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APPENDIX B. CUSTOMER ENGINEERING MAINTENANCE SERVICES/PER CALL CHARGES (SIN 132-12)

TABLE C1 PER-CALL MAINTENANCE COSTS DURING IBM’S NORMAL WORKING HOURS

The following table shows the costs for per-call maintenance as well as for other maintenance services. The hourly rates and the 1/10 hourly rates shown in the table are the costs incurred during IBM's normal working hours.

Table C-1. Per-Call Maintenance Costs During IBM’s Normal Working Hours. Note No. 1 at the end of this table details IBM’s normal working hours.		
Maintenance Class	Hourly Rate	1/10th Hourly Rate
Class 1 ²	\$180.00	\$18.00
Class 2 ²	\$302.00	\$30.20
Class 3 ²	\$324.00	\$32.40

Note:

1. IBM’s normal working hours are 8:00 a.m. through 5:00 p.m., Monday through Friday, excluding holidays (New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day).

IBM per-call maintenance is available outside normal business hours only in certain emergency situations, for example, Federal emergency, life-threatening situation. For service in these unique situations, call 1-800-IBM-SERV. The hourly service rates in these situations are as follow:

Class 1: \$235.00

Class 2: \$346.00

Class 3: \$422.00

The rate is per hour (per person), plus charges for parts and travel. A two-hour minimum applies if access to IBM engineering information is required.

2. Per-Call Classes (1, 2, 3) are identified by machine type in the Price List.

Time for each call by a Customer Engineer will be computed to the nearest tenth of an hour. Travel time and expense, parking, tolls, and commercial carrier charges will be billed to the Government. In addition private vehicle mileage will be charged at a rate not to exceed \$.375 per mile, in accordance with the federal travel regulations or the joint travel regulations, as applicable.

Service will be billed at the rate applicable to the period during which the service was performed.

