

MAINTENANCE PRICING LEGEND

Explanatory Notes for IBM Maintenance Price List

IBM Maintenance Offering

E24 Indicates 24x7 coverage applies

E95 Indicates 9x5 coverage applies

EEZ Indicates Depot coverage applies

Per Call Class

Applicable to 132-3, 132-8, and 132-12

Per Call Class (1, 2 or 3) is used to determine the per call hourly rates

See Appendix B for rates.