

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



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**Tier 1** **Hourly Rate**

On-site break/fix services and Moves, Adds and Changes

Straight Time: The fixed hourly rate for Tier 1 onsite T&M Technical support during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET. \$90.00

Over Time: The fixed hourly rate for Tier 1 onsite T&M Technical Support Monday to Thursday, 5:01PM to 7:59AM ET, Friday, 5:01 PM to 11:59 PM Saturday, 12:00am-11:59 pm \$135.00

Sunday, Vendor Holiday Time: The fixed hourly rate for Tier 1 onsite T&M Technical Support All Day Sunday, Vendor Holiday \$180.00

**Tier 2 and 3** **Hourly Rate**

Support Specialist or Support Expert level technician

Straight Time: The fixed hourly rate for Tier 2 and 3 onsite T&M Technical support during normal business hours of Monday to Friday, 8:00AM to 5:00 PM ET. \$140

Over Time: 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 \$210

Saturday – All Day \$210

Sunday – All Day \$280

Vendor Holiday – All Day \$280

**Trip Charge:** \$75

Applies to Tier 1, 2, 3 onsite Visit