

CONTENTS

INTRODUCTION	1
PRICING CONVENTIONS.....	2
ET CATALOG INFORMATION SOURCES	3
PRODUCT LISTING – AN EXAMPLE	4
1. VOICE SERVICES	5
TELEPHONE LINES AND EQUIPMENT	7
TELEPHONE USAGE.....	13
VOICE MAIL.....	17
TRADING SUPPORT SERVICES	21
PRIVATE LINES	25
CALLING CARDS	29
MOBILE PHONES	31
AUXILIARY LINES	33
OPERATOR SERVICES	35
CLIENT SUPPORT ANALYST (CSA) SERVICES.....	37
2. COMPUTING SERVICES	39
DESKTOP	41
HARDWARE AND SOFTWARE (EDP).....	41
EMAIL AND FAX MESSAGING.....	45
HARDWARE MAINTENANCE AND ASSET MANAGEMENT.....	47
SWIFT MESSAGING SERVICES	51
END USER COMPUTING SUPPORT	53
USER SUPPORT GROUPS (USG)	53
SYSTEMS ADMINISTRATION	59
DATABASE ADMINISTRATION (EUROPE ONLY).....	65
MOBILE COMPUTING	67
REMOTE ACCESS.....	67
MESSAGING AND PAGING DEVICES.....	71