

Schedule G – Post Warranty and All-Inclusive Maintenance Coverage – All Inclusive On Site (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 Full Coverage maintenance agreements. Full Coverage options for support include Switch Only, Switch and Sets, and Switch with Parts Plus Remote on Sets.
- The following are excluded from 20% discounting:
 - SS/SS+U, 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 Off of Maintenance List Price	
Product	Discount %
SMBS Products i.e. Merlin, Partner & IP400 (Future SMBS products)	15%

- All discounts are to be applied to current National Price List (NPL) Pricing
- Discount applies to switch + terminal coverage on SMBS

Software Support and Software Support + Upgrades

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

Product	Discount % (Note 1)
AAN R4	20%



Product	Discount % (Note 1)
AES R4	10%
AVAYA PROACTIVE CONTACT R4	15%
CALL CENTER R4.1	10%
AVAYA IQ R4	10%
COMM MGR 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 \$0.30/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) 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