

Schedule J – Technical Support (RFP Reference 3.2.12)

Technical Support	Rate
MAINTENANCE REMOTE PER INCIDENT LABOR RATES FOR END USERS	
Simple Support	
1) Full Coverage & Depot Maintenance contract customers. In Hours Out of Scope Requests and/or out of hours requests	\$90 per 15 minutes
Simple includes: Partner, Classic Merlin, Legacy SMBS, Legend, Magix, associated Partner/Merlin Messaging	
Complex Support	
1) Full Coverage & Depot Maintenance contract customers. In Hours Out of Scope Requests and/or out of hours requests	\$180 per 15 minutes \$90 each addl. 15 minutes
Complex includes: Communication Manager, associated messaging, IP Office all, Interchange, Data equipment all, Video, CRM Applications, CMS, Desktop Appl. and ASAI/CTI Converged Solutions, Message Manager, Messaging Network, Unified Communications Center, Predictive Dialer, Video Networking, Meeting Exchange	
MAINTENANCE ON DEMAND LABOR RATES	
Service Agreement Customers - Service Desk and Escalations to Backbone/RSE	
Business Day, out of Scope and Out of hours	
Backbone/RSE Support Hourly	\$500/hour
Backbone/RSE Standby Support - 8 Hours	\$3,500
REMOTE MOVES, ADDS, CHANGE (MAC) ON DEMAND SUPPORT LABOR RATES	
Service Agreement Customers	
ADVANCED - Technical Consulting programming for expanded or new functionality Business Day 8x5	\$145 1st 30 minutes \$72.50 each additional 15 min.
COMPLEX - Technical Consulting Advanced Design & Programming Business Day 8x5	\$340 1st Hour \$85 each additional 15



Technical Support	Rate
	minutes
ADVANCED - Technical Consulting programming for expanded or new functionality Out of Hours	\$210 1st 30 minutes \$105 each additional 15 min.
COMPLEX - Technical Consulting Advanced Design & Programming Out of Hours	\$496 1st Hour \$124 each additional 15 minutes

All pricing provided is subject to review after 3 years