

**DIR-CPO-5080**  
**Service Index**  
**Technology-Based Recording & Conferencing Products & Related Services**  
**Duke Communications, LLC dba DukeSys**

DESCRIPTION	CATEGORY	ITEM	PRICE	DISCOUNT	DIR DISCOUNT
Business hours Service Labor	Service Call	SERVICE-TECH	\$125.00	10.00%	<b>\$112.50</b>
After business hours and holidays Service Labor	Service Call	SERVICE-OT	\$187.50	10.00%	<b>\$168.75</b>
Regular Hours Service Labor with requested 24 hour response	Service Call	SERVICE -PRIORITY	\$175.00	10.00%	<b>\$157.50</b>
After Business Hours Service Labor with requested 24 hour response	Service Call	SERVICE-PRIORITY-OT	\$262.50	10.00%	<b>\$236.25</b>
Business Hours Service Labor with requested 4 hour response	Service Call	SERVICE-4 HOUR	\$250.00	10.00%	<b>\$225.00</b>
After Business Hours Service Labor with requested 4 hour response	Service Call	SERVICE-4 HOUR	\$375.00	10.00%	<b>\$337.50</b>
Business Hours Remote Support	Service Call	REMOTE SUPPORT	\$125.00	10.00%	<b>\$112.50</b>
After Business Hours Remote Support	Service Call	OT-REMOTE SUPPORT	\$187.50	10.00%	<b>\$168.75</b>
Flat rate charges to cover travel time to/from a customer location	Service Call	TRIP	\$55.00	10.00%	<b>\$49.50</b>
Install cabling and cabling infrastructure components	Installation	DUKE-TECH	\$65.00	10.00%	<b>\$58.50</b>
After Hours Install cabling and cabling infrastructure components	Installation	DUKE-TECH-OT	\$97.50	10.00%	<b>\$87.75</b>
installs system components including cameras and security devices	Installation	DUKE-LEVEL 2	\$115.00	10.00%	<b>\$103.50</b>
After Hours installs system components including cameras and security devices	Installation	DUKE-LEVEL 2-OT	\$172.00	10.00%	<b>\$154.80</b>
Certified/trained Sr. Technician - programs and commissions systems, test and troubleshoot systems	Installation	DUKE-LEVEL 3	\$150.00	10.00%	<b>\$135.00</b>
After Hours Certified/trained Sr. Technician - programs and commissions systems, test and troubleshoot systems	Installation	DUKE-LEVEL 3-OT	\$150.00	10.00%	<b>\$202.50</b>
Programs and configures systems, networks, servers, and workstations	Installation	DUKE-ENGINEER	\$195.00	10.00%	<b>\$175.50</b>
After Hours Programs and configures systems, networks, servers, and workstations	Installation	DUKE-ENGINEER-OT	\$195.00	10.00%	<b>\$262.50</b>
Designs systems per client requirements, documents systems designs specifies system components, wiring configurations and system layouts documents as built systems upon completion, coordinates system completion with SR. TECH	Installation	DUKE-DESIGN	\$150.00	10.00%	<b>\$135.00</b>
After Hours Designs systems per client requirements, documents systems designs specifies system components, wiring configurations and system layouts documents as built systems upon completion, coordinates system completion with SR. TECH	Installation	DUKE-DESIGN-OT	\$150.00	10.00%	<b>\$202.50</b>
Main point of contact from project design, implementation and project completion	Installation	DUKE-PM	\$175.00	10.00%	<b>\$157.50</b>
After Hours Main point of contact from project design, implementation and project completion	Installation	DUKE-PM-OT	\$175.00	10.00%	<b>\$236.25</b>
System Software Designer, System Integration Specialist, Designs and Implements custom system configurations per client requirements	Advanced Services	SOFTWAREDSGN	\$235.00	10.00%	<b>\$211.50</b>
After Hours System Software Designer, System Integration Specialist, Designs and Implements custom system configurations per client requirements	Advanced Services	SOFTWAREDSGN-OT	\$235.00	10.00%	<b>\$317.25</b>
Shipping, transport and delivery	Installation	SHIPPING	PER PROJECT	10.00%	-
Travel expenses reimbursed in accordance with the State of Texas Travel Management Program	Installation	TRAVEL	PER PROJECT	10.00%	-
Specialty Tools and Lifts per project requirements	Installation	TOOLS	PER PROJECT	10.00%	-
Project bonding	Installation	BOND	PER PROJECT	10.00%	-