a fully executed customer Purchase Order. To prevent delays in obtaining Time and Material Services, CACI recommends that a blanket Purchase Order for all Time and Material Services be issued.

### **CHARGES FOR TIME AND MATERIAL SERVICES**

For Time and Material Services, the customer will be charged the prevailing Time and Material rate when the Services are provided. TAC assistance is billed for a minimum of one hour. On-Site support is billed for a minimum of eight (8) hours labor plus parts and travel expenses. The customer will reimburse CACI for actual travel expenses related to service performed.

### **TIME AND MATERIAL SERVICE RATES**

- \$210 per hour for Regular Work Hours  
Monday – Friday, 8:00am-5:00pm, weekends and holidays are not included.
- \$240 per hour for After Regular Work Hours  
Weekends and holidays are not included
- \$300 per hour for Weekends and Holidays

## **V TRAINING**

CACI will provide training for all equipment identified in the price list herein.

### **TRAINING ORDER**

The customer may use written orders for ordering training under this contract. CACI shall confirm customer orders within fifteen (15) calendar days from the date of receipt.

Training orders may not be cancelled, but will be allowed to be rescheduled, upon 72 hours of notice from the customer, in writing.

### **DETAIL OF TRAINING SERVICES PROVIDED**

CACI will provide training to Raptor end-users or trainers at the CACI facility in Chantilly, VA. These training classes will require a minimum of four (4) and a maximum of ten (10) attendees per class and will be four (4) days in duration.

The training will cover the following areas:

- Network Features
  - Switches
  - NMS
- Operation
  - Configuring the switches
  - Modifying the switches
  - Using the NMS
- Maintenance
  - Troubleshooting related issues

Prerequisites: Basic understanding of voice/data communications, and networks.

## VI EQUIPMENT PRICELIST

### CACI / RAPTOR MASTER PRICE LIST – Equipment

May 1, 2007

Item Name	Description	List Price
ER-1010	Layer 2/3/4 switch w/ (2) open 12-port 1Gb bays and (2) open 3-port 10Gb bays, AC, 1U	\$ 19,895.00
1010-1GEC-12	ER-1010 module, 1Gb copper 10/100/1000Base-T RJ-45, 12-port	\$ 1,595.00
1010-1GEF-12	ER-1010 module, 1Gb fiber 1000Base-X SFP, 12-port (requires: SFP optic)	\$ 1,795.00
1010-10GRC-3	ER-1010 module, 10Gb copper RAST, 3-port (requires: copper RAST cable)	\$ 1,495.00
1010-10GRF-3	ER-1010 module, 10Gb fiber RAST, 3-port (requires: XFP Optic)	\$ 4,995.00
1010-10GEF-3	ER-1010 module, 10Gb fiber 10GBase-X, 3-port (requires: XFP Optic)	\$ 11,995.00
ER-1808	Layer 2/3/4 switch w/ (8) open 1-port 10Gb bays, AC, 2U	\$ 13,995.00
1808-10GRC-1	ER-1808 module, 10Gb copper RAST, 1-port (requires: copper RAST cable)	\$ 1,495.00
1808-10GRF-1	ER-1808 module, 10Gb fiber RAST, 1-port (requires: XFP optic)	\$ 2,495.00
1808-10GEF-1	ER-1808 module, 10Gb fiber 10GBase-X, 1-port (requires: XFP optic)	\$ 4,995.00
OR-1048	Layer 2 switch w/ 48-port 1Gb copper 10/100/1000Base-T RJ-45, 4-port 1000Base-X SFP (requires: SFP Optic)	\$ 5,995.00

## CACI / RAPTOR MASTER PRICE LIST – Equipment

May 1, 2007

Item Name	Description	List Price
OR-1048D	Layer 2 switch w/ 48-port 1Gb copper 10/100/1000Base-T RJ-45, 4-port 1000Base-X SFP (requires: SFP Optic) + (2) 10Gb fiber 10GBase-X uplink (requires: XFP module)	\$ 7,495.00
1048-10GEF-1	OR-1048 module, 10Gb fiber 10GBase-X uplink, 1-port (requires: XFP optic)	\$ 1,245.00
1048-RPS	OR-1048 redundant power supply	TBD
CAB-RAST-C0	RAST copper cable 0.5 Meter	\$ 275.00
CAB-RAST-C1	RAST copper cable 1 Meter	\$ 300.00
CAB-RAST-C2	RAST copper cable 2 Meter	\$ 350.00
CAB-RAST-C3	RAST copper cable 3 Meter	\$ 400.00
CAB-RAST-C5	RAST copper cable 5 Meter	\$ 475.00
OPT-SFP-300	SFP optic, 1000GBase-X, 850nm up to 300m on MMF, LC connector	\$ 195.00
OPT-SFP-10K	SFP optic, 1000GBase-X, 1310nm up to 10km on SMF, LC connector	\$ 295.00
OPT-SFP-55K	SFP optic, 1000GBase-X, 1310nm up to 55km on SMF, LC connector	\$ 1,595.00
OPT-SFP-90K	SFP optic, 1000GBase-X, 1550nm up to 90km on SMF, LC connector	\$ 2,595.00
OPT-SFP-BIDI	SFP bi-directional optic pair, 1000GBase-X, 1310nm and 1490nm, LC connector	\$ 1,795.00
OPT-XFP-300	XFP optic, 10GBase-X, 850nm up to 300m on MMF, LC connector	\$ 1,795.00
OPT-XFP-10K	XFP optic, 10GBase-X, 1310nm up to 10km on SMF, LC connector	\$ 3,595.00
OPT-XFP-40K	XFP optic, 10GBase-X, 1310nm up to 40km on SMF, LC connector	\$ 11,995.00
OPT-XFP-80K	XFP optic, 10GBase-X, 1310nm up to 80km on SMF, LC connector	\$ 19,995.00

## VII MAINTENANCE PRICELIST

### CACI / RAPTOR MASTER PRICE LIST – Maintenance

May 1, 2007

Item Name	Description	List Price
Maintenance - Onsite - Commercial Part #: RPONSC-1010	8 x 5 x Next Business Day (NBD) TAC support with 30 minute, or less, telephone response, supplied to the site, On-site hours of coverage are 8 x 5 x Next Business Day (NBD), Next day on-site response, assuming call is received prior to 2 p.m. EDT., Dedicated technical support Account Manager, Software release planning, Advanced Replacement of parts (CONUS only)	<b>\$6,134.31</b>
Maintenance - Advanced Replacement - Commercial Part #: RPADV-1010	8 x 5 x Next Business Day (NBD) TAC support with 30 minute, or less, telephone response, supplied to the site, Next day replacement part response, Dedicated technical support Account Manager, Software release planning, Advanced Replacement of parts (CONUS only)	<b>\$2,552.42</b>



## VIII TRAINING PRICELIST

### CACI / RAPTOR MASTER PRICE LIST – Training

May 1, 2007

Item Name	Description	List Price
Training Part #: RPTRN1-1010	3 - Day Raptor Training Class (ER-1010) - Minimum four (4) person class	\$ 1,000.00 / person