

**SCHEDULE J - TECHNICAL SUPPORT**

11-X-21415 Telecommunication Equipment

Technical Support (Section 3.2.12)

<u>Straight Time:</u> The fixed hourly rate for support during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET.	\$ <u>165</u>
<u>Over Time:</u> The fixed hourly rate for support Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM	\$ <u>235</u>
<u>Saturday</u> – All Day	\$ <u>235</u>
<u>Sunday</u> - All Day	\$ <u>235</u>
<u>Vendor Holiday</u> – All Day	\$ <u>235</u>