

SCHEDULE J – TECHNICAL SUPPORT

11-X-21415 Telecommunication Equipment & Services

BIDDER: Vertical Communications NJ, Inc.

BRAND LINE: BRANDS: VODAVI (3.5.14)

Technical Support (Section 3.2.12)

Technical support will be provided by the Authorized Dealers per Section 3.2.12 during the warranty period and during any succeeding post warranty - all inclusive onsite maintenance coverage period at no charge to the State and/or using agency.

Technical support will be available after the warranty period per Section 3.2.12 when no post warranty – all inclusive onsite maintenance coverage is in force on an on demand basis at a cost of \$100.00 per hour, billed in quarter hour increments. For example, if a post warranty remote diagnosis and programming session lasts for forty-five minutes, the using agency will be billed \$75.00 (3/4 of an hour times \$100.00).