

SCHEDULE J - TECHNICAL SUPPORT
11-X-21415 Telecommunication Equipment & Services
Technical Support (Section 3.2.12)

Technical Support is provided at no additional cost during the Warranty and Post Warranty Maintenance agreements. If the state or its cooperative customer is not under an agreement, support will default to Time and Material Rates as listed below.

The all inclusive hourly rate for this category is defined as follows:

Hourly Rate:

DESCRIPTION

Straight Time: The fixed hourly rate for on-site T&M support during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.

per hour **\$105.00**

Over Time: The fixed hourly rate for on-site T&M support Monday to Thursday 5:01PM to 7:59PM ET to Friday 5:01 PM to 11:59PM

per hour **\$158.00**

Saturday All

per hour **\$158.00**

Sunday All

per hour **\$158.00**

Vendor Holiday

per hour **\$210.00**