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MEMORANDUM

TO: All Agency Contacts

FROM: Rick Boggs, Executive Director - OIS
Commonwealth Office of Technology

DATE: May 29, 2007

SUBJECT: Network Printer Support Billing

In July 2006, the Commonwealth Office of Technology (COT) instituted a Desktop Support rated service (DT10). The DT10 rate is $60 per month, per device. This rate was intended to cover support and replacement costs for standard desktops, laptops and networked printers for consolidated agencies. However, COT elected to withhold billing agencies for networked printers until we had the opportunity to review each agency's printing configuration to maximize efficiencies.

Beginning July 1, 2007, consolidated agencies will be billed the DT10 rate for each network printer in service. Agencies requesting acquisition of new network printers may choose from one of two "standard models" (color or monochrome). Highlights of the network printer support model are:

- Billing will begin July 1, 2007
- Printer Support is applicable only to networked print devices
- The rate includes support and replacement of network print devices
- Acquisition and costs for consumables (ink, paper) remain the responsibility of the agency
- Agencies acquiring network printers may select from two standard models
- Standalone printers, DeskJet-type printers, multi-function lasers, copiers, etc., are not covered
- Agencies will not be "back-billed" for network printer support received from COT to date

If you would like to review a current list of the networked printers and their intended COT billing number assignments, or require any additional information, please contact the Commonwealth Service Desk at (502) 564-7576 or CommonwealthServiceDesk@ky.gov.