Schedule L

Mitel Training

Training is provided with the sale.

Additional support if desired will be billed at the following discounted hourly rate:

Mitel List Price   **N.J. Price**

  $147.00 $126.42

	Hourly Rate
Straight Time: The fixed hourly rate for on-site T&M support during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	$126.42
Over Time: The fixed hourly rate for on-site T&M support Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM	$189.63
Saturday – All Day	$189.63
Sunday --All Day	$252.84
Vendor Holiday – All Day	$252.84

Mitel Technical Training Price List 2009
technical_training@mitel.com
1-800-793-3597

On-Site Class Request Process:

• On-site training requests should be e-mailed to the Training Manager – Lynda Robinson (lynda_robinson@mitel.com) or Training Coordinator – Mary Attwell (mary_attwell@mitel.com)

• Technical Training will require 2-3 months notice prior to the requested class date in order to schedule an instructor and equipment.

• Mitel Technical Training will supply all technical documentation and equipment.

• A proper training facility must be provided to conduct on-site courses. A complete requirement list will be sent as part of the course contract negotiations.

• Charges will be:
> Course Fee is **$20,000 USD / $24,000 CAD** per week (5 days)
> Includes: Instructor's travel expenses, lodging, living expenses
>
> **Note:** Additional equipment shipping costs will apply for courses conducted outside continental USA or Canada, please contact us for a quote

• Maximum of 10 students (course dependant) [minimum students not applicable].

• Students must satisfy course pre-requisites at least two weeks before start of course.

• Students must register for a Mitel On-Line (MOL) account access prior to the class. This gives the student the ability to enter into the Training website to:
  - Take the pre-requisite training, if applicable
  - Take post course training modules, if required
  - Download free update courses
  - View their personal course history and print course certificates

• Four weeks prior to class start, the customer must provide the following information to technical_training@mitel.com (1-800-793-3597):
  - List of students, to ensure all students have Mitel On-Line accounts and have access to any pre-requisite training
  - Contact name, address and phone number at on-site location (required to ship equipment and documentation)
  - Recommended hotel for Mitel instructor
  - Customer to be available Sunday afternoon prior to class start on Monday – to meet instructor at training location for equipment set-up

Important Note: Class is confirmed upon receipt by technical_training@mitel.com of Mitel Finance Approved payment (purchase order).
Cancellation Policy for on-site courses:
1. Cancel within 5 business days before class 100% of total Course fee and Travel expenses.
2. Cancel within 10 business days before class 50% of total Course fee and Travel expenses.

Training Formats

Mitel provides training in up to four different formats for each product in order to address the various learning styles and budgets of our students. From traditional leader-led classroom instruction to interactive web-based training completed entirely online, we have a solution to fit your training needs, budget and schedule.

Format	Description	Format	Description
Leader-Led	Hands-on learning using state-of-the-art equipment (for technical classes). A trained instructor facilitates the learning.	Virtual	Leader-led sessions conducted online in one-hour modules. Recordings of sessions are available for those who might miss a scheduled session. Testing is completed online.
Self-Study	Students download course materials and complete all labs and exercises online or offline. Testing is completed online.		

Mitel MCD for 3300 IP Communications Platform

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Primer for Installation and Maintenance / Sys Admin 10 hours			$0		Technicians, Installers, Maintainers who wish to attend the Installation and Maintenance course.
Basic Installation and Maintenance 5 days	$2000 US $2200 CA				Technicians, Installers, Maintainers not previously certified on the product.
Advanced Installation and Maintenance 5 days	$2000 US $2200 CA				Technicians, Installers, Maintainers certified on the Basic Installation & Maintenance for this product.
Basic Installation and Maintenance Updates ? hours			$0		Technicians, Installers, Maintainers certified on a previous Basic I&M release of the product.
Advanced Installation and Maintenance Updates ? hours			$0		Technicians, Installers, Maintainers certified on a previous Advanced I&M release of the product.
Basic System Administration (MAC) ? hours			$850 US $975 CA		System Administrators of the product.
Advanced System Administration 5 days	$1750 US $2100 CA				System Administrators of the product.
System Design Professional (SDP) 3 days	$1200 US $1440 CA				Technicians, Installers, Maintainers certified on the product.
Unified Communicator Advanced 2.0 5 hours			$450 US $500 CA		Technicians, Installers, Maintainers certified on the product.
VCON IGC 2000 Installation and Maintenance 16 hours			$250 US $300 CA		Technicians, Installers, Maintainers certified on a previous release of the product.
3300 SpectraLink NetLink Installation and Maintenance			$295 US $354 CA		Provided by SpectraLink – registration form link on Mitel website – fees paid to SpectraLink.
Mobile Extensions for 3300 6 hours			$250 US $300 CA		This self-paced course prepares students to perform installation and administration on the Mobile Extension (ME) product.
Mobile Extensions for 3300 Updates 2 hours			$0		Technicians, Installers, Maintainers certified on a previous release of the product.
Live Business Gateway 6 hours			$250 US $300 CA		Technicians, Installers, Maintainers certified on the product.

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Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Live Business Gateway Updates			$0		Technicians, Installers, Maintainers certified on the previous release of the product.
Unified IP Client Sun Ray Installation and Maintenance ? hours			$0		
Mitel Communications Director - Installation and Maintenance ? hours			$450 US $540 CA		Technicians, Installers, Maintainers certified on the product.
Mitel Communications Director - Installation and Maintenance Updates			$0		Technicians, Installers, Maintainers certified on the previous release of the product.
Mitel Communications Director for ISS - Installation and Maintenance Updates 4 hours			$0		Technicians, Installers, Maintainers certified on the previous release of the product.
LAN/WAN Technologies for Mitel VoIP (Vocale – 3rd Party in UK)			$450 US $500 CA		Pre-requisite training for 3300 Basic Installation and Maintenance Leader-Led.
Advanced LAN/WAN Technologies for Mitel VoIP 5 days	$2000 US $2400 CA				Technicians, Installers, Maintainers certified on the 3300 product.
(Mitel Multi-Instance Communications Director) M2CD - Installation and Maintenance 6 hours			$450 US $540 CA		Technicians, Installers, Maintainers certified on the 3300 product.

Mitel SX-200 ICP

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Prerequisite Training Self-Study 18 hours			$0		Technicians, Installers, Maintainers who want to register for the Installation and Maintenance course.
Basic (Level 1) Installation and Maintenance 5 days	$1850 US $2220 CA	$1500 US $1800 CA			Technicians, Installers, Maintainers not previously certified on the product. Level 1 certifies student to install a voice only system.
Prerequisite Equipment Self-Study			$0		Technicians, Installers, Maintainers who want to register for the Installation and Maintenance course for the Virtual Classroom.
Advanced (Level 2) Installation and Maintenance 5 days	$1400 US $1680 CA				Technicians, Installers, Maintainers certified on the Basic (Level 1) Installation and Maintenance course. Level 2 certifies the student to install a voice and data system.
Basic (Level 1) and Advanced (Level 2) Installation and Maintenance Updates			$0		Technicians, Installers, Maintainers certified on a previous release of the product.
PRI / ISDN Self-Study 3 hours			$0		Technicians, Installers, Maintainers certified on the Basic I&M (Level 1) course.
ACD Self-Study 3 hours			$0		Technicians, Installers, Maintainers certified on the Basic I&M (Level 1) course.
LAN/WAN Technologies for Mitel VoIP 22 hours			$450 US $500 CA		Technicians, Installers, Maintainers certified on the Basic (Level 1) I&M course. Prerequisite for Advanced (Level 2) I&M course.

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Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
System Administration 5 days	**$1250 US** **$1500 CA**				System Administrators of the product.
Twinning / Wireless			**$250 US** **$300 US**		Technicians, Installers, Maintainers certified on the Advanced I&M (Level 2) course.
Teleworker			**$250 US** **$300 US**		Technicians, Installers, Maintainers certified on the Advanced I&M (Level 2) course.
YA (Your Assistant) SX-200 5 hours			**$450 US** **$500 US**		Technicians, Installers, Maintainers certified on the Advanced I&M (Level 2) course.
SX-200 SpectraLink Installation and Maintenance 4 hours			**$295 US** **$354 CA**		Provided by SpectraLink – registration form link on Mitel website – fees paid to SpectraLink.
Mobile Extensions for SX-200 6 hours			**$250 US** **$300 CA**		This self-paced course prepares students to perform installation and administration on the Mobile Extension (ME) product.
Mobile Extensions for SX-200 Updates 2 hours			**$0**		Technicians, Installers, Maintainers certified on a previous release of the product.

Mitel SX-2000

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Primer for Installation and Maintenance 4 hours			**$0**		Technicians, Installers, Maintainers who want to register for the Installation and Maintenance course.
Installation and Maintenance			**$1500 US** **$1800 CA**		Technicians, Installers, Maintainers not previously certified on the product.
Installation and Maintenance Updates 1 hour			**$0**		Technicians, Installers, Maintainers certified on a previous release of the product.
System Administration 5 days	**$1250 US** **$1500 CA**				System Administrators of the product.

Mitel ISDN Solutions (for SX-200, SX-2000 and 3300 ICP)

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance (IMAT) for 3300 ICP 3 days			**$450 US** **$540 CA**		Technicians, Installers, Maintainers not previously certified on the product.
Installation and Maintenance (IMAT) for SX-200 3 days			**$450 US** **$540 CA**		Technicians, Installers, Maintainers not previously certified on the product.
Installation and Maintenance (IMAT) for SX-2000 3 days			**$450 US** **$540 CA**		Technicians, Installers, Maintainers not previously certified on the product.
SX-200 ISDN PRI Card			**$250 US** **$300 CA**		Technicians, Installers, Maintainers not previously certified on the product.
SX-2000 ISDN PRI Card			**$250 US** **$300 CA**		Technicians, Installers, Maintainers not previously certified on the product.
SX-2000 R2 Card Installation and Maintenance 4 hours			**$250 US** **$300 CA**		Technicians, Installers, Maintainers not previously certified on the product.
Installation and Maintenance Updates			**$0**		Technicians, Installers, Maintainers certified on a previous release of the product.

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Mitel 5700 Video Conferencing with VFA

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Site Qualification 4 hours			$0		Sales and Network Engineers who qualify and plan site-specific information in order to install the product.
Installation and Maintenance 22.5 hours			$450 US $540 CA		Technicians, Installers, Maintainers not previously certified on the product. Please contact Stephen Beamish, Mitel Kanata.
Installation and Maintenance Updates			$0		Technicians, Installers, Maintainers certified on a previous release of the product.

Mitel Standard Linux

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Mitel Standard Linux Installation and Maintenance 6 hours			$0		Technicians, Installers, Maintainers not previously certified on the product.
Mitel Standard Linux Installation and Maintenance Updates			$0		Technicians, Installers, Maintainers certified on a previous release of the product.

Mitel Border Gateway (formerly Multi-Protocol Border Gateway, also Teleworker)

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance 6 hours			$450 US $500 CA		Technicians, Installers, Maintainers not previously certified on the product.
Installation and Maintenance Updates 2 hours			$0		Technicians, Installers, Maintainers certified on a previous release of the product.
Web Proxy Server Installation and Maintenance 3 hours			$0		

Mitel 6110 CCM (Contact Center Management)   www.prairiefyre.com

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance Primary Installation – 10 hrs Remote Installation – 10 hrs Upgrade Installation – 4 hrs				$0	Technicians, Installers, Maintainers not previously certified on the product. Course is available through Prairie Fyre's website (www.prairiefyre.com). Upon completion, register for testing through MOL (Mitel On-Line).
Installation and Maintenance 3 days	$1800 US $1800 CA				Technicians, Installers, Maintainers not previously certified on the product.
Installation and Maintenance Updates			$0		Technicians, Installers, Maintainers certified on previous release of the product.
PhoneSet Manager and Contact Center Softphone Installation and Maintenance			$0		Technicians, Installers, Maintainers not previously certified on the product.

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Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
System Administration				$0	Course is available through Prairie Fyre's website (www.prairiefyre.com). Upon completion, register for testing through MOL (Mitel On-Line).

Mitel 6115 ICC (Interactive Contact Center) — www.prairiefyre.com

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance 4 hours				$0	Technicians, Installers, Maintainers not previously certified on the product. Course is available through Prairie Fyre's website (www.prairiefyre.com). Upon completion, register for testing through MOL (Mitel On-Line).
Primary Installation and Maintenance 4 hours			$0		Technicians, Installers, Maintainers not previously certified on the product. Course is available through Prairie Fyre's website (www.prairiefyre.com). Upon completion, register for testing through MOL (Mitel On-Line).

Mitel 6140 Agent Portal — www.prairiefyre.com

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance 2 hours *no current training on website as per Ed Dunlap instructions*					Technicians, Installers, Maintainers not previously certified on the product.

Mitel 6160 Intelligent Queue — www.prairiefyre.com

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance 8 hours			$0		Technicians, Installers, Maintainers not previously certified on the product.
Installation and Maintenance Updates			$0		Technicians, Installers, Maintainers certified on a previous release of the product.
System Administration 8 hours			$0		System Administrators of the product.

Mitel 6300 Call Recording Solutions

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Marathon TDI	Please consult Chris Atkinson 613-592-5660 Ext. 2885				Technicians, Installers, Maintainers
Marathon Advanced and Marathon Pro Installation and Maintenance 24 hours			$400 US $480 CA		Technicians, Installers, Maintainers (Certification will be awarded upon successful completion of the course.)

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Mitel 6500 Speech Server

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance 3 days	$1050 US $1260 CA		$400 US $480 CA		Technicians, Installers, Maintainers not previously certified on the product.
Installation and Maintenance Updates			$0		Technicians, Installers, Maintainers certified on a previous release of the product.

Mitel 6510 Messaging Server

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance 5 days	$2550 US $3060 CA				Technicians, Installers, Maintainers not previously certified on the product.
Installation and Maintenance Updates 2 hours			$0		Technicians, Installers, Maintainers certified on a previous release of the product.
System Administration 3 days	$1040 US $1248 CA				System Administrators of the product.

Mitel Enterprise Manager

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Enterprise Manager (with OPS Manager) Installation and Maintenance 5 days	$1500 US $1800 CA				Technicians, Installers, and Maintainers not previously certified on the product.
Installation and Maintenance Updates 2 hours			$0		Technicians, Installers, and Maintainers certified on a previous release of the product.
Enterprise Manager (with OPS Manager) System Administration 4 days	$1000 US $1200 CA				System Administrators of the product.

Mitel NuPoint Unified Messenger

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Pre-requisite Training for Installation and Maintenance NPM IP 10 hours			$0		Technicians, Installers and Maintainers wishing to take the Installation and Maintenance course.
Installation and Maintenance NPUM 5 days	$1800 US $2160 CA				Technicians, Installers and Maintainers not previously certified on the product.
Installation and Maintenance NPUM on MAS			$1000 US $1200 CA		Technicians, Installers and Maintainers not previously certified on the product.

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Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance NPM (Model 640) 5 days	$1800 US $2160 CA				Technicians, Installers and Maintainers not previously certified on the product.
Installation and Maintenance Update IP (Standard Edition) 3 hours			$0		Technicians, Installers, Maintainers certified on a previous release of the product.
Installation and Maintenance Update IP (Model 640) 3 hours			$0		Technicians, Installers, Maintainers certified on a previous release of the product.
System Administration NuPoint Unified Messenger 3 days	$1000 US $1200 CA				System Administrators of the product.
End User NuPoint Unified Messenger 2-3 hours			$250 US $300 CA		End Users of the product.
Advanced Applications 5 days	$1800 US $2160 CA				Technicians, Installers and Maintainers responsible for designing and programming customer databases.

Mitel Quick Conference

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance 8 hours			$250 US $300 CA		Technicians, Installers and Maintainers not previously certified on the product.
Installation and Maintenance Updates			$0		Technicians, Installers and Maintainers certified on a previous release of the product.

Mitel Emergency Response Adviser

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance 4 hours			$800 US $800 CA		Technicians, Installers, and Maintainers not previously certified on the product.
Installation and Maintenance Updates			$0		Technicians, Installers, and Maintainers certified on a previous release of the product.

Healthcare

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
IGEACOM Installation and Maintenance 8 hours			$400 US $460 CA		

Mitel 3000 – North America

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance Basic 8 hours			$0		
Installation and Maintenance T1 4 hours			$0		
Installation and Maintenance IP 8 hours			$0		

Mitel 3000 – Australia

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Installation and Maintenance Basic 8 hours			$0		
Installation and Maintenance IP 8 hours			$0		

Mitel Applications Suite

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Mitel Applications Suite Installation and Maintenance 6 hours			$450 US $540 CA		
Mitel Applications Suite Installation and Maintenance Updates 2 hours			$0		

Miscellaneous

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Mitel Secure Recording Connector Installation and Maintenance 6 hours			$450 US $540 CA		
Mitel Secure Recording Connector Installation and Maintenance Updates			$0		
Mitel Applications Management Center (AMC) Training Guide 3-4 hours			$0		
7100 MAP Installation and Maintenance 4 hours			$0		Technicians who install and maintain 7100 MAP (Management Access Point).
Voice and Data Technology Primer 4 hours				$0	Anyone interested in learning general Voice, Data and IP technology.
Superconsole 2000				$0	End-users of the product.
Integrated User Management Installation and Maintenance 2 hours			$250 US $300 CA		Technicians, Installers, and Maintainers not previously certified on the product.

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3rd Party Offerings

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
Telecollaboration Installation and Maintenance (presented by Magor) 2 days	$500 US $500 CA				Technicians certified on the 3300 product.
LAN/WAN Technologies for Mitel VoIP 22 hours (Vocale – 3rd Party in UK)			$450 US $500 CA		Pre-requisite training for 3300 Basic Installation and Maintenance Leader-Led. Pre-requisite training for SX-200 Advanced (Level 2) Installation and Maintenance Leader-Led.
SIP – Mitel Style (Vocale – 3rd Party in UK)			$600 US $600 CA		
Feature Teacher – 10 licenses Feature Teacher – 30 licenses Feature Teacher – 50 licenses Feature Teacher – 100 licenses (Hosted by Vocale – 3rd Party)			$600 US $720 CA $1020 US $1200 CA $1500 US $1700 CA $2400 US $2800 CA		End-Users

Inter-Tel Classic Products

Course	Leader-Led	Virtual	Self-Study	Web-Based	Audience
5000 CP Basic I+M Primer 8 hours			$0		Technicians, Installers, Maintainers not previously certified on the product.
5000 CP I&M Bridging for Axxess Techs 8 hours			$0		Technicians, Installers, and Maintainers certified on Axxess.
5000 CP I&M 40 hours	$1375 US $1500 CA				Technicians, Installers, Maintainers not previously certified on the product.
5000 CP I&M Update 2 hours			$0		Technicians, Installers, and Maintainers certified on a previous release of the product.
5000/Axxess System Administration 7.5 hours	$1650 US $1800 CA				End user system administrators
5000/Axxess CT/OAI I&M 8 hours			$0		Technicians, Installers, and Maintainers certified on the product, but who need advanced training in CT/OAI.
5000/Axxess SIS Database Programming 40 hours	$1375 US $1500 CA				System Implementation Specialists not previously certified on the product.
5000/Axxess ISDN I&M 8 hours			$0		Technicians, Installers, and Maintainers certified on the product, but who need advanced training in ISDN.
5000/Axxess Networking I&M 22.5 hours	$1375 US $1500 CA				Technicians, Installers, and Maintainers certified on the product, but who need advanced training in Networking.
5000/Axxess UC/SIP I&M 40 hours			$0		Technicians, Installers, Maintainers not previously certified on the product.

Audio and Web Conferencing (AWC) I&M 2 hours			$0		Technicians, Installers, Maintainers not previously certified on the product.
Audio and Web Conferencing (AWC) I&M Update 2 hours			$0		Technicians, Installers, and Maintainers certified on a previous release of the product.
Axxess ATM/CPS I&M 8 hours			$0		Technicians, Installers, and Maintainers certified on the product, but who need advanced training in ATM/CPS.
Axxess Basic I&M Primer 8 hours			$0		Technicians, Installers, Maintainers not previously certified on the product.
Axxess Basic Technical 40 hours	$990 US $1080 CA				Technicians, Installers, Maintainers not previously certified on the product.
Axxess I&M Bridging for 5000 Techs 8 hours			$0		Technicians, Installers, and Maintainers certified on the Mitel 5000.
Axxess Update 2 hours			$0		Technicians, Installers, and Maintainers certified on a previous release of the product.
Contact Center Suite Applications Class for End-Users 16 hours	$660 US $720 CA	$550 US $600 CA			End user CCS administrators
Contact Center Suite Advanced I&M 24 hours	$825 US $900 CA				Technicians, Installers, and Maintainers certified on the product, but who need advanced training.
Contact Center Suite Technical 40 hours	$1375 US $1500 CA				Technicians, Installers, Maintainers not previously certified on the product.
Contact Center Suite Technical Update 4 hours			$0		Technicians, Installers, and Maintainers certified on a previous release of the product.
Enterprise Messaging I&M 20 hours			$950 US $1050 CA 450 GBP		Technicians, Installers, Maintainers not previously certified on the product.
Introduction to T1/PRI/BRI 8 hours			$0		Technicians, Installers, and Maintainers certified on 5000/Axxess, but who need advanced training in T1/BRI/PRI.
Unified Messaging OSE Update Certification Online 3 hours			$0		Technicians, Installers, Maintainers not previously certified on the product.
Web Conferencing (WCRS) I&M			$0		Technicians, Installers, Maintainers not previously certified on the product.