

**INFRASTRUCTURE CHARGEBACK RATES - effective July 1, 2025**

*(Note: Chargeback Rates do not include GTA Administration Fee and are subject to change)*



End User Computing			
Sub Tower	Resource Unit	Measure	Rate
EUC Support	EUC Platinum EUC Device Support	Device	\$ 410.35
EUC Support	EUC Gold EUC Device Support	Device	\$ 213.12
EUC Support	EUC Silver EUC Device Support	Device	\$ 120.38
EUC Support	EUC Bronze EUC Device Support	Device	\$ 35.00
EUC Support	EUC Silver Network Printer Support	Device	\$ 74.55
EUC Support	EUC Bronze Network Printer Support	Device	\$ 20.91
EUC Support	EUC WVD Thin Client Support	Device	\$ 43.76
EUC Support	EUC Virtual Desktop Management Service	User	\$ 15.23
Mobile Device	EUC Managed Mobile Device	Device	\$ 8.85
EUC Optional	EUC Data Loss Prevention	Device	\$ 3.45
EUC Optional	EUC IT in a Box	Site	\$ 8,750.25
EUC Optional	EUC Walk Up Locations	Site	\$ 17,500.50
EUC Optional	EUC Managed Print	per 25 Managed Printers	\$ 2,076.73
Hardware/Software/Maintenance EUC	EUC Accidental Damages	Per Replaced Component	\$ 291.68

Mainframe Services			
Sub Tower	Resource Unit	Measure	Rate
Mainframe Storage	Application Tapes in Storage Archived	Tape	\$ 2.00
Mainframe Storage	Automated Application Tape Storage	GB	\$ 0.280
Mainframe Storage	Backup Retention Offsite	Tape	\$ 2.03
DASD	Mainframe Allocated Application DASD	GB	\$ 4.49
GP CPU	GP Application CPU Hour	Hours	\$ 17,351.21
zIIP CPU	zIIP Application CPU Hour	Hours	\$ 311.34

Print to Mail Services			
Sub Tower	Resource Unit	Measure	Rate
Print	Manual Envelope Labeling	Images	\$ 0.051
Print	Post Print Manual Job Scan	Images	\$ 0.222
Print	Print Images - Digital Color	Images	\$ 0.163
Print	Print Images - Offset Color 1-2 Colors	Images	\$ 0.082
Print	Print Images - Offset Color 4 Colors	Images	\$ 0.115
Print	Print Images Custom	Images	\$ 0.031
Print	Print Images Custom Form	Images	\$ 0.040
Print	Print Images Standard	Images	\$ 0.034
Media	#10 Custom Double Window Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.037
Media	#10 Custom Single -Window Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.032
Media	#10 Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.024
Media	#10 Envelopes Box of 2500	Boxes	\$ 96.47
Media	#10 Standard Single Window Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.024
Media	6x9 Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.131
Media	6x9.5 Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.038
Media	9x12 Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.409
Fulfillment	Folding / Inserting First Sheet	Sheets	\$ 0.048
Fulfillment	Folding / Inserting Subsequent Sheets	Sheets	\$ 0.012
Fulfillment	Folding / Sealing	Sheets	\$ 0.017
Fulfillment	IMB Presort and Barcoding	Envelopes	\$ 0.029
Fulfillment	Overweight 10 - 75 Sheets in an Envelope (Envelope Included)	Sheets	\$ 2.008
Fulfillment	Overweight 76+ Sheets in Box (Box Included)	Boxes	\$ 3.761
Courier	Postage	Dollars to be Billed	\$ 1.00
Courier	Region 1 - Early / Late Service	Deliveries	\$ 294.64
Courier	Region 1 - Standard Service	Deliveries	\$ 249.84
Courier	Region 2 - Early / Late Service	Deliveries	\$ 309.69
Courier	Region 2 - Standard Service	Deliveries	\$ 264.56

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Print to Mail Services			
Sub Tower	Resource Unit	Measure	Rate
Courier	Region 4 - Early / Late Service	Deliveries	\$ 241.99
Courier	Region 4 - Standard Service	Deliveries	\$ 196.86
Courier	Region 5 - Early / Late Service	Deliveries	\$ 264.56
Courier	Region 5 - Standard Service	Deliveries	\$ 219.43
Courier	Region 6 - Early / Late Service	Deliveries	\$ 369.86
Courier	Region 6 - Standard Service	Deliveries	\$ 294.64
Courier	Region 7 - Early / Late Service	Deliveries	\$ 445.08
Courier	Region 7 - Standard Service	Deliveries	\$ 377.38
Courier	Region 8 - Early / Late Service	Deliveries	\$ 369.86
Courier	Region 8 - Standard Service	Deliveries	\$ 294.64
Courier	Region 9 - Early / Late Service	Deliveries	\$ 520.29
Courier	Region 9 - Standard Service	Deliveries	\$ 445.08
Courier	Region 10 - Early / Late Service	Deliveries	\$ 670.72
Courier	Region 10 - Standard Service	Deliveries	\$ 595.51
Courier	Region 11 - Early / Late Service	Deliveries	\$ 670.72
Courier	Region 11 - Standard Service	Deliveries	\$ 595.51
Courier	Region 12 - Early / Late Service	Deliveries	\$ 791.07
Courier	Region 12 - Standard Service	Deliveries	\$ 700.81
Courier	Region 3 Outbound Mail Presort & Metering	Envelopes	\$ 0.091
Courier	Regions 1-2 & 4-12 Outbound Mail Presort & Metering	Deliveries	\$ 0.090
Courier	Zone 1 (Capital Square) - Early / Late Service	Deliveries	\$ 27.47
Courier	Zone 1 (Capital Square) - Standard Service	Deliveries	\$ 6.736
Courier	Zone 2 (Downtown) - Early / Late Service	Deliveries	\$ 27.47
Courier	Zone 2 (Downtown) - Standard Service	Deliveries	\$ 24.85
Courier	Zone 3 (Perimeter) - Early / Late Service	Deliveries	\$ 54.94
Courier	Zone 3 (Perimeter) - Standard Service	Deliveries	\$ 45.78
Courier	Zone 4 (Long Distance) - Early / Late Service	Deliveries	\$ 94.18
Courier	Zone 4 (Long Distance) - Standard Service	Deliveries	\$ 77.17

Security Services			
Sub Tower	Resource Unit	Measure	Rate
Security Support	Digital Forensics and Incident Response (DFIR) Remote	Hours	\$ 390.00
Security Support	Managed Security Support	Agent	\$ 17.18
Security Support	Penetration Testing Onsite	Hours	\$ 255.72
Security Support	Penetration Testing Remote	Hours	\$ 229.00
Security Support	Security Awareness Training (SAT)	Users	\$ 0.78
Security Tools	Crowdstrike Security	License	\$ 1.58
Security Tools	Information Security Officer (ISO)	Days	\$ 1,176.03
Security Tools	Proofpoint Email Security (PES)	License	\$ 3.14
Security Tools	Tenable Security	License	\$ 0.50

Service Desk			
Sub Tower	Resource Unit	Measure	Rate
Support	Authorized Devices	Device	\$ 8.54

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Server			
Sub Tower	Resource Unit	Measure	Rate
Application Servers	SVR Linux Tier 1 (24x7 Support) Custom	Instance	\$ 1,096.81
Application Servers	SVR Linux Tier 1 (24x7 Support) Standard	Instance	\$ 981.87
Application Servers	SVR Linux Tier 2 (10x5 Support) Custom	Instance	\$ 953.77
Application Servers	SVR Linux Tier 2 (10x5 Support) Standard	Instance	\$ 889.02
Application Servers	SVR Medium Remote Server	Server	\$ 478.19
Application Servers	SVR Proprietary UNIX (10x5 Support)	Instance	\$ 1,542.18
Application Servers	SVR Proprietary UNIX (24x7 Support)	Instance	\$ 4,214.43
Application Servers	SVR Small Remote Server	Server	\$ 357.04
Application Servers	SVR Tier 3 Partial Support	Instance	\$ 1,542.18
Application Servers	SVR Tier 4 Appliance Support	Instance	\$ 696.00
Application Servers	SVR Windows Tier 1 (24x7 Support) Custom	Instance	\$ 2,094.55
Application Servers	SVR Windows Tier 1 (24x7 Support) Standard	Instance	\$ 1,268.33
Application Servers	SVR Windows Tier 2 (10x5 Support) Custom	Instance	\$ 870.16
Application Servers	SVR Windows Tier 2 (10x5 Support) Standard	Instance	\$ 680.43
Disaster Recovery	SVR Tier 0 Solaris Dedicated Disaster Recovery	Instance	\$ 1,075.46
Disaster Recovery	SVR Tier 0 Wintel Dedicated Disaster Recovery	Instance	\$ 955.91
Disaster Recovery	SVR Tier 0 Wintel Virtual Disaster Recovery	Instance	\$ 923.90
Disaster Recovery	SVR Tier 1 Solaris Dedicated Disaster Recovery	Instance	\$ 1,330.78
Disaster Recovery	SVR Tier 1 Wintel Dedicated Disaster Recovery	Instance	\$ 1,329.00
Disaster Recovery	SVR Tier 1 Wintel Virtual Disaster Recovery	Instance	\$ 1,244.42
Disaster Recovery	SVR Tier 2 DR Rack Charges Disaster Recovery	Rack	\$ 3,383.91
Email	SVR Email Accounts	Account	\$ 13.01
Server Storage	SVR Archived Tapes	Tape	\$ 0.65
Server Storage	SVR Backup Data written to Disk	GB	\$ 0.11
Server Storage	SVR Tier 1 Premium (Solid State) Storage	GB	\$ 0.186
Server Storage	SVR Tier 1R Premium (Solid State) Storage (Replicated Copy)	GB	\$ 0.186
Server Storage	SVR Tier 2 Business Critical Storage	GB	\$ 0.09
Server Storage	SVR Tier 2R Business Critical Storage (Replicated Copy)	GB	\$ 0.192
Server Storage	SVR Tier 3 Unstructured User Storage (NAS)	GB	\$ 0.09
Server Storage	SVR Tier 3R Unstructured User Storage (NAS) (Replicated Copy)	GB	\$ 0.161
Server Storage	SVR Tier 4 Archival/Backup Storage	GB	\$ 0.02
Software Stack Support	SVR Business Application Monitoring	Application	\$ 658.13
Software Stack Support	SVR Business Application Packaging Request	Completed Request	\$ 3,369.19
Software Stack Support	SVR Database Oracle Server	Instance	\$ 331.00
Software Stack Support	SVR Database SQL Server	Instance	\$ 295.29
Software Stack Support	SVR Web Server Middleware Support	Instance	\$ 426.54
Cloud Broker Services	SVR 3rd Party Access Service - Active Directory Trust Identity	Application	\$ 801.92
Cloud Broker Services	SVR 3rd Party Access Service - Cloud Connection	Connection	\$10,381.13
Cloud Broker Services	SVR 3rd Party Access Service - Okta Identity	Application	\$ 2,415.23
Cloud Broker Services	Cloud Infrastructure Premium Support	Hours	\$ 285.84
Cloud Broker Services	Cloud Infrastructure Premium Support (after hours)	Hours	\$ 393.76
Cloud Broker Services	SVR Cloud Consumption	Dollars	\$ 1.00
Cloud Broker Services	SVR Cloud Support Services	Dollars	\$ 1.00
Cloud Broker Services	SVR File Gateway Connected Server Setup	One Time Charge	\$ 2,005.28
Cloud Broker Services	SVR File Gateway Connected Server Support	Device	\$ 24.80
Cloud Broker Services	SVR Gateway Support	Site	\$ 1,983.39
Cloud Broker Services	SVR Private Cloud Connectivity Service	Cloud Environment	\$ 566.93
Managed Cloud Services	Managed Cloud Core Charge	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Core Charge Advanced	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Marketplace Charge	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Marketplace Charge Advanced	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Miscellaneous Charge	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Miscellaneous Charge Advanced	Dollars to be Billed	\$ 1.00

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Server			
Sub Tower	Resource Unit	Measure	Rate
Managed Cloud Services	Managed Cloud Professional Services Charge	Dollars to be Billed	\$ 1.00

Disaster Recovery			
Sub Tower	Resource Unit	Measure	Rate
Disaster Recovery	DR Full Recovery Exercise - Single	Instance	\$ 1,966.12
Disaster Recovery	DR Full Recovery Exercise - Small	Instance	\$ 1,835.82
Disaster Recovery	DR Full Recovery Exercise - Medium	Instance	\$ 1,712.93
Disaster Recovery	DR Full Recovery Exercise - Large	Instance	\$ 1,448.39
Disaster Recovery	DR Customer Tabletop Exercise - Single	Instance	\$ 2,633.84
Disaster Recovery	DR Customer Tabletop Exercise - Small	Instance	\$ 2,458.16
Disaster Recovery	DR Customer Tabletop Exercise - Medium	Instance	\$ 2,282.09
Disaster Recovery	DR Customer Tabletop Exercise - Large	Instance	\$ 1,931.34
Disaster Recovery	DR Full Recovery Exercise - Mainframe	Instance	\$ 3,043.34

\*\*\* Note - End User Computing, Server Support, and DR costs do not include the cost of using GTA Hardware. These are billed as a Hardware Service Charge.

\*\*\*Note - Cloud Consumption and Cloud Support Services rates are set by the Cloud Provider. See Cost Estimator Tool or contact your Customer Success Manager for assistance to determine those charges.

\*\*\*Note - The use of Managed Cloud Services is subject to additional shared support cost internal to the cloud environment.