



Avaya Global Services (AGS)
Maintenance Per Incident and Move, Add, Change (MAC)
NAR Region Only
 Effective 9/03/08

All Avaya Maintenance Per Incident and MAC rates are subject to change.

MAINTENANCE REMOTE PER INCIDENT LABOR RATES

Time Sensitive Labor Codes. Service Desk & Internal Escalations to Backbone/RSE	Service Agreement Customers Full Coverage, Remote Only, Remote Plus Parts & GPSS BusinessPartners		Non-Service Agreement Customers Customers without a Service Agreement, Maintenance Assist customers & Non-GPSS BusinessPartners
	Time minimum applied then billed in 15 minute increments		Material Codes (MC) are listed in blue
	Business Day Out of Scope Requests and Out of Contract Hours		Business Day and Out of Hours
Time Minimum	15 minutes	30 minutes	1 hour
Simple	\$90 1 st 15 minutes \$90 each add'l 15 min MC -212414		\$600 1 st hour \$150 each add'l 15 minutes MC -212416
Complex		\$180 1 st 30 minutes \$90 each add'l 15 min MC -212414	\$600 1 st hour \$150 each add'l 15 minutes MC -212416
Rescue Me Fee	MPI Rescue Me Support - \$3,500 one-time flat rate + per incident hourly rate both SA and NSA rates apply MC – 212417		
Enhanced Tech Supt	Maintenance Per Incident Enhanced Technical Support, includes travel, lodging & expenses – Manually Rate MC - 212418		
	<p align="center">Simple</p> <p align="center"><i>Includes: Partner, Classic Merlin, Legacy SMBS, Legend, Magix, associated Partner/Merlin Messaging</i></p>		
	<p align="center">Complex</p> <p align="center"><i>Includes: DEFINITY, associated messaging, All Intuity SMBS Appl., IP Office all, Interchange, Data equipment all, Video, CRM Applications, Conversant CMS, Desktop Appl. and ASAI/CTI Converged Solutions (CM), Message Manager (MM), Messaging Network, Unified Communications Center (UCC), Predictive Dialer, Video Networking, Meeting Exchange</i></p>		

Time Sensitive Labor Codes	Service Agreement Customers Full Coverage, Remote Only, Remote Plus Parts & GPSS BusinessPartners	Non-Service Agreement Customers Customers without a Service Agreement, Maintenance Assist customers & Non-GPSS BusinessPartners
	Time minimum applied then billed in 15 minute increments Material Codes (MC) are listed in blue	
Backbone/RSE	Business Day Out of Scope Requests and Out of Contract Hours	Business Day and Out of Hours
Backbone/RSE Support Hourly	Maintenance Per Incident with an SA Backbone/RSE Hourly Support - \$500/hour MC – 212419	Per Incident Hourly Rates Apply
Backbone/RSE Standby Supt 8/hrs	Maintenance Per Incident with an SA Backbone/RSE Standby Support 8/hrs - \$3,500 One-Time Flat Rate MC – 212530	Per Incident Hourly Rates Apply
RFA Activation	Aftermarket RFA Software Activation - \$165 per system application - \$82.50/per Sub Module SRP MC – 155150	Remote Software Activation - Aftermarket

FIELD TECHNICIAN ON-SITE MAINTENANCE PER INCIDENT LABOR RATES

Time Sensitive On Site Labor Codes.	Service Agreement Customers Full Coverage & GPSS BusinessPartners (On-site support option only)		Non-Service Agreement Customers Customers without a Service Agreement, Remote Only, Remote Plus Parts, Maintenance Assist customers & BusinessPartners without GPSS onsite coverage
	Time minimum applied then billed in 15 minute increments		Material Codes (MC) are listed in blue
	Business Day Out of Scope Requests	Out of Contract Hours	Business Day & Out of Hours
Time Minimum	1 hour	3 hour	4 hours
Simple and Complex	\$200 1 st hour \$50 each add'l 15 min MC -212413	\$200 1 st hour \$50 each add'l 15 min MC -212413	\$2,400 1 st four hours (\$600/hour) \$150 each add'l 15 minutes MC -212415
	Simple <i>Includes: Partner, Classic Merlin, Legacy SMBS, Legend, Magix, associated Messaging</i>		
	Complex <i>Includes: DEFINITY, associated messaging, All Intuity SMBS Appl., IP Office all, Interchange, Data equipment all, Video, CRM Applications, Conversant CMS, Desktop Appl. and ASAI/CTI Converged Solutions (CM), Message Manager (MM), Messaging Network, Unified Communications Center (UCC), Predictive Dialer, Video Networking, Meeting Exchange</i>		

UNIQUE OR MISCELLANEOUS MAINTENANCE RATES

MISC Support – Simple or Complex	Rate and Mat'l Code	Description
Complex Only	\$75 179992	Maintenance Per Incident Invoice Processing Fee – Charged to Non-Services Agreement customers
All Products	212413	Billed to Customers for Equipment Certification (All Product Lines including associated Adjuncts and Circuit Packs), using the Per Incident SA labor rates material code 212413.
All Products	Manual 181686	Maintenance Per Incident Misc. Remote/Site Material usage
All Products	No Charge 158672	Maintenance Per Incident Rapid Response 2Hr tracking code

REMOTE MOVES, ADDS, CHANGE (MAC) ON DEMAND SUPPORT LABOR RATES¹
Technical Consulting Software Support – 800-225-7585

Time Sensitive Labor Codes.	Service Agreement Rate	Non-Service Agreement Customer Rate
	Time minimum applied then billed in 15 or 30 minute increments Material Codes (MC) are listed in blue	
8X5 Software Support Labor	\$130 1st 30 minutes \$65.00 each add'l 15 min MC – 214061	\$200 1st 30 minutes \$200 each add'l 30 min. MC - 214063
24X7 Software Support Labor	\$195 1st 30 Minutes \$97.50 each add'l 15 min MC- 214062	\$300 1st 30 minutes \$300 each add'l 30 min. MC - 214064

1 - Contact the Global Services Delivery organization at 800-628-2828 for all Small Business Market equipment (including IP Office) programming assistance. Avaya's current Maintenance Per Incident rates will apply.

FIELD TECHNICIAN ON-SITE MOVE, ADD, CHANGE (MAC) LABOR RATES

Use the Avaya ORS tool to request onsite support

Time Sensitive Labor Codes.	Service Agreement Customers & BusinessPartners		Non-Service Agreement Customers	
	Time minimum applied then billed in 30 minute increments Material Codes (MC) are listed in blue			
	Business Day	Out of Contract Hours	Business Day	Out of Hours
Time Minimum	1 hour	1 hour	2 hours	4 hours
All Avaya Supported Products	\$145 1 st hour \$72.5 each add'l 30 min MC -176743	\$215 1 st hour \$107.5 each add'l 30 min. MC -176745	\$340 1 st two hours (\$170/hour) \$85 each add'l 30 min. MC -177569	\$1020 1 st four hours (\$255/hour) \$127.5 each add'l 30 minutes MC -177571
VISIT CHARGE	Applicable to contract & non-contract customers - \$100 - MC -177575			

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