



Schedule I – Post Warranty and All-Inclusive Maintenance Coverage – Time and Material (RFP Reference 3.2.9.1)

Time and Material support is available for products that are eligible for support by Avaya support plans. Please note however that for products that include newer Software releases which are supported by Avaya Software Support plans (SS or SSU) an active Software Support coverage agreement is required. Additionally at minimum a Remote Support plan is required for Hardware Coverage to receive T&M Support.

All inclusive hourly rate categories are defined as follows:

	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.	
Full Coverage Maintenance	\$200.00 (Note 1)
Remote + Parts (Depot Coverage)	\$400.00 (Note 1)
Saturday: All day	
Full Coverage Maintenance	\$200.00 (Note 1)
Remote + Parts (Depot Coverage)	\$400.00 (Note 1)
Sunday: All day	
Full Coverage Maintenance	\$200.00 (Note 1)
Remote + Parts (Depot Coverage)	\$400.00 (Note 1)
Vendor Holiday: All day	
Full Coverage Maintenance	\$200.00 (Note 1)
Remote + Parts (Depot Coverage)	\$400.00 (Note 1)

Note 1 –3 hour minimum