

**SCHEDULE I - POST WARRANTY MAINTENANCE - TIME & MATERIAL
ON-SITE MAINTENANCE**

Bidder to provide price list labeled Schedule I reflecting its Section 3.2.9.1 Post Warranty Maintenance – Time & Material On Site Maintenance pricing.

T&M support is based on time (all-inclusive hourly rate) and materials (fixed material cost) support for equipment and software after the one (1) year warranty and all-inclusive maintenance coverage has expired. Material price shall not exceed the bid price of new material.

All inclusive hourly rate categories are defined as follows:

RESPONSE: Siemens is bidding Schedule I.

Siemens offers on-site Time & Material for Hybrid PBX systems purchased under this contract which are not on an OpenScale Plan (Schedule G); to include HiPath / OpenScape systems, OpenScape Xpressions systems and OpenScape Contact Center systems (ProCenter V8). T&M hourly rates are provided below. The materials cost for replacement parts is based upon Siemens then-current charges for the replacement part.

| | Hourly Rate** |
|--|----------------------------|
| <u>Straight Time</u> : 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. | \$ <u>250.00 / 300.00*</u> |
| <u>Over Time</u> : The fixed hourly rate for on-site T&M support Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM | \$ <u>375.00*</u> |
| <u>Saturday</u> – All Day | \$ <u>375.00*</u> |
| <u>Sunday</u> – All Day | \$ <u>500.00*</u> |
| <u>Vendor Holiday</u> – All Day | \$ <u>500.00*</u> |

*T&M support is based upon Siemens availability and during normal business hours. Over Time, Saturday, Sunday and Holiday rates apply to work in progress, which began under normal business hours. On-site Field Service Technicians or Remote Siemens Support Center Level 1 is \$250.00 per hour. If the Remote Siemens Technical Assistance Center Level 2 is requested by the FST or Level 1 straight time labor will be charged at \$300.00 per hour, and Over Time / Saturday / Sunday / Holiday will be charged as appropriate.

** Note: The hourly rate requires a minimum service charge of \$500.00 (2 hours). If the T&M customer request is made through our 800 number (Siemens Support Center at 1-800-835-7656) an additional \$100.00 fee is applied. There is no charge for opening a service request ticket online, through Siemens Online. A credit card is necessary for all transactions made through Siemens Online.