





Professional installation and configuration of customer supplied and owned hardware and software.
Onsite and Remote Services provided by highly qualified and dependable Travelport Field Service Engineers.

 Technical Service Fees				
Activity	Description	Fee (all values in USD)	Includes	Comments
Hourly rate	Any 1 hour of Technical Service	\$195 per hour	Any installation, configuration or troubleshooting not covered in a specific job description.	Partial hours charged at a rate of \$100 a half hour.
Daily Rate	Any 8 hours of Technical Service assistance	8 hours is \$1200	Any installation, configuration or troubleshooting of agency hardware and/or software.	Any additional time beyond the initial 8 hours is charged at the hourly rate.
Travel Time (On Site Service)	Travel Time to and from customer location	\$100 per hour		
Travel Charges (On Site Service)	Travel Charges incurred by engineer to and from customer location	Total costs incurred by Field Service Engineer for Travel	Transportation charges, for example, air, rail, car, hotel charges and meals	
 Setup Services				
Local Area Network	Workstation LAN configuration	\$50 per workstation	Configure and test LAN connectivity	Re-set of network configuration on workstation when site is changing connectivity. IP addresses reset.
Route Add Statement	Add route statements to workstations	\$20 per workstation	Create, add and test route statements for any one workstation.	Allowing for internet / email access via customer owned router
Apollo Print Linkage	Setup or reconfigure Apollo Printer Linkage	\$25 per workstation	Setup or reconfigure Apollo Printer Linkage to any one workstation	
Worldspan AIR Table Printer Association Table	Adjust or troubleshoot Worldspan Printer Association Table	\$25 per modification	Troubleshoot, adjust and test Worldspan Printer associations	
 Technical Troubleshooting				
Internet Explorer	Troubleshoot, upgrade, configure Microsoft's Internet Explorer	\$60 per instance	Diagnose and Correct Internet Explorer errors	
Printers	Troubleshoot issues involving Travelport certified printers	\$60 per printer	Configure and test printer function	
Troubleshooting	Miscellaneous - Troubleshooting	Troubleshooting provided by technical service representatives is billed at \$100 per half hour	Find and eliminate causes agency problems	


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 Technical Service Fees Hardware Installation and Configuration				
Activity	Description	Fee (all values in USD)	Includes	Comments
Linksys RV042 or Netgear FVS338 Router	Install and configure any 1 Linksys RV042 or Netgear FVS338 Router	\$150 per router	Unbox, install, configure and test any one customer provided Linksys RV042 or Netgear FVS338 Router	
Cisco 831 Router	Install and configure any 1 Cisco 831 Router with NAT to local addressing.	\$200 per router	Unbox, install, configure and test any one customer provided Cisco 831 router	
Client Workstation	Install and configure any one client workstation with Travelport applications	\$75 per workstation	Unbox and install any one customer supplied PC workstation installed with Windows 7, Vista or XP	
Firewall	Install and configure any 1 Cisco PIX 501 with Policy NAT	\$250 per router	Unbox, install, configure and test any one customer provided Cisco PIX 501 with Policy NAT Firewall	
External DSL/Cable Modem	Work with Customer's ISP to Install DSL or Cable modem	\$125 per modem	Unbox, install, configure and test any one customer provided DSL or Cable modem.	
Serial Card	Install and configure any Single or Multi-Port SIIG 1 to 4 serial port card	\$75 per workstation	Unbox, install, configure and test any one customer provided Single or Multi-Port SIIG one to 4 serial port card	
Memory	Upgrade, add or install Random Access Memory (RAM)	\$40 per workstation	Unbox, install, configure and test customer provided RAM	Customer is responsible for acquiring correct memory
Itinerary / Message Printer	Install and configure any 1 Apollo or Worldspan Itinerary / Message Printer	\$75 per printer	Unbox, install, configure and test any one customer provided Apollo or Worldspan Itinerary / Message Printer and printer cable	
Windows Network Printer	Install and configure any 1 Windows Network Printer	\$75 per workstation	Unbox, install, configure and test any one customer provided Windows Printer and printer cable	
Windows Network Printer Client	Install and configure any 1 Network Printer Client	\$25 per workstation	Install, configure and test Network Printer Client	


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 Technical Service Fees Software Installation and Configuration Services				
Activity	Description	Fee (all values in USD)	Includes	Comments
Galileo Desktop	Install Galileo Desktop	\$75 per workstation	Install, configure and test Galileo Desktop on any one customer supplied workstation installed with Windows 7, Vista or XP	
Worldspan Go!	Install Worldspan Go!	\$75 per workstation	Install, configure and test Worldspan Go! on any one customer supplied workstation installed with Windows 7, Vista or XP	
Worldspan Fastclip	Install and configure Worldspan Fastclip software.	\$35 per workstation	Install, configure and test Worldspan Fastclip for use with Go!	
Galileo SSL Service	Install or Upgrade Galileo SSL Service	\$40 per workstation	Install or upgrade and test Galileo SSL Service on workstations installed with Windows 7, Vista or XP	
Nortel Client / FocalpointNET	Reconfigure or install software for VPN (virtual private network) access to Apollo connection	\$40 per workstation	Reconfigure or install software for VPN (virtual private network) access to Apollo connection and test	
Galileo Print Manager	Install or Upgrade Galileo Print Manager	\$75 per instance	Install or upgrade, configure and test Galileo Print Manager	
Worldspan Host Print Manager	Install or Upgrade Worldspan Host Print Manager	\$75 per instance	Install or upgrade, configure and test Worldspan Host Print Manager	
Back Office Connectivity	Configure the Galileo Print Manager (GPM) software or Worldspan Host Print Manager (HPM) for a MIR/Images to Disk device	\$125 per instance	Configure the Galileo Print Manager (GPM) software or Worldspan Host Print Manager (HPM) for a MIR/Images to Disk device.	Setup allows agencies using a back office accounting package such as the Galileo GlobalWare or TRAMS to download and interface MIRs/Images

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 Technical Service Fees Software Installation and Configuration Services				
Fee Activity	Description	Fee (all values in USD)	Includes	Comments
Anti-Virus Software	Install and configure Anti-Virus Software	\$60 per workstation	Install and configure customer supplied Personal Anti-Virus Software on one workstation	i.e. Norton, McAfee, ZoneAlarm
Personal Firewall Software	Install and configure Personal Firewall Software	\$60 per workstation	Install and configure customer supplied Personal Firewall Software on one workstation	i.e. Norton, McAfee, ZoneAlarm
Workstation Security	Install and configure Workstation Security Software	\$125 per workstation	Install and configure customer supplied Personal Workstation Security Software on one workstation	i.e. Norton, McAfee, ZoneAlarm
Microsoft Office	Install Microsoft Office	\$50 per workstation	Install and configure customer supplied Microsoft Office Software on one workstation	All software must be properly licensed
PC Fax Software	Install PC Fax Software	\$40 per instance	Install and configure customer supplied PC Fax Software on one workstation	PC must have Modem and phone line installed.
Windows XP	Install Windows XP	\$125 per workstation	Install customer supplied Windows XP on one PC	All software must be properly licensed
Windows Vista Client or Windows 7	Install Windows Vista or Windows 7	\$175 per workstation	Install customer supplied Windows Vista or Windows 7 on one PC	All software must be properly licensed
Windows Server 2003/2007/2008	Install Windows Server 2003/2007/2008	\$175 per workstation	Install customer supplied Windows Server 2003/2007/2008 on one PC	All software must be properly licensed

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