

Comprehensive Communications and Infrastructure Solutions

Serving you across
the country and
around the world.



About Black Box

Comprehensive voice communications and data infrastructure solutions.

Get the objective advice you need, the industry-leading technology you want, and the real support you can count on from Black Box Network Services.



Whether you're ready to move into unified communications and collaboration, build a data center, or upgrade the hardware in your existing infrastructure, Black Box can deliver the right solution for your business.

Voice Communications

For the absolute latest in voice technologies, including Voice over IP, unified communications and collaboration, and mobility, call Black Box.

Solutions include:

- Unified Communications & Collaboration
- VoIP
- Traditional Telephony
- Maintenance Services
- Contact Centers
- Managed Services
- Network Security
- Mobility
- Messaging



Data Infrastructure

We deliver start-to-finish services for new installations and system upgrades for one site or multiple sites around the world.

Capabilities include:

- Structured Cabling
- Data Centers
- Data Networking
- Wired Networks
- Wireless Networks
- Hybrid Wired/Wireless Data Networks
- CATV & Video Systems
- Digital Signage
- Network Monitoring
- Technology Deployments



Networking Products

With 118,000+ products, you'll find everything you need to build and maintain your network.

Products include:

- Cabinets & Racks
- Cabling
- Data Communications
- Digital Signage & Multimedia
- Interface & Protocol Converters
- KVM ServSwitch™
- Networking
- Network Security & Optimization
- Peripheral Switching & Sharing
- Power & Surge Protection
- Remote Monitoring & Security
- Testers & Tools
- Voice Communications





724-746-5500

Your single source for voice and data communications and infrastructure solutions.

No other provider offers the voice and data communications and infrastructure solutions, support, and products that Black Box Network Services does. Our global footprint, diverse capabilities, 34-year history, and deep commitment to provide the best technical solutions and support in the industry make us the right choice for your business.

A trusted provider.

Black Box Corporation (NASDAQ Global Select: BBOX) is a trusted provider of comprehensive voice and data communications and infrastructure solutions. As a value-added reseller and channel partner of platforms and applications from the industry's top manufacturers—and a provider of our own line of products and services—we design, build, and maintain today's complex voice and data networks. Plus we have ISO 9001 certifications, giving you the assurance of quality around the world.

Dedicated to helping you.

As a \$1 billion organization delivering services and solutions around the globe, at our core, we are an organization of top technical professionals dedicated to delivering personalized support to help you evaluate your technology options and implement the right voice communications, data infrastructure, and products to achieve your objectives.

Serving you locally and globally.

With the largest footprint in the industry, Black Box can serve you whether you have one office or a global enterprise. Headquartered near Pittsburgh, PA, Black Box maintains 194 offices and serves 141 countries. We have 175,000 clients in every major sector from government and education to manufacturing and transportation.



Voice Communications

Comprehensive solutions with uncompromising support.

Count on Black Box Network Services to deliver the latest innovations from the industry's top manufacturers.



Put the world's largest independent provider of voice communications services on your team. With an unmatched portfolio from today's leading manufacturers and an extensive offering of maintenance services, we can deliver comprehensive solutions for clients of every size and industry.

Unified Communications & Collaboration | Bring your many communications functions together to better serve your customers and your employees.

VoIP | Converge your voice and data traffic onto your IP network for improved efficiency, cost savings, and application enablement.

Traditional Telephony | Maximize the performance of your telephony system with solutions ranging from legacy platforms to cutting-edge technologies.

Maintenance Services | Get peace of mind with a comprehensive maintenance service plan.

Contact Centers | Turn your contact center into a dynamic, IP-based environment.

Network Security | Safeguard your network and your company's assets with a fully integrated security solution.

Managed Services | Simplify complex communications with blended on-site and remote services as well as Communications as a Service (CaaS), including fully hosted offerings.

















Mobility | Cut the desktop wires but keep employees connected to your customers and to each other.

Messaging | Enable your employees to stay connected and access all messages—voice, fax, and e-mail—through a single user interface.



Black Box can offer you an unmatched portfolio of technology platforms and applications from today's leading manufacturers and the expertise backed by more than 2000 certifications.

Find the right solution and partner for your business.

	Unified Communications & Collaboration	VoIP	Traditional Telephony	Contact Centers	Network Security	Managed Services	Mobility	Messaging
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Voice Communications

Bringing it all together.

Objective advice.
The right voice communications technologies.
Comprehensive maintenance services.
Extensive experience and support.



Our objective approach, breadth and depth of capabilities, years of experience, and unmatched expertise make Black Box Network Services the right voice communications partner.

An objective approach.

Because we are an independent provider, you'll receive a solution using world-class technologies from leading manufacturers. Interoperability is critical, and our vendor-neutral approach keeps us at the forefront of innovation to ensure that you get exactly the right solution for your business.

End-to-end solutions.

Whether you're looking for a traditional telephony system or want the latest in unified communications and collaboration, call Black Box. We offer comprehensive solutions from design, planning, and installation through comprehensive maintenance and Day-2 support.

Extensive experience.

Voice communications is our business. We currently maintain more than four million ports for clients of every size and in every major industry. In addition, Black Box has one of the largest staffs of BICSI-certified RCDD engineers, and our techs boast more than 2000 certifications.

24/7 call center support.

Get help when you need it. Our Support Centers handle more than 34,000 calls each month. More than 95% of trouble calls are resolved without manufacturer assistance, and our remote resolution is more than 70%.



724-746-5500

The industry's largest footprint.

Whether you need to make connections across town or across the country, Black Box Network Services can help. With 194 offices around the world and voice communications capabilities throughout North America, Black Box has the largest footprint in the industry. No matter where you are, you'll receive the benefit of full-scale Black Box services with the local support you want.

For specific location and contact information, call us at **724-746-5500** or visit blackbox.com.

» United States

Alabama
Birmingham
Huntsville
Mobile
Montgomery

Arizona
Phoenix
Tempe

California
Culver City
Fontana
Irvine
Redwood City
Sacramento
San Jose

Colorado
Centennial

Connecticut
South Windsor
Wethersfield

Florida
Destin
Ft. Myers
Hialeah
Jacksonville
Miramar
Orlando
Pensacola
Pompano Beach
St. Petersburg
Tallahassee
Tampa

Georgia
Atlanta
Chamblee
Duluth
Roswell

Idaho
Boise
Idaho Falls
Twin Falls

Illinois
Chicago
Countryside

Indiana
Indianapolis

Iowa
Des Moines

Kentucky
Louisville

Louisiana
Baton Rouge
Lafayette
New Orleans

Massachusetts
Milford
Needham
Worcester

Michigan
Troy
Warren

Minnesota
Brooklyn Park
Minnetonka

Mississippi
Jackson
Ocean Springs

Montana
Billings
Bozeman
Butte
Helena
Kalispell
Missoula

Nebraska
Lincoln

Nevada
Las Vegas

New Hampshire
Manchester

New Jersey
Marlton
Mt. Laurel

New York
Amityville
Maspeth
New Rochelle
New York

North Carolina
Cary
Charlotte

Raleigh
Winston-Salem

Ohio
Brecksville
Centerville
Cincinnati
Cleveland
Dayton
Strongsville

Oklahoma
Tulsa

Oregon
Eugene
Portland

Pennsylvania
Blue Bell
Bridgeville
Lafayette Hill
Lawrence
Mechanicsburg
Pittsburgh

South Carolina
Charleston
Greenville
West Columbia

Tennessee
Johnson City
Knoxville
Memphis
Murfreesboro
Nashville

Texas
Arlington
Austin
Carrollton
El Paso
Houston
San Antonio

Virginia
Amherst
Herndon
Sterling

Washington
Kennewick
Renton
Spokane

West Virginia
Huntington

Wisconsin
Waukesha

» Canada

Calgary
Edmonton
Markham
Montreal
Richmond
Toronto

» Mexico

Puebla Pue
Santa Cruz
Atoyac

» Puerto Rico

Hato Rey

In addition to our local offices, we remotely deploy hundreds of technicians strategically throughout the U.S.

Network Operations Centers.

» Black Box operates seven centers in the U.S.:

- Amherst, VA
- Amityville, NY
- Brecksville, OH
- Houston, TX
- Minnetonka, MN
- Murfreesboro, TN
- Wethersfield, CT



Voice Communications

Guaranteed budget friendly. Guaranteed performance.

Save on remanufactured and repaired telephones, cards, systems, conference phones, and wireless/mobile equipment—all guaranteed to perform.



Black Box Resale Services:

Remanufactured | Repaired | New



***Black Box Resale Services also provides
Siemens®, Nortel®, and Aspect Software® products.***

Certified remanufactured telephony equipment | Save up to 60% on MSRP plus get a risk-free, two-year warranty on most remanufactured products.

Next-to-new and new equipment | Get fantastic prices on unused, premium stock products (next-to-new) and new products from most leading manufacturers.

Advanced repair and replacement program | Our certified technicians fix all major brands and models. Eliminate downtime, too, with our 24-hour advanced replacement and five-day repair turnaround programs.

The widest selection | Choose from one of the largest selections anywhere with 15,000 products from all leading manufacturers—in stock and ready to ship.

Go green | Keep equipment that can be repaired and refurbished out of landfills. With our *free* disposal services and Buy Back program, we can help you help the environment and control unnecessary costs.

For more information on Black Box Resale Services and our huge selection of products, call 877-415-3379 or go to blackboxresale.com.



Government: serving those who serve.

For more than 30 years, Black Box Network Services has been delivering voice communications solutions, data infrastructure services, and networking products to federal, state, and local government agencies. Whether your mission is to serve the citizenry, protect our borders, or defend our country from threats, both foreign and domestic, we serve those who serve.

Voice Communications

- Complete solutions including evaluation, design, procurement, implementation, and maintenance.
- TDM, VoIP, and unified communications and collaboration for facility, campus, base, metropolitan, and enterprise networks.
- Enterprise/agency-wide unified communications (UC).
- Communications facilities, including HVAC and power.

Data Infrastructure

- Complete network infrastructures, including planning, design, installation, and maintenance.
- Wired and wireless data networks.
- EoIP, IPv4-IPv6 transition, wireless, and tactical/mobile networks.
- Transport: SONET and Dense Wave Division Multiplexing.
- Passive Optical Networks (PON/GPON).
- Physical layer, inside and outside plant systems.
- Data center solutions built on the best commercial practices.

For voice communications and data infrastructure services, contact Black Box Network Services—Federal at 703-885-7900 or go to <http://federal.blackbox.com>.

Networking Products

- More than 118,000 products.
- More than 17,000 products on the GSA Schedule.
- Same-day responses for GSA pricing requests.
- Mil spec packaging where required.
- Kitting to your requirements.
- Smart Bundle™ services for staging.
- Custom products.



GSA Schedule 70
GSA Contract # GS-35F-0158J

Open to all government agencies.

Cage Code: 59951

DUNS# 082254871

Federal ID# 25-1272662

Black Box accepts all government purchasing cards.

WAWF Invoicing.

Black Box GSA listed products are also available on:

- NASA (SEWP IV).
- NETCENTS.

For more information on GSA products, contact a government specialist at 877-877-2269 or go to www.blackbox.com.



Data Infrastructure

End-to-end services for all infrastructure types.

Talk to Black Box Network Services for complete start-to-finish services for your data infrastructure.



For new installations, system upgrades, and moves/adds/changes, Black Box is the only source you need for planning and design through installation and maintenance.

Structured Cabling | From design through installation and maintenance, we offer a complete structured cabling solution including a lifetime guarantee.

Data Centers | You know your organization and we know how to design today's complicated data centers. Together we can build an environment that works for you.

Data Networking | Your data network is the backbone of your business. Keep it optimized with a solution including the latest innovations from leading manufacturers and our own Black Box® brand products.

Wired and Wireless | From copper and fiber wired networks to wireless systems, we have the expertise to tackle any network challenge.

CATV/Video/Digital Signage | We offer a robust portfolio of solutions to support your multimedia infrastructure needs.

Network Monitoring | Get total visibility of your network to identify and resolve issues quickly.

Technology Deployments | Let us successfully manage and execute your next technology deployment.

Black Box exclusives.

Work with the experts | You'll work with one of the largest staffs of Registered Communications Distribution Designers (RCDDs) and BICSI-trained and certified technicians.

Guaranteed-for-life structured cabling | Receive a guaranteed-for-life warranty on your Black Box® brand structured cabling system—from products to performance.

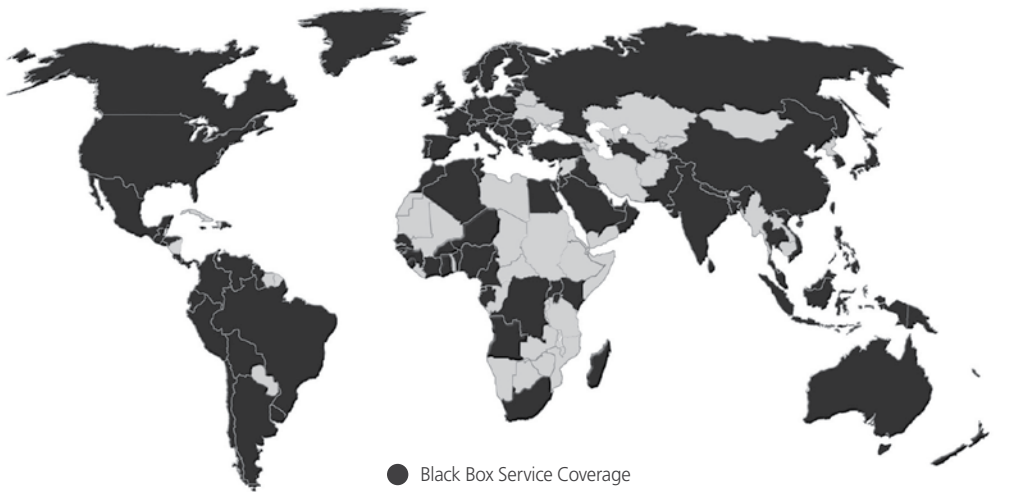
Certification Plus | If Black Box designs and installs your structured cabling system with materials from another vendor, we'll certify and guarantee your network application—for life!



724-746-5500

Build your network with our worldwide network services.

Why risk working with multiple vendors in multiple locations with multiple results? The solution for worry-free, multisite projects is simple: Black Box Network Services, the company with the largest footprint in the industry. You'll receive seamless project coordination for one site or thousands of sites. And we'll ensure every site receives the same high-quality design, workmanship, and equipment.



With 194 offices in 141 countries serving 175,000 clients, Black Box can connect your networks locally and globally. For specific locations and contact information for Black Box offices worldwide, go to blackbox.com.

The Americas

Argentina
 Aruba
 Bahamas
 Barbados
 Bermuda
 Bolivia
 Brazil
 Canada
 Cayman Islands
 Chile
 Colombia
 Costa Rica
 Dominican Republic
 Ecuador
 El Salvador
 Grenada
 Guatemala
 Guyana
 Honduras
 Jamaica
 Mexico
 Netherlands
 Antilles
 Panama
 Peru
 Puerto Rico
 Saint Helena
 Saint Lucia
 Trinidad & Tobago
 Turks & Caicos

United States
 Uruguay
 Venezuela
 Virgin Islands of Great Britain
 Virgin Islands of the U.S.

Europe, Africa, & Middle East

Algeria
 Andorra
 Angola
 Austria
 Bahrain
 Belgium
 Benin
 Bosnia & Herzegovina
 Burkina Faso
 Burundi
 Cameroon
 Cape Verde
 Channel Islands
 Congo (Zaire)
 Croatia
 Cyprus
 Czech Republic
 Denmark
 Egypt
 Estonia
 Finland
 France

Gabon
 Gambia
 Germany
 Ghana
 Gibraltar
 Greece
 Greenland
 Guinea
 Hungary
 Iceland
 Iraq
 Ireland
 (Republic of Ireland)
 Israel
 Italy
 Ivory Coast
 Jordan
 Kenya
 Kuwait
 Latvia
 Lebanon
 Liechtenstein
 Lithuania
 Luxembourg
 Macedonia
 Madagascar
 Malta
 Monaco
 Morocco
 Netherlands
 Niger

Nigeria
 Norway
 Oman
 Poland
 Portugal
 Qatar
 Republic of South Africa
 Réunion
 Romania
 Russia
 San Marino
 Sao Tome & Principe
 Saudi Arabia
 Senegal
 Sierra Leone
 Slovakia
 Slovenia
 Spain
 Sweden
 Switzerland
 Tunisia
 Turkey
 Uganda
 United Arab Emirates
 United Kingdom
 Vatican City

Asia/Pacific Rim

Australia
 Bangladesh
 Brunei
 China
 Fiji
 French Polynesia
 Guam
 Hong Kong
 India
 Indonesia
 Japan
 Korea (South)
 Malaysia
 Mauritius
 Nepal
 New Caledonia
 New Zealand
 Northern Marianas Islands
 Pakistan
 Papua New Guinea
 Philippines
 Republic of Taiwan
 Singapore
 Sri Lanka
 Tajikistan
 Thailand
 Turkmenistan
 Vanuatu
 Vietnam

Products

Smart shopping: 118,000+ products, the right prices, plus FREE Tech Support.

From simple cables to complex switches,
you'll find everything you need to complete
your network at Black Box Network Services.



Our goal is to be the best in the business—for your business. That means setting the standard for excellence and meeting it every day with top-quality products at unbeatable prices—all backed by our FREE, live Tech Support.

The building blocks of a world-class network.

Products from A to Z | Find everything you need to expand, upgrade, and complete your network from the latest technologies to hard-to-find and legacy products.

Custom products | Have a unique application? We'll design a one-of-a-kind solution.

Same-day shipping | We ship 99.96% of all in-stock products the same day. Just order before 5 P.M. E.T. weekdays.

Double Diamond™ Warranty | Your Black Box® brand products are even protected from accidental damage. And many products, such as cables, cabinets, racks, and manual switches are guaranteed for life!

ISO 9001:2008 Certified | Black Box is proud to be ISO certified for 15 consecutive years. We're dedicated to continuous improvement and quality in every service we provide.



The right prices!

Best price guarantee | You probably won't find a lower price elsewhere. But if you do find another manufacturer's product at a lower price than the Black Box® equivalent, provide us with a copy of the competitor's quote and we'll beat it with our own Black Box brand solution! (Certain custom products are excluded.)

Special pricing programs | Ask about discount pricing programs for:

- GSA schedule buyers
- Educational and healthcare institutions
- First-time buyers
- Closeouts, clearance, and overstocks
- Resellers and system integrators

FREE, *fast* Tech Support.

Tech Support the way it should be | Product questions? Contact our 24/7/365 Tech Support at **724-746-5500** or go to blackbox.com. It's absolutely FREE—whether you buy or not! And it's *fast*. You'll talk to one of our U.S.-based experts in 30 seconds or less!

Black Box Tech Support: FREE! Live. 24/7.

Great tech support is just 30 seconds away
at 724-746-5500 or blackbox.com.

FREE—The advice is absolutely FREE whether you buy or not!

Live—Our techs answer your calls live from our headquarters
near Pittsburgh, PA.

24/7—Call our product experts with questions anytime
day or night.



Networking Products

You'll get IT at Black Box.

Get it here: 118,000 products.

Get it right: FREE Tech Support.

Get it fast: Same-day shipping.



Black Box Network Services is the industry's source for the latest technology as well as hard-to-find and legacy products. With more than 118,000 selections, you'll find everything you need to take your network from the data center to the desktop.

Cabinets & Racks

- House servers and network equipment.
- Create safe and clean data centers.
- Find enclosures and racks for any size enterprise.
- Control environmental issues such as temperature and humidity.
- Meet standards with cable management.

Digital Signage & Multimedia

- Create dazzling digital signage presentations.
- Build fully integrated multimedia, multiscreen systems.
- Convert, switch, extend, and split video.
- Choose solutions for point-of-purchase, hospitality, education, medical, airports, public buildings, trade shows, and more.

Cabling

- Find the latest CAT5e/6/6a/7 cable.
- Get guaranteed-for-life performance with ETL-Verified channel solutions.
- Complete your data networks with fiber, video, USB, and data comm cables; connectors; and infrastructure hardware.

Interface & Protocol Converters

- Connect incompatible hardware, whether you need interface or protocol conversion.
- Find DIN rail solutions.
- Configure custom solutions.
- Choose from digital I/O and serial cards.
- Convert serial to parallel and vice versa.

Data Communications

- Communicate in harsh environments.
- Drive data over fiber and copper.
- Set up industrial communications.
- Send data over short runs.
- Set up ISDN, DDS, and T1/E1 communications.
- Select modems, modem sharing, and accessories.

KVM ServSwitch™

- Control multiple computers from a single KVM station.
- Mix and control computers from different platforms and manage servers over IP.
- Take command of your servers.
- Choose from KVM switches, extenders, console trays, and more.



724-746-5500



We ship
99.96%
of all products
the same day!

Call before 5 p.m. ET weekdays for same-day shipping.

Networking

- Select from a full range of components ranging from small and medium business (SMB) networks to global enterprise solutions.
- Build wired and wireless networks.
- Find industrial products for extreme conditions.
- Get adaptable solutions to expand networking configurations.

Power & Surge Protection

- Monitor and remotely control power.
- Guard against power surges, blackouts, and other anomalies.
- Choose from a complete line of UPSs.
- Back up critical equipment and supply redundant power.
- Protect data lines.

Network Security & Optimization

- Prevent untrusted devices from connecting to your network.
- Control bandwidth costs, reduce Internet threats, and increase employee productivity.
- Protect your network with a stateful-inspection firewall.
- Access classified and unclassified networks from one keyboard, video, and mouse.

Remote Monitoring & Security

- Secure your premises with biometric access control using highly reliable multistage fingerprint verification.
- Guard mission-critical IT equipment against threats such as heat, humidity, and water.
- Set up sensors and alarms for environmental monitoring.

Peripheral Switching & Sharing

- Choose from manual and electronic switches, matrix switches, console port managers, and more.
- We build custom switches, too.

Testers & Tools

- Diagnose and certify networks.
- Verify fiber and copper runs.
- Troubleshoot cable and equipment.
- Select from our comprehensive line of Black Box® brand and Fluke Networks® products.
- Choose from general-use hand tools and tool sets.

Voice Communications

- Choose from leading voice systems.
- Select desktop telephony equipment.
- Save with resale services and equipment.

» Corporate Capabilities

Providing End-to-End Communications

As the world gets more complex, we'll help clarify your network and communications strategy.

With our broad portfolio of solutions, years of experience, and extensive technical support, Black Box Network Services can design, install, supply, and maintain the right solutions for your business.

Voice Communications

The latest in communications solutions from today's leading manufacturers .

- Contact Centre
- Maintenance
- Managed Services
- Messaging
- Mobility
- Network Security
- Traditional Telephony
- Unified Communications & Collaboration
- VoIP

Data Infrastructure

Design, installation, and maintenance solutions for all types of data infrastructures.

- CATV & Video
- Data Centres
- Data Networking
- Digital Signage
- Network Monitoring
- Structured Cabling
- Technology Deployments
- Wired/Wireless/Hybrid
- Wireless Bridges

Products

Find more than 118,000 high-quality products at the right prices.

- Cabinets
- Cabling
- Digital Signage & AV
- Industrial Networking
- LAN
- KVM
- Peripherals
- Power & Environment
- Security
- Testers & tools
- WAN
- Wireless