Schedule H – Post Warranty and All-Inclusive Maintenance Coverage – Depot (RFP Reference 3.2.9.1)

DISCOUNT Applied to Utility Maintenance List Price	
Product	**Discount %**
Communication Manager and Components	20%
Voicemail Systems	20%
Call Management Systems (CMS)	20%
Meridian 1	20%
Communication Server 1000 Core Switch	20%
Call Pilot Messaging	20%
Communication Server 2100	20% see note 1
Data Portfolio	20%
All other Discount Eligible Adjuncts	20%

Note 1 – A Dedicated Technician is required for Communication Server 2100 Maintenance $225,000/yr

- This discount authorization is valid for 3 year Utility Parts Plus Remote maintenance agreements with switch and set coverage.

- The following are excluded from 20% discounting:

    - Fused Bundles, Proactive IP, non-Avaya related data (example: Extreme), any wireless terminals (example: Spectralink), NICE recording, Predictive Dialers, Call Center Express (CCE), CRM WFM, Witness, Nuance, Interactive Response HW/SW, Call Visor HW/SW, Custom Solutions, SRM, PCS and ERS Services.

DISCOUNT Applied to Maintenance List Price	
Product	**Discount %**
SMBS products i.e. Merlin, Partner & IP 400 (Future SMBS products)	15%

- All discounts are to be applied to current National Price List (NPL) Pricing

- SMBS products are limited to Full Coverage support.

Software Support and Software Support + Upgrades

12 month term for Software Support and 36 month terms required for Software Support Plus Upgrades

Product	Discount % (see Note 1)
AAN R4	20%

Product	Discount % (see Note 1)
AES R4	10%
AVAYA PROACTIVE CONTACT R4.	15%
CALL CENTER R4.1	10%
AVAYA IQ R4	10%
COMMUNICATION MANAGER R4.1	20%
CPM (DIAMOND) R2	20%
DISTRIBUTED ENTERPRISE (DE) R1	20%
EXT CELLULAR 500 R7.1	20%
EVENT PROCESSOR R2	20%
INTERACTION CENTER (IC) R7.1	12%
INTERACTIVE RESPONSE R3	10%
INTEGRATED MGMT R4.1	20%
MODULAR MESSAGING R3.1	20%
MESSAGE NETWORKING R3.1	20%
CIE R1	20%
MULTIVANTAGE EXPRESS R2	20%
MX EXPRESS CONF (CRYSTAL) R1.5	20%
MX EXPRESS CONF ENT R5.0	20%
OPERATION ANALYST (OA) R7.1	12%
ONE X PORTAL R1	20%
ONE X MBL COMMUNCTR (EDGE) R1	20%
VOICE PORTAL R4	5%

Note 1: Discounts based upon SS/SSU purchased from, and billed by Avaya.

Hardware Support (With SS or SSU)

For products that include SS or SSU   20%

Client Service Manager (CSM)

Dedicated CSM $225,000/yr

Designated CSM 50% coverage $112,500/yr

Designated CSM 33% coverage $ 75,000/yr

Single Point of Contact (SPOC)

Large Systems $.30/Equipped port

*SMBS (Merlin, Partner, Legend) $1.00/Equipped port

*SPOC coverage for SMBS systems contingent upon the following

- There must be Enterprise telephony products (DEFINITY/Communication Manager) as part of the contract - SMBS SPOC cannot be purchased as a stand alone offer

- The SMBS products must bill at the same address (invoice account number) as the enterprise products

Time and Material

If the State requires support outside the terms of your agreement, Avaya can provide maintenance assistance on a Per Incident (per call Time and Material) basis. Support may be extended to all products supported by Avaya, such as, converged solutions, applications, voice, data, messaging, and adjuncts. Depending on your maintenance agreement coverage, Per Incident Maintenance services may include:

- Help Line Assistance

- Remote Diagnostics

- Remote Administration

- 24-Hour Trouble Reporting

- On-Site Technician Support

Time and Material support is available for products that are eligible for support by Avaya support plans.

	Hourly Rate
Straight Time: The fixed hourly rate for on-site T&M support during normal business hours of Monday to Friday, 8:00 AM to 5:00 PM ET.	
Full Coverage Maintenance	$200.00
Remote + Parts (Depot Coverage)	$400.00
Over Time: The fixed hourly rate for on-site T&M support Monday to Thursday, 5:01 PM to 7:59 AM ET, Friday 5:01 PM to 11:59 PM ET and all day Saturday	
Full Coverage Maintenance	$200.00 (Note 1)
Remote + Parts (Depot Coverage)	$400.00 (Note 1)
Sunday and Vendor Holiday: All day	
Full Coverage Maintenance	$200.00 (Note 1)
Remote + Parts (Depot Coverage)	$400.00 (Note 1)

Note 1: 3 hour minimum

Enhanced Services Pricing

Software Release Management (Patch Management for IP Telephony)

Pricing for Software Release Management varies by product platform

Communication Manager

Tiered per port both Administered IP and equipped TDM	
500 through 999 ports	$1.35 per port
1000 through 1999 ports	$1.10 per port
2000 through 2999 ports	$.90 per port
3000 through 5999 ports	$.75 per port
6000 through 19,999 ports	$.60 per port
20,000 through 29,999 ports	$.50 per port
30,000 through 39,999 ports	$.40 per port
40,000 through 49,999 ports	$.35 per port
50,000 through 59,999 ports	$.30 per port
60,000 or greater	$.25 per port

The per port rate is determined based on the cumulative number of ports for which the SRM service is purchased.

Modular Messaging

Tiered	Per Mailbox per month
300 through 999 mailboxes	$1.00 per agent
1,000 through 1,999 mailboxes	$.85 per agent
2,000 through 5,999 mailboxes	$.65 per agent
6,000 through 19,999 mailboxes	$.45 per agent
40,000 or Greater	$.35 per agent

There is a prerequisite for the Customer to have a current Avaya service agreement before they can purchase Software Release Management. If the customer has a utility based maintenance agreement, the service agreement must be either a Full Coverage Maintenance, Remote Only or Remote Plus Parts agreement. If the customer has transitioned to the Software Support Initiative (SSI) then the customer may have Software Support or Software Support plus Upgrades. Hardware support is not required for SSI customers. Pricing includes fees for start-up fees and recurring services.

Pricing Conditions:

- Minimum contract amounts exists
- Start-up fees are not eligible for discounts

- There is no Start-Up fee if contract term is 36 months or greater.

- SRM pricing is for Remote Services Only and the price does not include any on-site support.

- Product Correction Support (PCS) may also be purchased by NAR customers who have either a Full Coverage Maintenance agreement or an On-Site Hardware support agreement. This provides on-site, out of hours support for completing product updates.

- The price for Product Correction Support will be discounted when purchased with SRM. This additional discount only applies to the PCS fees for the Avaya Server and LSP sites.

- If Product Correction Support is not purchased, all on-site support will be billed based on Per Incident T&M rates, as appropriate.

- The monthly per port price includes tools and connectivity provided by Avaya for the delivery of the Software Release Management solution.

- Any Hardware and software used to deliver the SRM offer to customers is Avaya's intellectual property and usage rights will be assigned to customer

Product Correction Support (PCS)

Short Description	Price – Annual Rate 7x24 sites (per Server/Gateway)
PRODUCT CORRECTION SUPT LG SW	$2000
PRODUCT CORECTION SUPT CMS/CONV/IVR	$1500
PRODUCT CORRECTION SUPT MSGING	$1000
PRODUCT CORRECTION SUPT REM GATEWAY	$100

Short Description	Price – Annual Rate 8x5 Sites (per Server/Gateway)
PRODUCT CORRECTION SUPT LG SW	$2500
PRODUCT CORRECTION SUPT CMS/CONV/IVR	$2000
PRODUCT CORRECTION SUPT MSGING	$1500
PRODUCT CORRECTION SUPT REM GATEWAY	$150