

Schedule G – Post Warranty & All Inclusive Maintenance – All Inclusive Onsite

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Basic Maintenance Plan

Assumptions against Schedule P2 Configuration:

Description	Quantity	Monthly Each	Annual Cost
Station Set	11	\$0.22	\$29
Equipped Port	56	\$1.00	\$672
ACD Agent	5	\$1.00	\$60
UPS	1	\$7.50	\$90
		TOTAL	\$850 (rounded)

Maintenance Plan

Component	Basic Coverage
Emergency Outage Response	8:00AM-5:00PM, M-F Excluding Holidays
Minor Outage Response	Next Business Day 8:00AM-5:00PM Mon-Fri, Excluding Holidays
On-Site Labor Coverage	Included
Advanced Parts Replacement	Included
Remote Support and Diagnostics - Requires LAN Connection	Included
Help Desk Support	Included
Preventive Maintenance	Included
UPS/ Batteries - AC	Included

24x7 Maintenance Plan

Assumptions against Schedule P2 Configuration:

Description	Quantity	Monthly Each	Annual Cost
Station Set	11	\$0.66	\$87
Equipped Port	56	\$2.00	\$1344
ACD Agent	5	\$2.00	\$120
UPS	1	\$10.0	\$120
		TOTAL	\$1671 (rounded)

24x7 Maintenance Plans

Component	Premier Coverage
Emergency Outage Response	4 hour 24X7X365 Including Holidays
Minor Outage Response	Next Business Day 8:00AM-5:00PM Mon-Fri, Excluding Holidays
On-Site Labor Coverage	Included
Advanced Parts Replacement	Included
Remote Labor and Diagnostic Requires LAN Connection	Included
Help Desk Support	Included
Preventive Maintenance	Included
Manufacturer Patch Management	Included
Peripheral or Adjunct Equip.	
UPS/ Batteries - AC	Included

Schedule I – Post Warranty & All-Inclusive Maintenance Coverage Maintenance – Time & Material On-Site



Please refer to catalog price for fixed materials cost: see Schedule P2.