

Attachment 2 Hardware & Software Maintenance:

This attachment covers hardware maintenance and operating system maintenance (AIX, OS/400, etc)

Master Services Attachment for Service Elite

Master Services Optional Services

Schedule for Services Elite (based on current inventory as of 09/08/09)



Master Services Attachment for ServiceElite

Scope of Services

IBM will provide you Services as described in this Attachment and, if applicable, its Statements of Work and Change Authorizations to support your hardware and operating system software products (called "Eligible Machines," "Eligible Programs," and together "Eligible Products"). This attachment and Schedule for ServiceElite A82BGQ is valid for the duration of five (5) years, consisting of five (5) one (1) year options. Services are available for Eligible Products normally used for business, professional, or trade purposes, rather than personal, family, or household purposes.

IBM will identify the Eligible Products, the Services that apply to them, and the Services transaction contract period in Schedules that reference this Attachment and any associated Statements of Work and Change Authorizations. Each Schedule will also identify the Specified Locations at which the Services will be provided. A Specified Location may be your entire information processing environment, or a portion thereof, which may be resident at multiple sites or a single building.

The specific terms regarding Eligible Machine Services and Eligible Program Services contained in this Attachment and its Statements of Work and Change Authorizations apply only when you have contracted for an associated Eligible Machine maintenance Service or Eligible Program support Service as specified in a Schedule.

IBM Responsibilities

When you contract for an applicable Service, IBM agrees to deliver the Service in accordance with the terms and responsibilities identified in the Service description set out in this Attachment or an associated Statement of Work or Change Authorization. For basic maintenance of IBM Machines, the Service description is set out in our Agreement (referenced in the signature block below).

Your Responsibilities

When you contract for an applicable Service, you agree:

1. to provide IBM with an inventory in which you identify all Eligible Products to be covered at each Specified Location and to notify IBM whenever you wish to move, add, or delete Eligible Products at an existing Specified Location or set up new Specified Locations;
2. to return to IBM all defective CRUs (from covered Eligible Machines) within 15 days of your receipt of the replacement CRU. A "CRU" is a Machine part which is designated as a Customer Replaceable Unit (e.g. keyboards, memory, or hard disk drives). IBM provides CRUs to you for replacement by you;
3. that when the Service includes IBM providing you with access to electronic diagnostic tools, information databases, or other Service delivery facilities, you will limit the use of these to only those who are authorized to use them under your control and only in support of Eligible Products and Services identified in Schedules;
4. to provide IBM with information it requests which is related to its provision of the Services to you and to notify IBM of any changes;
5. that you authorize International Business Machines Corporation and its subsidiaries (and their successors and assigns, contractors) to store and use your business contact information wherever they do business, in connection with IBM products and services or in furtherance of IBM's business relationship with you;
6. to pay any communications charges associated with accessing these Services unless IBM specifies otherwise in writing; and
7. to use the information obtained under these Services only for the support of the information processing requirements within your Enterprise.
8. to securely erase from any Machine that you return to IBM for any reason all programs not provided by IBM with the Machine and data, including without limitation, the following: 1) information about identified or identifiable individuals or legal entities ("Personal Data") and 2) your confidential or proprietary information and other data. If removing or deleting Personal Data is not possible, you agree to transform such information (e.g., by making it anonymous or encrypting it) so that it no longer qualifies as Personal Data under applicable law. You also agree to remove all funds from Machines returned to IBM. IBM is not responsible for any funds, programs not provided by IBM with the Machine, or data contained in a Machine that you return to IBM. You acknowledge that, to

perform its responsibilities under this Agreement, IBM may ship all or part of the Machine or its software to other IBM or third party locations around the world, and you authorize IBM to do so.

Automatic Inventory Increase for Machine and Software Maintenance Services

If specified as a selected option in the Schedule, IBM will automatically increase the inventory count and associated Services at Specified Locations per the terms set out below.

OPTION #1 - MACHINE MAINTENANCE SERVICES

IBM will automatically increase the inventory count and associated Machine maintenance Services whenever:

1. an Eligible IBM Machine is added to the inventory. If the Machine is under warranty when added, maintenance Services will commence at warranty exit. If the Machine is not under warranty when added, maintenance Services will commence at the later of a) the date of installation or b) the previous yearly anniversary of the start of the transaction contract period (what does this mean). IBM Machines specifically excluded from coverage at transaction contract period start will remain outside the scope of this Section unless you request IBM add them during the transaction contract period. However, all Eligible IBM Machines added to your inventory during the transaction contract period will be included in the inventory count and receive maintenance Services as set out in this Section.
2. an Eligible non-IBM Machine, of the same type as other non-IBM Machines already covered at that Specified Location, is added to the inventory. If the Machine is under warranty when added, maintenance Services will commence at warranty exit. If the Machine is not under warranty when added, maintenance Services will commence at the later of a) the date of installation or b) the previous yearly anniversary of the start of the transaction contract period.

The maintenance Services that apply for these Machines will be the same as that which you are receiving for all other Eligible Machines of the same type at the Specified Location.

Newly installed IBM Machines of the same type for which you have already selected Warranty Service Upgrade will be added at date of actual installation and will be covered at the same Warranty Service Upgrade support level.

If at any time either of us requests a review of the inventory count, each of us will provide reasonable cooperation to the other in updating the last formal inventory.

OPTION #2 - SOFTWARE SERVICES

IBM will automatically increase the inventory count and associated software Services whenever an Eligible Program licensed for use on an Eligible IBM Machine is added to the inventory. The software maintenance Services that apply for these programs will be the same as that which you are receiving for all other copies of the Program licensed for use on Eligible IBM Machines of the same type at the Specified Location.

These software Services will commence immediately upon addition of the Eligible program to the inventory except that for software maintenance Services, a) if the Program is covered under the Agreement for Acquisition of Software Maintenance when added to the inventory, then software maintenance Services via ServiceElite will commence at the expiration date of that support period, or b) if the Program is not covered under the Agreement for Acquisition of Software Maintenance when added to the inventory, then software maintenance Services via ServiceElite will commence immediately and After License Fees may apply.

If at any time either of us requests a review of the inventory count, each of us will provide reasonable cooperation to the other in updating the last formal inventory.

Charges and Payment

Your charges are calculated taking into account your Service selections, price protection option, payment option, and for prepayments, length of the prepay period. You agree to pay by electronic funds transfer to an account provided by IBM or other means as agreed by both of us.

PRICE PROTECTION FOR ENTIRE TRANSACTION CONTRACT PERIOD, INCLUDES PROTECTION FOR NEWLY ADDED MACHINE TYPES.

For the entire transaction contract period, charges for included Eligible Product configurations and Services will not increase. All newly added Eligible Products and Services, as well as changes to existing Eligible Product configurations and Services, will assume the charge rate that applied for these at transaction contract period start. Eligible Products and Services that become generally available during the transaction contract period will be added at the charge rate that applied on their initial availability date. You will receive the benefit of a decrease in applicable charges for amounts which become due on or after the effective date of the decrease. IBM

Price Increases

At the beginning of a new contract transaction period charges will be limited to the applicable then current GSA Schedule.

FOR EACH TRANSACTION PACKAGE, THE FOLLOWING CHARGE ADJUSTMENT TERMS APPLY.

Total Services charges may be adjusted whenever:

1. a review of the inventory count indicates a change from the last accounting; or
2. a Specified Location, Eligible Machine type, or Service is added, deleted, or changed.

For all Service charges based on usage, upon IBM's request you will immediately provide IBM with the actual meter reading recording the actual usage.

IBM may charge you directly for certain expenses IBM incurs in performance of a Service for you (e.g. actual travel and living expenses, out-of-pocket expenses). IBM will not incur these expenses without your prior approval.

Renewal and Termination

IBM will automatically renew Services unless you request otherwise. For each transaction the Schedule will specify the number of years (0 or greater) in the Renewal Contract Period. Whenever this number is greater than 0, IBM will renew the applicable Services at the end of the transaction contract period for the number of years specified. Thereafter, IBM will automatically renew the Services for same length periods unless you notify IBM in advance of your desire to change the length of the renewal. You or IBM can select not to renew by providing written notification (at least one month prior to the end of the current transaction contract period) to the others of its decision not to renew. Nonrenewal notification sent to you by IBM or received by IBM from either you will result in IBM ceasing to provide you the applicable Services at the end of the current transaction contract period.

In the case of renewals, charges are recalculated at the start of each renewal period. The new charges will be based on the length of the Renewal Contract Period and then current charges associated with your contracted a) Services, b) price protection option, and c) payment option.

You have committed to continue Services for the entire transaction contract period. However, you may terminate Services for an Eligible Product, on notice to IBM, if you permanently remove it from productive use within your Enterprise. You may also terminate Services immediately prior to the start of any fiscal year for which funds have not been appropriated. You agree to request such funds from the applicable legislative body.

Termination adjustment fees will not apply and you will receive a credit for any remaining prepaid period associated with Services you terminate in accordance with this provision.

Governing Law

As pertains to your contracted Services, the laws of your State govern our Agreement, this Attachment, and associated Statements of Work and Change Authorizations.

Services

Warranty Service Upgrade

For certain Eligible Machines, you may select a Service upgrade from the standard type of warranty Service for the Machine. IBM provides Service for Machines as described in our Agreement but charges for the upgrade in type of Service during the warranty period.

Certain Machine types may require the installation and use of remote connectivity tools and equipment for direct problem reporting, remote problem determination and resolution.

You may not terminate the Service upgrade or transfer it to another Machine during the warranty period. When the warranty period ends, the Machine will become part of your standard inventory count and will convert to maintenance Service at the same type of Service you selected for warranty Service upgrade.

Maintenance of IBM Machines

IBM will provide Service for Machines, as described in our Agreement, for those Eligible IBM Machines specified in the Schedule.

Maintenance of Non-IBM Machines

IBM will provide Service for Machines, as described in our Agreement, for those Eligible non-IBM Machines specified in the Schedule. Unless specified otherwise in the Schedule, Service is provided only for the manufacturer's base configuration for each covered Machine model. You are responsible for following the manufacturer's and IBM's provided guidelines pertaining to operator responsibilities, maintenance procedures, and supplies prior to placing a Service request.

Repair of non-IBM Machines is subject to the availability of repair parts and any technical support required of the original manufacturer. Repair parts will be functionally equivalent to those replaced. They may be new or used and may have been manufactured by other than the original manufacturer. You may request that IBM use repair parts manufactured by the original manufacturer when these are available, but there may be an additional charge for these parts.*

IBM's support does not cover:

1. Machine installation, engineering change activity, or preventive maintenance;
2. correction of date related errors. IBM will make the final determination of whether a date related error is the source of the problem;
3. service of microcode or firmware;
4. service of features, parts, or devices not supplied by either a) the Machine's original manufacturer or b) IBM during the performance of this Service;
5. service for accessories, supply items, and certain parts, such as batteries, frames, and covers;
6. service of a Machine damaged by misuse, accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
7. service of a Machine with removed or altered Machine or parts identification labels;
8. failures caused by a product for which IBM is not responsible; or
9. service of Machine alterations.

Upon written notice, IBM may terminate coverage for an Eligible non-IBM Machine due to lack of available repair parts or lack of original manufacturer technical support.

Eligible non-IBM Machines must meet IBM's safety and serviceability requirements. IBM reserves the right to inspect a Machine within one month from the start of Service. If the Machine is not in an acceptable condition for Service, IBM will notify you and terminate coverage.

You agree to provide IBM one month's written notice prior to terminating coverage for a Machine being permanently removed from productive use within your Enterprise.

IBM Software Maintenance for OS/400, i5/OS and Selected Products

IBM will provide software maintenance support, as described below, for those Eligible Programs for which you are licensed and for which you order this Service.

General:

1. IBM makes available to you the most current commercially available version, release or update to all of the Programs for which you acquire support under this Service, should any be made available. Information on ordering versions, releases or updates can be found at <http://www.ibm.com/servers/eservers/ess>, and selecting the Entitled Software Update ("EUS") screen tab.
2. IBM provides you with assistance for your a) routine, short duration installation and usage (how-to) questions and b) code defect related questions.
3. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during normal business hours (normal business hours are 8 a.m. to 5 p.m. in the local time zone where you receive this Service, Monday through Friday, excluding national holidays). This assistance is not available to your end users. IBM provides Severity 1 assistance 24 hours a day, every day of the year. Consult the IBM Software Support Guide, which may be found at <http://techsupport.services.ibm.com/guides/handbook.html> for details. A 24x7 (every day of the year) all severity option is available at extra charge.* During normal business hours, IBM's response time objective is two hours for voice and electronic problem submissions. For voice problem submissions during other than normal business hours, IBM's response time objective for critical problems (Severity 1) is two hours and if you select the 24x7 all severity option, four hours for non-critical problems. For electronic problem submissions during other than normal business hours, IBM's response time objective is within two hours of the start of normal business hours on the next business day. IBM's initial response (either voice or electronic) may result in resolution of your problem or it will form the basis for determining what additional actions may be required to achieve technical resolution of your problem. IBM is not responsible for delays in electronic response delivery caused by systems and network problems.
4. In some instances, IBM may request that you allow it to remotely access your system to assist you in isolating the software problem cause. You will remain responsible for adequately protecting your system and all data contained therein whenever we remotely access it with your permission.
5. This Service does not include assistance for a) the design and development of applications, b) your use of Programs in other than their specified operating environment, or c) failures caused by products for which IBM is not responsible under this Service; and
6. This Service is provided by United States personnel solely for servers that are located within the United States. For calls that originate from outside of the United States: 1) toll free telephone access is not available, 2) "8:00 a.m. to 5:00 p.m. in the local time zone" is defined as the time zone where your designated Point of Contact resides, Monday through Friday (excluding national holidays), 3) replies or other return communication to the caller will be via electronic means only, 4) software "traps" or other tools that may be necessary to diagnose problems will be sent only to the United States server location, and 5) the diagnosis and repair of data encryption will be discussed only with personnel at the United States server location.

Eligible Programs:

Licensed programs for which this Service is available are listed at <http://www.ibm.com/services/sl/swm/> or may be obtained from your IBM marketing representative. The listing of Eligible Programs contains the last date of service for each respective release of licensed programs. IBM will support only current releases. It is your responsibility to insure that, when calling in for service, your software is current.

Software Maintenance After License Fee: The Software Maintenance After License fee is a one time charge to resume Software Maintenance if you a) did not renew this Service prior to the end of the then current support period or b) terminated this Service. The new support period in such an instance begins on the date that IBM accepts your order.

IBM Software Maintenance for AIX Operating Systems

IBM will provide software maintenance support, as described below, for those Eligible Programs for which you are licensed and for which you order this Service.

General:

1. IBM makes available to you the most current commercially available version, release or update to all of the Programs for which you acquire support under this Service, should any be made available. Information on ordering versions, releases or updates can be found at <http://www.ibm.com/servers/eservers/ess>, and selecting the Entitled Software Update ("EUS") screen tab

2. IBM provides you with assistance for your a) routine, short duration installation and usage (how-to) questions and b) code defect related questions.
3. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during normal business hours (normal business hours are 8 a.m. to 5 p.m. in the local time zone where you receive this Service, Monday through Friday, excluding national holidays). This assistance is not available to your end users. IBM provides Severity 1 assistance 24 hours a day, every day of the year. Consult the IBM Software Support Guide, which may be found at <http://techsupport.services.ibm.com/guides/handbook.html> for details. A 24x7 (every day of the year) all severity option is available at extra charge.* During normal business hours, IBM's response time objective is two hours for voice and electronic problem submissions. For voice problem submissions during other than normal business hours, IBM's response time objective for critical problems (Severity 1) is two hours and if you select the 24x7 all severity option, four hours for non-critical problems. For electronic problem submissions during other than normal business hours, IBM's response time objective is within two hours of the start of normal business hours on the next business day. IBM's initial response (either voice or electronic) may result in resolution of your problem or it will form the basis for determining what additional actions may be required to achieve technical resolution of your problem. IBM is not responsible for delays in electronic response delivery caused by systems and network problems.
4. In some instances, IBM may request that you allow it to remotely access your system to assist you in isolating the software problem cause. You will remain responsible for adequately protecting your system and all data contained therein whenever we remotely access it with your permission.
5. This Service does not include assistance for a) the design and development of applications, b) your use of Programs in other than their specified operating environment, or c) failures caused by products for which IBM is not responsible under this Service; and
6. This Service is provided by United States personnel solely for servers that are located within the United States. For calls that originate from outside of the United States: 1) toll free telephone access is not available, 2) "8:00 a.m. to 5:00 p.m. in the local time zone" is defined as the time zone where your designated Point of Contact resides, Monday through Friday (excluding national holidays), 3) replies or other return communication to the caller will be via electronic means only, 4) software "traps" or other tools that may be necessary to diagnose problems will be sent only to the United States server location, and 5) the diagnosis and repair of data encryption will be discussed only with personnel at the United States server location.

Eligible Programs: Licensed programs for which this Service is available are listed at <http://www.ibm.com/services/sl/swm/> or may be obtained from your IBM marketing representative. The listing of Eligible Programs contains the last date of service for each respective release of licensed programs. IBM will support only current releases. It is your responsibility to insure that, when calling in for service, your software is current.

Software Maintenance After License Fee: The Software Maintenance After License fee is a one time charge to resume Software Maintenance if you a) did not renew this Service prior to the end of the then current support period or b) terminated this Service. The new support period in such an instance begins on the date that IBM accepts your order.

Managed Technical Support

Scope of Work

The IBM Managed Technical Support is comprised of the services described herein (called "MTS Services") which includes, as activities, various service elements designed to provide support to you.

Under the IBM Managed Technical Support, IBM will provide a Delivery Project Manager who will assist you in coordinating and managing technical support for your Eligible Machines (IBM and non-IBM) and Eligible Programs covered by MTS Services.

The MTS Services is comprised of the following activities:

- a) Delivery Management composed by various Service Elements;
- b) a set of deliverables created based on your managed technical support requirements.

Definitions

- a) Eligible Machines and Eligible Programs mean respectively 1) Machines that are specified as Eligible Machines and Programs which are specified as Eligible Programs which are covered under MTS Services.
- b) Service Element means a basic building block of activities which is designed to meet your specific requirements.

General Services

The responsibilities detailed in this section will apply to the contracted MTS Services

Project Management

IBM Delivery Project Management Responsibilities

The purpose of this activity is to identify an IBM Delivery Project Manager who will establish a framework to communications, reporting, procedural and contractual activities under the IBM Managed Technical Support Services engagement. The IBM Delivery Project Manager will:

- a) establish and maintain communications through your Point of Contact
- b) conduct quarterly regular status meetings throughout the technical support engagement ; and
- c) prepare Status Reports

Your Point of Contact Responsibilities

Prior to the start of the Services you will designate a person (called "your Point of Contact") to whom all communications relative to the Services will be addressed and who will have the authority to act on your behalf in all matters regarding the MTS Services. Your Point of Contact will:

- a) serve as the interface between the IBM Delivery Project Manager and all your departments, organizations and locations participating in the MTS Services.
- b) Be responsible for providing responses to requests within an agreed upon timeframe as required by IBM to perform the MTS Services.
- c) coordinate, manage and be responsible for the activities of your personnel
- d) communicate to the IBM Delivery Project Manager any changes that may materially affect IBM's provision of the MTS Services
- e) coordinate resolution of issues raised by the IBM Delivery Project Manager and, as necessary, escalate such issues within your organization;
- f) ensure that tasks assigned to personnel within your organization will be completed; and
- g) as required, participate in status meetings with the IBM Delivery Project Manager.

Your General Responsibilities

You will:

- a) Provide suitable office space, supplies, furniture, high-speed connectivity to the Internet, and other facilities for IBM's personnel at no charge to IBM while working on your premises.
- b) Be responsible for the content of any database, the selection and implementation of controls on its access and use, backup and recovery and the security of the stored data. This security will also include any procedures necessary to safeguard the integrity and security of software and data used in the MTS Service from access by unauthorized personnel; and
- c) Ensure that current hardware and software support agreements, maintenance and license agreements are in place with applicable Service Providers for those products and services upon which IBM is relying to provide the MTS Services described herein.

Inventory Review

The purpose of this Service element as part of the Delivery Management Service activity, is to include the tracking of Eligible Machines (IBM and non-IBM) installed and Eligible Programs for reporting purposes. You are responsible for the notifying IBM of any inventory that is added, moved, deleted from the original base.

IBM Responsibilities

Activity 1 – Inventory Review

IBM will:

- a) Prepare and review a listing of Eligible Machines and Eligible Programs in your hardware and software environment on a quarterly basis.
- b) Recommend any suggestions from a technical point of view.

Your Responsibilities

You agree to:

- a) Provide IBM 30 day's notification to modify any information on any additions/deletions/changes made to your hardware and software environment.
- b) Ensure that your Point of Contact reviews any applicable recommended suggestions as provided by the IBM Delivery Project Manager.

Support Line

IBM will provide you remote assistance with the operation of supported products and system environments. In addition, you may order certain optional features which are enhancements to this Service. These terms also apply for each of these optional features unless IBM specifies otherwise.

Definitions

Customer Critical Problem means a problem for which you have no known work around resulting in a critical disruption in your business operations.

Full Shift means 24 hours a day, seven days a week, including national holidays.

Off Shift means all hours outside of Prime Shift.

Prime Shift means 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).

Supported Products means those products and system environments identified in the Supported Products List for your support groups located at IBM's Internet address <http://www.ibm.com/services/sl/products> or as otherwise provided by IBM. The Supported Products List will change periodically to reflect Supported Product additions (for example, adding new products) or deletions (for example, deleting products at their end of currency date).

IBM Responsibilities

IBM will provide you remote assistance (via telephone from IBM's support center or via an electronic search and questioning capability) in response to your requests pertaining to the following:

For all Supported Products in your covered support groups –

1. basic, short duration installation, usage, and configuration questions; and
2. questions regarding IBM Supported Product publications.

For all IBM software Supported Products in your covered support groups –

1. code-related problem questions;

2. diagnostic information review to assist in isolation of a problem cause (for example, assistance interpreting traces and dumps for installation and code related problems); and
3. for known defects, available corrective service information and program fixes which you are entitled to receive under the terms of the IBM license.

When you report a problem with covered non-IBM software Supported Products, IBM will provide a primary point of contact for all support requests. IBM will assist you by providing level 1 and level 2 support, which includes assistance for installation usage and configuration questions and provide general guidance on product documentation. IBM will also assist with isolating the problem cause and provide you recovery information, if available, from the vendor. For known defects, IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of our actions. At this point IBM will consider its support requirement fulfilled since resolution of these defects is the responsibility of the vendor.

For the Linux support groups, IBM may make available new fixes to the Red Hat and SUSE Enterprise releases of the Linux operating system open source components for IBM supported Linux distributions. IBM may make available emergency source code fixes as new defects are reported. IBM is not a Linux distributor and does not distribute patches, maintenance updates or refreshes. You must receive maintenance updates and refreshes directly from the Linux distributor under the terms of their license. IBM will make these new source code fixes available to the Linux distributor and the open source maintainer for inclusion and distribution as errata updates and patches. IBM will support and maintain these new source code fixes until such time that the Linux distributor or open source maintainer incorporates them or develops an alternate fix and distributes as errata update or patch. At such point IBM will consider its support requirement fulfilled.

Response Criteria

If not initially answered by a Service technician, IBM will use commercially reasonable efforts to respond, by telephone, to Support Line Service calls from you within two hours during Prime Shift. IBM's initial response may result in resolution of your request or it will form the basis for determining what additional actions may be required to achieve technical resolution of your request. If you select Full Shift coverage during Off Shift IBM will use commercially reasonable efforts to respond to Support Line Service calls which you specify to be Customer Critical Problems within two hours and all other Support Line Service calls within four hours.

Electronic Support

You will also be able to electronically submit Support Line Service requests for Supported Products, provided you have Internet access. IBM will use commercially reasonable efforts to respond to each electronic Service request from you within two hours of receipt during Prime Shift. For electronic Service requests received during Off Shift, IBM will use commercially reasonable efforts to respond within two hours of the start of Prime Shift on the next business day. IBM is not responsible for delays in response delivery caused by systems and network problems.

Your Responsibilities

You agree to:

1. ensure you are properly licensed to all software and have a current subscription (where required) for the Supported Products for which you request assistance;
2. retrieve and review a current Supported Products List on a regular basis to verify whether there have been any additions or deletions within your covered support groups;
3. ensure that any access codes IBM provides to you are used only by your authorized personnel;
4. designate a technically qualified representative (called "Primary Technical Contact") who will be your focal point to whom IBM may direct general technical information pertaining to your Supported Products. Your Primary Technical Contact and each caller must have sufficient technical knowledge of your Supported Product environment to enable effective communication with IBM's support center;
5. provide IBM with all relevant and available diagnostic information (including product or system information) pertaining to software problems you request assistance with;
6. if necessary, provide IBM with appropriate remote access to your system to assist you in isolating the software problem cause. You will remain responsible for adequately protecting your system and all data contained therein whenever IBM remotely accesses it with your permission; and
7. provide IBM with written notice of changes to your machine inventory within one month after the change occurs. Such changes may cause a revision to your charges for this Service. (Note: This responsibility does not apply for Enterprise Support.)

Enterprise Support

If you select Enterprise Support you will receive Support Line Service coverage, as described above, for all Supported Products that are part of your business systems environment. You agree to provide IBM an initial inventory of your Supported Products, including the machines on which they are installed, and inform IBM of inventory changes (additions/removals) prior to each yearly anniversary of the start of the transaction contract period. Your machine and Supported Product install base at the start of each contract year will be used to determine charges for that year.

Linux Product Subscription Option

For Supported Products in the Linux support group, you may also order this subscription option as an added Support Line Service feature. Under this feature, IBM will assist you in the ordering and receipt of eligible Linux subscription products. You will identify a subscription coordinator who will be the focal point for all your Linux supplier-licensed subscription product orders and deliveries under this Support Line Service feature.

The Linux supplier-licensed software is directly distributed and licensed to you by the Linux supplier under the terms and conditions of the supplier's end user license agreement ("EULA"). While IBM may have placed the order with supplier for the supplier-licensed software on your behalf, as a convenience for you, you acknowledge and understand that IBM is neither a party to the EULA nor a distributor, licensor, or reseller of the Linux supplier-licensed software. While the Linux supplier may provide you with certain warranties, representations, or indemnities under the EULA, IBM is not providing, whether express or implied, any warranty, representation, indemnity, or other license with respect to the Linux supplier-licensed software and is merely providing Services under this agreement on your behalf at your request. Without limiting the generality of the foregoing, IBM is providing no indemnity for any claim or alleged claim that all or any portion of the Linux supplier-licensed software may infringe a third party's intellectual property right.

Termination

You may terminate Support Line Service for any support group or any optional feature on one month's written notice to IBM after it has been contracted for at least one year. However, you may not terminate Support Line if you have elected to continue feature support. IBM may withdraw Service for a support group on the Supported Products List on three months' written notice to you. Other changes to the Supported Products List (for example, addition of new products or deletion of products at their end of currency date) will be posted to the Supported Products List at <http://www.ibm.com/services/sl/products> as they occur. If IBM withdraws or either of us terminate a Support Line Service or optional feature as provided herein, and it is a Service or feature for which you have prepaid and IBM has not yet fully provided to you, upon your request you will be provided a prorated credit.* This will apply if IBM withdraws support for an entire support group but not if IBM simply withdraws support for individual products. For the Linux Product Subscription Option, termination by you is not subject to prorated refund or credit for the prepaid charges.

Machine Control Program Remote Support

This remote support Service is provided only for Machine Control Programs. The term "Machine Control Program" ("MCP") means code delivered with an IBM Machine that executes below the external user interface (i.e., is implemented in a part of storage that is not addressable by user programs).

IBM will provide you remote assistance (via telephone from IBM's support center or via electronic access) in response to your routine installation, configuration, and usage (how-to) questions pertaining to MCPs on your covered IBM Machines. This assistance is provided during normal business hours (8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday, excluding national holidays). For an additional charge,* you may upgrade your Service hours of coverage to 24 x 7.

Remote Support does not include assistance for 1) the design and development of code, 2) your use of a MCP in other than its specified operating environment, 3) use on other than the specified machine, or 4) failures caused by products for which IBM is not responsible under this Service. This Service does not include on-site assistance at your location.

pSeries Software Services

Alert for pSeries provides automatic daily notification of the following for selected IBM Products: 1) High Impact and Pervasive Authorized Program Analysis Reports (called "HIPER APARS"), 2) any Program Temporary Fixes we discover to be defective (called "PE PTFs"), 3) latest available fixes, and 4) security advisories. IBM provides notification via e-mail for up to three different addresses of your choice.

IBM Responsibilities

IBM will provide you Alert notifications regarding each of your specified pSeries systems based on the parameters you choose when setting up this Service. If you implement IBM Service Agent, IBM will tailor the maintenance information that it provides to you for your specific environment.

Your Responsibilities

If you do not currently have an IBM Registration ID, you agree to obtain one at <https://www.ibm.com/account/profile/us?page=reg>. The IBM Registration ID must be used to 1) access the Alert Web site, 2) set up your preferences for Alert notifications, and 3) indicate which type of notifications you choose to receive.

zSeries Software Services

SoftwareXcel enterprise edition for zSeries provides you with the following package of Services:

1. remote assistance with the operation of supported Programs within specific product groups running under designated operating systems.

Definitions

The following definitions apply for this assistance:

Full Shift means 24 hours a day, seven days a week, including national holidays.

Off Shift means all hours outside of Prime Shift.

Prime Shift means 8 a.m. to 5 p.m. in the local time zone where you receive the assistance, Monday through Friday (excluding national holidays).

Supported Products means those products contained within designated product groups that run under identified operating systems for the zSeries hardware platforms. Supported Products are identified in the Supported Products List located at IBM's Internet address groups, and operating system groups for the zSeries hardware platforms that are eligible for this assistance. The Supported Products List will change periodically to reflect Supported Product additions (for example, adding new products) or deletions (for example, deleting products at their end of currency date). IBM may withdraw support for products on the Supported Products List at any time without written notice to you.

IBM Responsibilities

IBM will provide you remote assistance (via an electronic search and questioning capability) for the following requests related to Supported Products:

- a. basic, short duration installation, usage, and configuration questions;**
- b. code-related problem questions;***
- c. questions regarding IBM Supported Product publications;**
- d. diagnostic information review to assist in isolation of a problem cause (for example, assistance interpreting traces and dumps for installation and code-related problems);** and
- e. for known defects, available corrective service information and program fixes which you are entitled to receive under the Program Services terms of our Agreement.***

** Note: For an additional charge, you may receive this assistance via telephone from our support center.

*** Note: This assistance is also available via telephone from our support center. Telephone assistance is included in your Program license charge. In addition, IBM provides you the capability to have IBM and you concurrently view your code-related problem data.

Response Criteria

IBM will use commercially reasonable efforts to provide a response to each of your requests as follows:

- a. for other than code-related problems, i. within two hours of electronic receipt during Prime Shift and if received during Off-Shift, within two hours of the start of Prime Shift on the next business day (IBM is not responsible for delays in response delivery caused by systems and network problems), and ii. if you order the telephone support upgrade, within two hours of telephone receipt during Prime Shift and if you order Full Shift telephone coverage, within two hours of telephone receipt during Off-Shift for those requests which you specify to be Customer Critical Problems and within four hours of telephone receipt during Off-Shift for all other requests (Customer

Critical Problem means a problem for which you have no known work around resulting in a critical disruption in your business operations); and

- b. for code-related problems, within one hour of electronic or telephone receipt during available support hours when premium response is requested. Available support hours within the contiguous United States and Puerto Rico are during Prime Shift. Available support hours within Alaska and Hawaii are during the hours of 11 a.m. to 8 p.m., Eastern Time, Monday through Friday (excluding national holidays).

IBM's initial response may result in resolution of your request or it will form the basis for determining what additional actions may be required to achieve technical resolution of your request.

Your Added Responsibilities

You agree to:

- a. ensure you are properly licensed to all Programs for which you request assistance;
 - b. retrieve and review a current Supported Products List on a regular basis to verify whether there have been any additions or deletions of products within your product groups;
 - c. meet the prerequisites we specify for electronic access to IBMLink;
 - d. provide IBM with all relevant and available diagnostic information (including product or system information) pertaining to problems you request assistance with; and
 - e. provide IBM with appropriate remote access to your system to assist you in isolating the problem cause. You will remain responsible for adequately protecting your system and all data contained therein whenever IBM remotely accesses it with your permission;
2. Alert which provides electronic notification of and information about, potential problems with selected IBM Products. IBM provides you --
- a. automatic electronic notification of High Impact and Pervasive Authorized Program Analysis Reports (called "HIPER APARs") and any Program Temporary Fixes ("PTFs") IBM discovers to be defective (called "PE PTFs"),
 - b. information regarding the installation of new releases of Products or installation of preventive service packages,
 - c. access to Product cross-reference information,
 - d. the ability to order PTFs and request their electronic or physical delivery, and
 - e. the ability to order some preventive service packages;
3. Resolve which provides electronic Services to assist you in identifying and resolving problems with the operation of your Eligible zSeries Machines and eligible Programs installed on them. IBM provides you --
- a. tracking of Authorized Program Analysis Reports (called "APARs") and PTFs,
 - b. the ability to electronically report code-related problems to the IBM support center and receive an electronic response,
 - c. access to Product cross-reference information,
 - d. access to information on the maintenance of Products and diagnostic information on non-IBM problems,
 - e. access to eligible Program technical information databases, including a question and answer library,
 - f. the ability to order PTF's electronically and request electronic or physical delivery,
 - g. information regarding the installation of new releases of Products or installation of PTFs, and
 - h. the ability to report a suspected hardware problem to IBM electronically; and
4. monthly status reports.

Note: Charges for SoftwareXcel enterprise edition for zSeries are based on the largest processor and each additional processor, at each of your Specified Locations, with installed Programs for which you order this Service. All processors at your Specified Locations must be covered under this Service. You must provide IBM with written notice of changes to your processor inventory within one month after the change occurs.

This 1) Attachment, 2) its applicable Transaction Documents (e.g., Statements of Work, Schedules, and Change Authorizations), and 3) the IBM Customer Agreement (or an equivalent agreement in effect between us) identified below comprise the complete agreement regarding the Services described in this Attachment and its applicable Transaction Documents and replace any prior oral or written communications between Customer and IBM. In entering into this Attachment, neither party is relying on any representation that is not specified in the Attachment or the documents specified in the preceding sentence, including without limitation any representations concerning: 1) estimated completion dates, hours, or fees to provide any Service; 2) the experiences or recommendations of other parties; or 3) results or savings Customer may achieve. Each party accepts the terms of this Attachment by signing this Attachment (or another document that incorporates it by reference) by hand or, where recognized by law, electronically.

As used in this Attachment, "you" and "your" refer to the transaction contracting entity that is part of the Enterprise identified below.

Agreed to:

Enterprise name:
Miami-Dade County

Agreed to:

International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Name (type or print):

Name (type or print):

Date:

Date:

Enterprise number: 2323000

Reference Attachment number: MA82BGQ

Enterprise address:
IT Contracts and Procurement Officer
111 NW 1st Street Suite 1375
Miami, FL 32218-1974

Reference Agreement number: TBD

IBM address:
PO Box 12195 BLDG 203
3039 Cornwallis Road
RTP, NC 27709

Optional Master Services Attachment for ServiceElite Statement of Works

IBM Maintenance & Technical Support provides the following optional Services. The County can request the optional support services at any time during the term of this agreement. The Statement of Works will be provided at the then current document release (Z125-XXXX-XX) of the terms and conditions.

- Hard Drive Retention Option
- Enhanced Parts Inventory
- IBM Software Support Services Account Advocate
- IBM Software Support Services Enhanced Technical Support
- IBM Software Support Services Custom Technical Support
- Managed Maintenance Solutions for Cisco Products
- Managed Maintenance Solutions for Avaya
- Managed Maintenance Solutions for Juniper

IBM Statement of Work for ServiceElite

Hard Drive Retention Option

Under this option, IBM will modify Service for Machines as described in our Agreement to allow you to retain a defective hard drive that is replaced in the course of Service by us. If your reported problem requires the replacement of a hard drive, a replacement hard drive will be supplied by us and the removed defective hard drive will be provided to you as your property for disposal by you.

Machines covered under this option must also be under IBM warranty or separately covered by Machine maintenance Service with us. If you have selected Automatic Inventory Increase for Machines and Software Maintenance Service – Machine Maintenance Service, Option #1, that selection will also apply to this option except this Service will commence upon a Machines addition to inventory regardless of the Machines warranty status.

The schedule will identify the Eligible Machines by Specified Location, and period for which you have contracted this Service.

IBM Statement of Work for ServiceElite

Enhanced Parts Inventory

Machines must be covered under IBM warranty or an IBM maintenance services agreement to be eligible for this Service.

IBM will establish and maintain an inventory of spare Machine parts to be used in maintenance repair services performed by IBM on your Eligible Machines specified in the Schedule. IBM will identify whether the parts are to be stored at your Specified Location or an IBM location. The parts remain IBM property until IBM installs them in your Eligible Machines.

IBM will:

1. perform reviews for purposes of restocking parts removed for use in repairs and deleting parts no longer needed;
2. for parts to be stored at your Specified Location, have IBM service technicians provide the initial and restocking inventory; and
3. have an IBM service technician remove all remaining parts inventory at your Specified Location when this Service is terminated.

Whenever both of us agree to store Eligible Machine repair parts at your Specified Location, you also agree:

1. to provide secure storage space for all parts stored at your Specified Location;
2. to provide IBM service technicians easy access to the secure storage space so that they may promptly store, inspect, and remove the parts whenever they deem necessary; and
3. that while in storage,
 - a. you are responsible for the parts and will be separately charged for any parts that IBM finds to be missing, used, or damaged, and
 - b. parts remain the property of IBM and will be subject to IBM parts control procedures and must be made available for return to IBM upon our request.

When parts are stored at your Specified Location, you agree to notify IBM, in writing, whenever you change the location of Machines supported under this Service or the location of the stored parts.

While the parts are stored at your Specified Location, you agree that you will be separately charged for any parts IBM removes and installs into a Machine not covered by warranty or Maintenance of Machines as specified in a Schedule.

Termination - You may terminate this Service for any or all Machines on three months' written notice to IBM, however you will be billed an additional month's charge for each Machine terminated.

IBM Statement of Work for ServiceElite

IBM Software Services – Account Advocate

IBM Software Support Services – premium support - account advocate support comprises three Enhanced Service Modules: Priority Access, Priority Response, and Priority Handling, that will provide you with premium remote voice and electronic entry into and handling within IBM's product support structure. This Service also enhances your support under your ("Base Support Contracts") and provides a single point of entry into IBM's support structure for reporting problems relating to your Eligible Machines and Programs. This Service also provides you access to a Priority Support Team which includes an Account Advocate.

You must maintain Base Support Contracts for all Eligible Machines/Programs for which you select this coverage. This service description details the support enhancements (above your Base Support Contracts) to which you are entitled for your covered Eligible Machines/Programs. Unless changed in this service description, the provisions of all the Base Support Contracts remain in effect.

This specific Service is intended for Machines physically located within the United States. This service description details the support enhancements (above your Base Support Contracts) to which you are entitled for your Account Advocate Eligible Machines/Programs.

This service description is structured that general account advocate terms are set out in the main body of the text and product unique Account Advocate terms are set out later in the text by product group. Only those activities specified in this service description are included with the account advocate service; other tasks for which you request support will be contracted separately for an additional charge.

Definitions

Base Support Contracts are those Base Support Contracts which are eligible, including IBM SupportLine, IBM Software Maintenance for OS/400, I5/OS and Selected Products, IBM Software Maintenance for AIX Operating Systems, IBM Passport Advantage, IBM Hardware Maintenance and IBM ServicePac.

Account Advocate - is a member of the Priority Support Team that is responsible for ensuring the provision of all aspects of the Account Advocate Service outline under this Service;

Eligible Machines/Programs are those IBM software and hardware products eligible for this Service as identified at IBM's Internet address <http://www-1.ibm.com/services/sl/products/> or listed in your IBM schedule of services. When accessing internet address, refer to the enhanced technical support Service for Eligible Machines/Programs.

Eligible Machines/Programs are grouped by Operating System (OS) and the Server types on which the OS is installed.

The following is a list of Eligible Machines/Programs for the designated eligible OS:

- AIX/OS400/i5OS - IBM System i5, IBM Server iSeries, IBM System p5, and IBM Server pSeries
- Linux - IBM System i5, IBM Server iSeries, IBM Server pSeries, IBM System p5, IBM Server xSeries, IBM System x3, and x86 based OEM
- Microsoft - IBM Server xSeries, IBM System x3, and x86 based OEM

Enhanced Service Modules means collectively Priority Access, Priority Response and Priority Handling.

Full Shift – is all hours inclusive of Prime Shift and Off Shift.

Non-United States based customer representatives – are all customer personnel that do not reside in the United States placing calls to the IBM support structure.

Off Shift - is all hours outside of Prime Shift.

Periodic Service Status Update - a mutually agreed to scheduled conference call between your Point of Contact and the assigned Account Advocate.

Primary Technical Contact (PTC) - is your representative to whom IBM may direct general technical information pertaining to the Services. The PTC must have sufficient technical knowledge of Eligible Programs and Eligible Machines environment to enable effective communication with IBM's Support Center.

Prime Shift - is 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).

Priority Access - is the process by which you report problems to the Priority Support Team relating to your Eligible Programs/Products and other associated IBM products for which you maintain a current IBM support contract.

Priority Handling - is for those covered Eligible Programs/Products the Priority Support Team will engage and coordinate all the appropriate resources to resolve your reported problems.

Priority Response - is IBM base support response time commitments are enhanced under this Service.

Priority Support Team - is IBM's team of personnel that will provide a single point of entry for your voice and electronic queries in support of the Enhanced Service Modules under this Service.

Response Time - is the elapsed time between receipt by the Priority Support Team of a problem submission, and the acknowledgement of the submission. IBM's initial response may result in technical resolution of your problem or it may form the basis for determining what additional actions are required. Refer to the IBM Software Support Handbook for call handling process by severity at: <http://techsupport.services.ibm.com/guides/beforecontacting.html>

Server Location - is the physical location of the Eligible Machines supported under this Service. All Eligible Machines must be physically located within the United States.

Service Modules - collectively is Priority Access, Priority Response and Priority Handling Service modules define what your remote support service will provide.

IBM Responsibilities

Service Modules – Priority Access

IBM will provide an Account Advocate who is a member of the Priority Support Team and who will work with your designated Point of Contact ("POC") to establish and maintain a framework for technical communications and contractual activities.

The Account Advocate will:

1. review the Services contract and any other applicable documentation as part of a welcome call;
2. review your Eligible Programs/Products under the Service;
3. review the primary escalation path for your Eligible Programs/Products; and
4. schedule Periodic Service Status Update calls with your designated POC.

Enhanced Service Modules

Priority Access

IBM will provide you with direct access to a team of skilled resources known as the Priority Support Team who will provide an initial point of contact for your problem submissions related to your Eligible Machine/Programs and other IBM products associated with servers for which you have purchased support under this Service. You may submit problem management records (via remote voice or electronic problem reporting). Your remote voice response support is achieved using your Direct Access Code ("DAC") when you submit a problem. If the problem is related to an Eligible Program(s) installed on a machine for which you have purchased support under this Service, you will receive Priority Handling as set out below. If the reported problem is related to another IBM software or hardware product associated with a server for which you have purchased support under this Service, the Priority Support Team will engage the appropriate specialist team on your behalf. This engagement requires that you have a valid support contract for that IBM product. Once the specialist support team for that product is engaged, service will be provided under the terms and conditions of that contract (not this Account Advocate Service). The Priority Support Team role will be limited to providing an escalation path as required.

Priority Response

Your problem submissions to the Priority Support Team for Eligible Machines/Programs will receive enhanced Response Times as detailed below. These Response Times detail how quickly the Priority Support team will respond based on the Severity of the problem and the time that you report it. IBM's

initial response may result in resolution of your problem or it will form the basis for determining what additional actions may be required to achieve technical resolution of your problem. Response Times for Off Shift problem submissions are only valid if you have contracted for coverage during Off Shift. Non-United States based customer representatives are limited to problem submissions via electronic means only and coverage hours are limited to U.S. Prime Shift. This Service is provided by United States personnel solely for servers that are located within the United States. For calls that originate from outside of the United States: 1) toll free telephone access is not available, 2) "8:00 a.m. to 5:00 p.m. in the local time zone" is defined as the time zone where your designated Point of Contact resides, Monday through Friday (excluding national holidays) 3) replies or other return communication to the caller will be via electronic means only, 4) software "traps" or other tools that may be necessary to diagnose problems will be sent only to the United States server location, and 5) the diagnosis and repair of data encryption will be discussed only with personnel at the United States server location.

For telephone assistance:

- Severity ("Sev") 1 Calls – Thirty (30) minutes Response Time during Prime Shift and thirty (30) minutes during Off Shift.
Sev 1 Calls are defined as a system down situation. Customer is unable to use the product which has a critical impact on operations. No backup is available.
- Sev 2 Calls – One (1) hour Response Time during Prime Shift and two (2) hours during Off Shift.
Sev 2 Calls are defined as customer is able to use the product, but operations are severely restricted by the problem.
- Sev 3 & Sev 4 Calls – Two (2) hours Response Time during Prime Shift and four (4) hours during Off Shift.
Sev 3 Calls are defined as customer is able to use the product with some restrictions on the function that is available. These restrictions do have an impact on overall operation.
Sev 4 Calls are defined as problems that cause little or no impact to the operations. A way to circumvent the problem has been found.

For electronic assistance:

- All Sev levels - Two (2) hour Response Time for submissions received during Prime Shift. For submissions received during Off Shift, Response Time is within two (2) hours after the start of Prime Shift on the next business day. IBM is not responsible for delays caused by systems and network problems.

IBM will use commercially reasonable efforts to achieve the Response Time objectives set out above. However, IBM's failure to do so will not constitute a breach, material or otherwise, will not result in IBM being liable for damages, service level credits or other amounts, and will not otherwise provide any additional rights to you.

Priority Handling

The Priority Support Team will provide priority handling of your reported problems related to Eligible Machines/Programs on servers for which you have contracted this Service. Non-United States based customer representatives are limited to problem submissions via electronic means only and coverage hours are limited to U.S. Prime Shift. All such communication shall be in the English language only.

The Priority Support team will:

1. perform initial problem determination and problem source identification;
2. engage the appropriate specialist support resources when required;
3. monitor the progress of your problem submissions for Eligible Machines/Programs;
4. coordinate service resources as necessary; and
5. ensure provision of follow-up status that is appropriate to the severity level assigned to the submitted problem. This includes invoking IBM's predefined escalation guidelines until the problem is resolved. Target status update intervals are as follows-

Sev 1: Follow up with the customer every four (4) hours, or as mutually agreed.

Sev 2: Follow up with the customer (during Prime Shift) daily or as mutually agreed.

Sev 3 and Sev 4: Follow up with the customer (during Prime Shift) when progress has been made. Your

Your Responsibilities

You agree to:

1. participate in the Account Advocate welcome call;
2. maintain, for the duration of this Service, the appropriate base support contracts (including coverage hours) for all Eligible Programs/Products to be covered by this Service. If you terminate any of your base support contracts (or change the coverage hours), you must immediately notify the IBM Account Advocate who will help to determine the appropriate changes to your coverage under this Service;
3. designate a Point of Contact (POC) in the U.S. who will be the focal point for all communication with IBM's Account Advocate relative to this Service and who will have the authority to act on your behalf in matters regarding this Service. Your POC will:
 - a) inform the IBM Account Advocate of any hardware or software changes to your Eligible Programs/Products environment within thirty (30) days of the change occurring. Failure to provide timely updates may result in Service delays or lack of coverage, and
 - b) designate a contact that will be the focal point for problem submissions by you to the Priority Support Team;
4. obtain and provide information, data, decisions and approvals, within three (3) business days of IBM's request, unless both parties mutually agree to an extended response time;
5. ensure the appropriate personnel for activities, described in this Service, are made available by your organization. This includes your being able to help resolve issues via escalation within your organization;
6. review on a regular basis, the product listings at <http://www-1.ibm.com/services/sl/products/> to determine whether there have been any additions or deletions (for example, products removed at their end of currency date) that may impact the product support you are receiving under this Service. Questions regarding such changes should be directed to your Account Advocate; and
7. supply your DAC code in order to receive support on your Eligible Programs/Products.

Termination

You may terminate this Service on one month written notice to IBM after the initial contract year. Termination of this Service does not terminate or modify any of your base support contracts. Since this Service requires you to have base support contracts in place for all IBM Eligible Programs/Products to be covered by this Service, you may not terminate the associated base support contract during the initial contract year; thereafter, if you terminate the associated base support contract, you must also terminate the applicable Account Advocate Service support.

IBM Statement of Work for ServiceElite

IBM Software Support Services – Enhanced Technical Support

1. Scope of Work

IBM Software Support Services - Enhanced Technical Support ("ETS") comprises four Enhanced Service Modules: Priority Access, Priority Response, Priority Handling and Proactive Support, that will provide you with premium remote voice and electronic entry into and handling within IBM's support structure and will assist you with managing your product environment. This Service also enhances your support under your IBM Base Support Services for all Eligible Machines and Programs for which you select ETS coverage. It provides a single point of entry into IBM's support structure for reporting problems relating to your Eligible Machines and Programs and access to a Priority Support Team which includes an ETS Advocate.

You must maintain Base Support Services for all Eligible Machines and Programs, and Storage devices for which you select ETS coverage. Unless changed in this ETS Statement of Work (SOW) description, the provisions of all the Base Support Services remain in effect. This Service is based on your Server Location as listed in the Schedule for ServiceElite ("Schedule").

2. Definitions

AIX, OS/400, i5/OS – means IBM System i5, IBM Server iSeries, IBM System p5, IBM Server pSeries, and IBM Power Systems.

Alert for AIX, OS/400 and i5/OS – is a web based IBM tool that provides notification of potential system problems.

Base Support Services – are those Base Support Services which are eligible including, IBM Support Line, IBM Software Maintenance, IBM Passport Advantage, IBM Hardware Maintenance and IBM ServicePac.

Eligible Machines and Programs – are those IBM software and hardware products eligible for this Service as identified at IBM's Internet address: <http://www-03.ibm.com/services/sl/products/> Refer to the Enhanced Technical Support Service for Eligible Machines and Programs.

Eligible Machines and Programs for servers are grouped by Operating System ("OS") and the server types on which the OS is installed; Eligible Machines and Programs for storage devices are grouped by IBM storage classification.

ETS Advocate – is the individual technical support member of the Priority Support Team that is responsible for ensuring the provision of all of the aspects of ETS outlined in the Proactive Support section of this Service description.

Enhanced Service Modules – collectively includes Priority Access, Priority Response, Priority Handling, and Proactive Support.

Full Shift – is all hours inclusive of Prime Shift and Off Shift.

Linux – means supported Linux products running on the following systems: IBM System i5, IBM Server iSeries, IBM Server pSeries, IBM System p5, IBM Power Systems, IBM Server xSeries, IBM System x3, and x86 based non-IBM hardware.

Maintenance Level Report ("MLR") – is a listing of your current maintenance levels on your Eligible Machines.

Microsoft – means supported Microsoft products running on the following systems: IBM Server xSeries, IBM System x3, and x86 based non-IBM hardware.

Non-United States based customer representatives – are all customer personnel that do not reside in the United States (U.S.) placing calls to the IBM support structure.

Off Shift – is all hours outside of Prime Shift.

Performance Management for AIX, OS/400 and i5/OS – is a web-based IBM tool which collects data in order to provide performance reports and graphs.

Primary Technical Contact (“PTC”) – is your U.S. based representative to whom IBM may direct general technical information pertaining to the Services. The PTC must have sufficient technical knowledge of Eligible Machines and Programs within your environment in order to enable effective communication with the IBM support center.

Prime Shift – is 08:00 a.m. to 05:00 p.m. in the local time zone where your designated PTC is physically located, Monday through Friday (excluding national holidays).

Priority Access – is a set of services described under the heading of “Priority Access” below. It is the process by which you report problems to the Priority Support Team relating to your Eligible Machines and Programs for which you maintain current IBM Base Support Services.

Priority Handling – is a set of services described under the heading “Priority Handling” below. It is for those covered Eligible Machines and Programs, the process by which the Priority Support Team will engage and coordinate all the appropriate resources to resolve your reported problems.

Priority Support Team (“PST”) – is the group of ETS technical support specialists, who are responsible for activities set out in the Priority Access, Priority Response and Priority Handling sections of this Service description. Members of this team will also assist the assigned ETS Advocate with the activities set out in the Proactive Support section of this Service description as appropriate.

Proactive Support – the designation by IBM of an ETS Advocate who will provide and engage in proactive support activities designed to assist your IT staff in managing your Eligible Programs and Product environment.

Response Time – is the elapsed time between receipt by IBM technical support of your submission, and the acknowledgment of the submission. IBM’s initial response may result in technical resolution of your problem or it may form the basis for determining, if applicable, additional actions which may be required. Please refer to the IBM Software Support Handbook for call handling process by severity at: <http://techsupport.services.ibm.com/guides/beforecontacting.html>

Server Location – the physical location of the Eligible Machines supported under this Service. All Eligible Machines must be physically located within the U.S.

3. IBM Responsibilities

3.1 ETS Service Modules

This Service is solely for servers that are located within the U.S. For calls that originate from outside of the U.S: 1) toll free telephone access is not available, 2) “08:00 a.m. to 05:00 p.m. in the local time zone” is defined as the time zone where your designated U.S. based point of contact resides, Monday through Friday (excluding national holidays), 3) replies or other return communication to the caller will be via electronic means only, 4) software “traps” or other tools that may be necessary to diagnose problems will be sent only to the U.S Server Location, and 5) the diagnosis and repair of data encryption will be discussed only with personnel at the U.S. Server Location, 6) all support will be provided in the English language.

3.1.1 Priority Access

IBM will provide you with direct access to a team of skilled resources known as the PST who will provide an initial point of contact for your problem submissions related to your Eligible Machines and Programs and other IBM products associated with Servers for which you have purchased support under this ETS Service. You may submit problem management records via remote voice or electronic problem reporting.

Your remote voice response support is achieved using your Direct Access Code ("DAC") when you submit a problem.

3.1.2 Priority Response

The PST will use commercially reasonable efforts to respond by telephone within the target Response Times to your problem submissions under this Service for Eligible Machines and Programs as detailed below. These Response Times detail how quickly the PST will respond based on the Severity of the problem and the time that you report it. IBM's initial response may result in resolution of your problem or it will form the basis for determining what additional actions may be required to achieve technical resolution of your problem. Response Times for Off Shift problem submissions are only valid if you have contracted for Base Support Services with Off Shift coverage.

- a. For telephone assistance:
 1. Severity ("Sev") 1 Calls – 30 minutes Response Time during Prime Shift and 30 minutes during Off Shift.
 - (a) Sev 1 Calls are defined as a system down situation. Customer is unable to use the product which has a critical impact on operations. No backup is available.
 2. Sev 2 Calls – One hour Response Time during Prime Shift and two hours during Off Shift.
 - (a) Sev 2 Calls are defined as customer is able to use the product, but operations are severely restricted by the problem.
 3. Sev 3 and Sev 4 Calls – Two hours Response Time during Prime Shift and four hours during Off Shift.
 - (a) Sev 3 Calls are defined as customer is able to use the product with some restrictions on the function that is available. These restrictions do have an impact on overall operation.
 - (b) Sev 4 Calls are defined as problems that cause little or no impact to the operations. A way to circumvent the problem has been found.
- b. For electronic assistance:
 1. All Sev levels - Two hour Response Time for submissions received during Prime Shift. For submissions received during Off Shift, Response Time is within two hours after the start of Prime Shift on the next business day. IBM is not responsible for delays caused by systems and network problems.

3.1.3 Priority Handling

The PST will provide priority handling for your voice and electronic reported problems related to Eligible Machines and Programs on Servers which you have covered by this ETS Service. The PST will:

- a. perform initial problem determination and problem source identification;
- b. engage the appropriate support specialist resources as required;
- c. monitor the progress of your problem submissions;
- d. coordinate service resources as necessary; and
- e. ensure provision of follow-up status for Eligible Machines and Programs that is appropriate to the severity level assigned to the submitted problem. This includes invoking IBM's predefined escalation guidelines until the problem is resolved. Target status update intervals are as follows:
 1. Sev 1: Follow up with the customer every four hours, or as mutually agreed.
 2. Sev 2: Follow up with the customer (during Prime Shift) daily or as mutually agreed.
 3. Sev 3 and Sev 4: Follow up with the customer (during Prime Shift) when progress has been made.

If the reported problem is for Eligible Machine(s) and Program(s) under hardware for which you have purchased support under this Service, or if the reported problem is related to another IBM software or hardware product associated with a server and or storage device, the PST will engage the appropriate specialist team on your behalf and will advise you when that is complete. The PST role will be limited to providing an escalation path as required.

3.1.4 Proactive Support Services

IBM will designate an ETS Advocate who is a member of the PST to provide support for your Eligible Machine and Programs. The ETS Advocate and PST will perform the proactive support activities designed to assist your IT staff in managing your Eligible Machines and Programs environment. The ETS Advocate will also work with your PTC to establish and maintain a framework for technical communications and contractual activity reporting.

Additionally the ETS Advocate will:

- a. remotely, via conference call, conduct an initial welcome call. The purpose of this call is to ensure your ability to access the Priority Access, Priority Response, and Priority Handling aspects of this ETS Service. The ETS Advocate will also provide information relating to the proactive aspects of the ETS Service and schedule the initial remote operational review meeting;
- b. remotely, via conference call, conduct an operational review meeting (on a mutually agreed date) with your designated PTC and personnel to accomplish the following:
 1. review the ETS terms and any associated documents,
 2. review any documentation sent to you as part of the ETS operational review process,
 3. document the Eligible Machines and Programs and associated product inventory (including your server logical partitioned environment) to be supported under ETS based upon your completed initial review documentation,
 4. review your documented backup and recovery processes,
 5. review your documented software change control processes,
 6. review the current support structure within your organization, and
 7. schedule the initial setup of the applicable tools, if applicable under this Service.
- c. create and deliver one copy of the Technical Support Plan to your PTC within 30 days of the initial remote operational review meeting. The Technical Support Plan will include information about your Eligible Machines and Programs and ETS deliverables as applicable;
- d. conduct annual reviews of the Technical Support Plan during the course of the ETS Service period;
- e. maintain an inventory listing of your Eligible Machines and Programs and associated software and their release levels for those Servers for which you have purchased ETS;
- f. perform an initial test of all appropriate remote support electronic connections to your Eligible Machines and Programs environment and assist in verifying the IBM supplied diagnostic tools that require them are available for use as documented in the Technical Support Plan;
- g. create and deliver monthly to your PTC one copy of an ETS Monthly Review Package which summarizes all of your service reports and provide an update from the previous monthly call. The ETS Monthly Review Package will include one copy of a Service Activity Report which summarizes your Eligible Machines and Program problem submissions;
- h. schedule monthly status conference calls with your PTC to review your account status in terms of the monthly documentation provided by IBM as part of ETS and any of your planned changes to your Eligible Machines and Programs;
- i. provide proactive notification concerning technical information, related to your Eligible Machines and Programs and ETS supported environment, both as it becomes available and as determined by the PST to be applicable and not otherwise available to you. This includes information on software fixes and updates and tips and techniques associated with your ETS supported environment;

- j. provide problem isolation on your reported problems that relate to Eligible Machines and Programs; and
- k. upon request the PST will remotely assist U.S. your based customer representatives via telephone with your installation of generally available fixes for your Eligible Machines and Programs under this Service.

3.1.5 Your Responsibilities

You agree to:

- a. maintain, for the duration of this ETS Service, the appropriate Base Support Services (including coverage hours) for all products to be covered by ETS. Refer to the product group unique sections below for the specific Base Support Services requirements applicable for each product group. If you terminate any of these Base Support Services (or change the coverage hours), you must immediately notify the IBM ETS Advocate who will help to determine the appropriate changes to your coverage under this ETS Service;
- b. prior to making available to IBM any facilities, software, hardware or other resources, obtain any licenses or approvals necessary for IBM or its subcontractors to use, access and modify such resources to the extent necessary for IBM to perform the Services. Where approval, acceptance, consent or similar action by either party is required under this SOW, such action will not be unreasonably delayed or withheld;
- c. ensure you have all appropriate rights and licenses for all ETS Eligible Machines and Programs for which you request the Service;
- d. designate a PTC in the U.S. who will be the focal point for all communication with IBM's ETS Advocate relative to this ETS Service and who will have the authority to act on your behalf in matters regarding ETS. Your PTC will:
 - 1. participate in the ETS welcome call,
 - 2. supply the eligible environment details per the documentation that you will receive as part of the ETS operational review process,
 - 3. participate in the initial remote operational review meeting to review the information you have provided relative to your Eligible Machines and Programs and associated product inventory (including your server logical partitioned environment), backup and recovery processes, software change control processes, and current support structure,
 - 4. designate your primary OS for ETS that is most critical to your enterprise,
 - 5. inform the IBM ETS Advocate of any hardware or software changes to your Eligible Machines and Programs environment within 30 days of the change occurring. Failure to provide timely updates may result in ETS service delays or lack of coverage,
 - 6. identify enhanced support applications and critical outage scenarios,
 - 7. provide IBM with all relevant and available diagnostic information (including product or system information), decision and approvals pertaining to problems with ETS Eligible Machines and Programs for which you request assistance within three business days of IBM's request, unless both parties mutually agree to an extended response time,
 - 8. designate a U.S. Prime Shift contact that will be the focal point for problem submissions by you to the PST, and
 - 9. participate in monthly status calls with IBM's ETS Advocate or assign a back-up.
- e. utilize the established ETS procedures for problem submissions, as detailed in the Technical Support Plan, for all ETS service requests. You may submit problem requests using the procedures of your Base Support Services, however, if you do so, the Priority Access, Response Times and Priority Handling terms of ETS will not apply to such problem submissions;

- f. ensure the appropriate personnel for activities, set out in this ETS Service description, are made available by your organization. This includes your being able to help resolve issues via escalation within your organization;
- g. download and install any tools that the PST recommends to your organization and that both parties mutually agree are necessary for the efficient implementation of this ETS Service. Details of these tools will be discussed during the initial remote operational review meeting. Tools supplied by IBM are to be used only for purposes of ETS;
- h. have an electronic connection capable of sending the data report to IBM and permit it to do so in order to allow the effective use of the service tools referenced above;
- i. be responsible for the installation of fixes and for adequately protecting your ETS Eligible Machines and Programs and data contained therein whenever IBM remotely accesses them;
- j. provide an appropriate electronic connection (such as an Internet connection) meeting the prerequisites IBM specifies and sign up for an IBM registration ID at:
<https://www.ibm.com/account/profile/us?page=reg>

4. Termination

You may terminate ETS Service on one month's written notice to IBM after the initial contract year. Termination of ETS does not terminate or modify any of your Base Support Services. You may not terminate the associated Base Support Services during the initial contract year; thereafter, if you terminate the associated Base Support Services, you must also terminate the applicable ETS Service.

5. Reports

IBM grants Customer an irrevocable, nonexclusive, worldwide paid up license to use, execute, reproduce, display, perform and distribute within Customer's Enterprise only copies of the Technical Support Plan, and other reports ("Materials") that will be delivered under this SOW. IBM or its suppliers will own all right, title and interest including ownership of the copyright in the Materials. All Customer pre-existing materials remain the sole property of the Customer.

6. ETS Product Group Sections follow below.

These sections provide terms and conditions and Service descriptions specific to each indicated product group that governs provision of ETS in support of such groups.

6.1 AIX, OS/400, i5/OS

Purchasing ETS for this product group on an Eligible Machine entitles you to the appropriate enhanced service levels set out under the ETS Service Modules above in the main body of this service description for any combination of these OS products that are installed on your Eligible Machines as listed in your Schedule of Services.

The following additional Proactive Support Services will be provided for this product group.

6.1.1 Performance Management ("PM") Summary Status Reports for AIX, OS/400, i5/OS

The ETS Advocate and/or the PST will:

- a. assist you in installing and activating IBM Service Agent and PM for AIX, OS/400 and/or i5/OS;
- b. collect performance data related to the ETS Eligible Machines and Programs;
- c. provide you with a PM Summary Status Report that includes your monthly management summary graph report for up to three logical machines installed in each of your ETS Eligible Machines; and
- d. assist you with the interpretation of PM reports for AIX, OS/400, and/or i5/OS; other corrective actions necessary to resolve performance problems may require additional fees under a separate contract.

6.1.2 Preventative Maintenance for AIX, OS/400, i5/OS

IBM will:

- a. assist you in installing IBM Service Agent;
- b. assist you in activating Alert for AIX, OS/400 and i5/OS;
- c. provide you with monthly Alert Reports tailored to your ETS eligible service operating system instances;
- d. assist you on the interpretation of Alert reports and provide you with the related recommendations;
- e. provide additional maintenance information for your ETS Eligible Machines and Programs that is not already detailed in the Alert reports. This information may include:
 1. warnings of highly pervasive problems ("HIPER") problems and the associated fixes Program Temporary Fixes ("PTFs") which address or circumvent these problems,
 2. standard new release / upgrade information on your Eligible Programs upon request by you; and;
 3. tips and techniques associated with your ETS Eligible Machines and Programs.
- f. provide a monthly MLR; your ETS Advocate will create and deliver monthly to your PTC, one copy of the MLR; and
- g. provide information on microcode and firmware updates for the ETS Eligible Machines.

6.1.3 Your Responsibilities

The following additional Responsibilities are in effect for this product group.

You agree to:

- a. activate, per IBM's instructions, the IBM Service Agent, PM and Alerts for AIX, OS/400 and/or i5/OS data collection software;
- b. have a current 24x7 all severity options covered under a Software Maintenance (SWMA) contract on all of your Servers, and any additional AIX Licensed Program Products ("LPP's") listed on your detailed Schedule of Services;
- c. have a 24x7 Machine Control Program Remote Support ("MCPRS") contract for your Hardware Management Console ("HMC") attached to an iSeries or pSeries eligible Server;
- d. have a 24x7 IBM Hardware Maintenance contract for all Servers under this Service; and
- e. be responsible for the installation of microcode, firmware and fixes which IBM recommends to you.

6.2 Linux

Purchasing ETS for this OS type product group entitles you to the appropriate level of enhanced service for your environment based on levels set out above in the ETS Service Module section of this service description as modified in this section.

6.2.1 Proactive Support

The ETS Advocate will include in your monthly ETS review package, one copy of the Linux server fix information.

6.2.2 Your Linux Responsibilities

The following additional Responsibilities are in effect for this product group.

You agree to:

- a. have a current 24x7 MCPRS contract in place if you require service for your HMC attached to an iSeries or pSeries eligible Server;
- b. have a current 24x7 Support Line or ServicePac for Linux contract in place;
- c. have SWMA for AIX and OS/400 and i5/OS products for any LPP's listed on your detailed ETS Schedule of Services; and
- d. have a current 24x7 IBM Hardware Maintenance for your Eligible Machines covered under this contract.

6.3 Microsoft

Purchasing ETS for this OS type product group on Eligible Machines entitles you to the appropriate level of enhanced service set out above in the main body of this service description as modified in this section.

6.3.1 Proactive Support

The ETS Advocate will include in the ETS Monthly Review Package, one copy of the monthly Microsoft security bulletin.

6.3.2 Your Microsoft Responsibilities

The following additional Responsibilities are in effect for this product group.

You agree to:

- a. have a current IBM Hardware Maintenance contract for your ETS Machines covered under this SOW; and
- b. maintain a 24x7 Support Line or ServicePac contract for Microsoft Windows.

6.4 Server Hardware

The server hardware group is not available for purchase as a separate product group. You will automatically receive ETS Service when you purchase ETS for this eligible OS product group for an Eligible Machine. This product group will provide enhancements to the IBM Hardware Maintenance contracts that are in effect for those Machines.

6.4.1 Priority Handling

The following amendments are in effect for Priority Handling as applied to Server hardware.

For reported Sev 1 Hardware problems, the PST will:

- a. route any reported problems that should be handled by local IBM service representatives to those resources and advise you of this course of action. The local service specialists will take ownership of these routed problems. The PST will provide an escalation path as needed for routed problems;
- b. provide Priority Handling for all other Sev 1 hardware problems; and
- c. handle non-Sev 1 Hardware problems reported to the PST per the description for non-eligible reported product problems.

At your discretion, you may utilize the standard problem reporting procedures for hardware problems associated with your Eligible Machines per the procedures detailed in your Base Support Services.

6.4.2 Proactive for Server Hardware

The following amendments are in effect for Proactive Handling as applied to Server hardware.

For reported Sev 1 server Hardware problems only, the PST will:

- a. include the status of reported Sev 1 problems which were reported using your DAC and directly handled by the PST as identified above under Priority Handling for Server Hardware in your ETS Monthly Review Package.

6.5 Storage Machines

ETS for Storage devices is available for a selection of Storage devices. With ETS for Storage, you will receive an enhancement to your Base Support Services for Eligible Storage Machines.

6.5.1 Priority Handling for Storage Hardware

The following amendments are in effect for Priority Handling as applied to Storage hardware.

For reported Sev 1 Storage hardware problems, the PST will:

- a. route any reported problems that should be handled by local IBM service representatives to those resources and advise you of this course of action. The local service specialists will take ownership of these routed problems. The PST will provide an escalation path as needed for routed problems;
- b. provide Priority Handling for all other Sev 1 Storage hardware problems; and
- c. handle non-Sev 1 Storage hardware problems reported to the PST per the description for non-eligible reported product problems.

At your discretion, you may utilize the standard problem reporting procedures for hardware problems associated with your Eligible Machines and/or storage devices per the procedures detailed in your Base Support Services.

6.5.2 Proactive for Storage Hardware

The following amendments are in effect for Proactive Handling as applied to Storage hardware.

For reported Sev 1 Storage hardware problems only, the PST will:

- a. include the status of reported Sev 1 Storage hardware problems which were reported using your DAC as identified above in the Priority Handling for Storage Hardware in your ETS Monthly Review Package.

6.5.3 Your Storage Responsibilities

You agree to:

- a. have a 24x7, Full Shift Support Line or ServicePac for those Storage Software programs which require this type of support;
- b. have a SWMA for those Storage programs which require this type of support; and
- c. have a 24x7, Full Shift IBM Hardware Maintenance for those eligible storage machines to be covered by this ETS SOW.

IBM Statement of Work for ServiceElite

IBM Software Support Services Custom Technical Support

IBM Software Support Services – custom technical support (CTS) provides customized proactive remote technical support for a range of products as defined in this SOW. It is comprised of four CTS Service Modules: Priority Access, Custom Response, Priority Handling and Custom Proactive Support, that will provide you with premium remote voice and electronic entry into, and handling within, IBM's product support structure, and will assist you with managing your eligible product environment. CTS provide you with access to a dedicated Priority Support Team which includes an assigned CTS Technical Solutions Manager. This Service also enhances your support under your IBM base maintenance contracts ("Base Support Contracts") for Eligible Machines and Programs for which you select CTS coverage. It provides a single point of entry into IBM's support structure for reporting problems relating to your Eligible Machines and Programs and access to a Priority Support Team which includes a CTS TSM.

You must maintain Base Support Contracts for all Eligible Machines and Programs for which you select CTS coverage.

This Service description is structured such that general CTS terms and customized service options are set out in the main body of the text and product unique CTS terms and customized service options are set out later in the text by product group. Only those activities specified in this Service description are included with the CTS Service; other tasks for which you request support will be contracted separately for an additional charge.

Definitions:

Alert for AIX, OS/400 and i5/OS – is a web based IBM tool that provides notification of potential system problems.

Base Support Contracts – are those Base Support Contracts which are eligible including IBM Support Line, IBM Software Maintenance for OS/400, i5/OS and Selected Products, IBM Software Maintenance for AIX Operating Systems, IBM Passport Advantage, IBM Hardware Maintenance and IBM ServicePac.

CTS Technical Solutions Manager (TSM) means the individual technical support member of the Priority Support Team that is responsible for ensuring the provision of all of the aspects of CTS outlined in the Custom Proactive Support section of this Service description.

Eligible Machines and Programs (Eligible Machine/Programs) - are those IBM software and hardware machines and programs eligible for this CTS Service as identified at IBM's Internet address:

<http://www-1.ibm.com/services/sl/products/>.

Eligible Machines/Programs are grouped by Operating System (OS) and Servers on which the OS is installed. Following is a list of eligible Servers for the designated eligible OS:

- AIX, OS/400 and i5/OS - IBM System i5, IBM Server iSeries, IBM System p5, and IBM Server pSeries
- Linux – IBM System i5, IBM Server iSeries, IBM Server pSeries, IBM System p5, IBM Server xSeries,
IBM System x3, and x86 based OEM
- Microsoft - IBM Server xSeries, IBM System x3, and x86 based OEM.

CTS Service Modules - collectively Priority Access, Custom Response, Priority Handling, and Custom Proactive Support.

Custom Proactive Support means the services described below under the heading "Custom Proactive Support" below.

Custom Response means the set of services described under the heading of "Custom Response" below.

Full Shift – is all hours inclusive of Prime Shift and Off Shift.

Maintenance Level Report ("MLR") – is a listing of your current maintenance levels installed on your Eligible Machines.

Non-United States based customer representatives – are all customer personnel that do not reside in the United States placing calls to the IBM support structure.

Off Shift - is all hours outside of Prime Shift.

Performance Management for AIX, OS/400 and i5/OS – is a web-based IBM tool which collects data in order to provide performance reports and graphs.

Primary Technical Contact – is your representative to whom IBM may direct general technical information pertaining to the Services. The Primary Technical Contact ("PTC") must have sufficient technical knowledge of Eligible Machines and Programs within your environment in order to enable effective communication with the IBM support center.

Prime Shift - is 8 a.m. to 5 p.m. in the local time zone where your designated Point of Contact is physically located, Monday through Friday (excluding national holidays).

Priority Access - is the set of services described under the heading of "Priority Access" below.

Priority Handling - is the set of services described under the heading of "Priority Handling".

Priority Support Team - is the group of CTS technical support specialists who are responsible for activities set out in the Priority Access, Custom Response, Priority Handling and Custom Proactive Support sections of this Service description. Members of this team will also assist the assigned TSM with the activities set out in the Custom Proactive Support section of this Service description as appropriate.

Response Time - is the elapsed time between receipt by the IBM technical support of a submission, and the acknowledgment of the submission. IBM's initial response may result in technical resolution of your problem or it may form the basis for determining, if applicable, additional actions which may be required. Please refer to the IBM Software Support Handbook for call handling process by severity at:

<http://techsupport.services.ibm.com/guides/beforecontacting.html>

Server location – is the physical location of the Eligible Machines supported under this Service. All Eligible Machines must be physically located within the United States.

IBM Responsibilities

Each of the CTS Service Modules can be ordered separately for each of your Eligible Machines/Programs and will be reflected in your Schedule of Services.

CTS Service Modules

Priority Access

IBM will provide you with direct access to a dedicated team of resources referred to as the Priority Support Team who will provide an initial point of contact for your problem submissions related to your Eligible Machines/Programs and other IBM products associated with Machines and/or Storage Devices for which you have purchased support under this CTS Service. You may submit problem management records via remote voice or electronic problem reporting. Your remote voice response support is accessed using your unique Direct Access Code (DAC) when you submit a problem. If the problem is related to an Eligible Machines/Programs, you will receive Priority Handling as set out below. If the reported problem is related to another IBM software or hardware product associated with a Machine for which you have purchased support under this CTS Service, the Priority Support Team will engage the appropriate specialist team on your behalf. This service module requires that you have a valid Base Support Contract(s) for those IBM product(s). Once the support team for that product is engaged, service will be provided under the terms and conditions of that contract and not this (CTS Service). The Priority Support Team role will be limited to providing an escalation path as required.

Custom Response

In response to your problem submissions under this Service for Eligible Machines/Programs, the Priority Support Team will use commercially reasonable efforts to respond by telephone within the target Response Times as detailed below. Response Times for Off Shift problem submissions are only valid if you have contracted for coverage during Off Shift. Non-United States based custom representatives are limited to problem submissions via electronic means only and coverage hours are limited to U.S. Prime Shift. This Service is provided by United States personnel solely for servers that are located within the United States. For calls that originate from outside of the United States: 1) toll free telephone access is not available, 2) "8:00 a.m. to 5:00 p.m. in the local time zone" is defined as the time zone where your designated Point of Contact resides, Monday through Friday (excluding national holidays), 3) replies or other return communication to the caller will be via electronic means only, 4) software "traps" or other tools that may be necessary to diagnose problems will be sent only to the United States server location, and 5) the diagnosis and repair of data encryption will be discussed only with personnel at the United States server location.

Standard Response Objective:

1. For telephone assistance:
 - Severity ("Sev") 1 Calls – Thirty (30) minutes Response Time during Prime Shift and thirty (30) minutes during Off Shift.
 - Sev 2 Calls – One (1) hour Response Time during Prime Shift and two (2) hours during Off Shift.
 - Sev 3 & Sev 4 Calls – Two (2) hours Response Time during Prime Shift and four (4) hours during Off Shift.
2. For electronic assistance:
 - All Sev levels - Two (2)-hour Response Time for submissions received during Prime Shift. For submissions received during Off Shift, Response Time is within two (2) hours after the start of Prime Shift on the next business day. IBM is not responsible for delays caused by systems and network problems.

Optional Response Objective: If selected, this set of optional Response Time objectives will replace standard

Response Time objectives

For telephone assistance:

- Severity ("Sev") 1 Calls – Fifteen (15) minutes Response Time during Prime Shift and thirty (30) minutes during Off Shift.
- Sev 2 Calls – One (1) hour Response Time during Prime Shift and two (2) hours during Off Shift.
- Sev 3 & Sev 4 Calls – Two (2) hours Response Time during Prime Shift and four (4) hours during Off Shift.

For electronic assistance:

- All Sev levels - Two (2) hour Response Time for submissions received during Prime Shift. For submissions received during Off Shift, Response Time is within two (2) hours after the start of Prime Shift on the next business day. IBM is not responsible for delays caused by systems and network problems.

IBM will use commercially reasonable efforts to achieve the Response Time objectives set out above. However, IBM's failure to do so will not constitute a breach, material or otherwise, will not result in IBM being liable for damages, service level credits or other amounts, and will not otherwise provide any additional rights to you.

Priority Handling

The Priority Support Team will provide priority handling of your voice and electronic reported problems related to Eligible Machines/Programs on Servers which you have covered by this CTS Service. For Non-United States based customer representatives all problem submissions and additional communication with the Priority Support Team will be restricted to electronic problem reporting/handling. All such communication shall be in English language only.

The Priority Support Team will:

1. perform initial problem determination and problem source identification;
2. engage the appropriate support resources when required;
3. monitor the progress of your problem submissions for Eligible Machines/Programs;
4. coordinate service resources as necessary for Eligible Machines/Programs; and
5. ensure provision of follow-up status reports? Updates? for Eligible Machines/Programs appropriate to the severity level assigned to the submitted problem. This includes invoking IBM's predefined escalation guidelines until the problem is resolved. Target status update intervals are as follows:
 - a. Sev 1: Follow up with the customer every four (4) hours, or as mutually agreed.
 - b. Sev 2: Follow up with the customer (during Prime Shift) daily or as mutually agreed.
 - c. Sev 3 and Sev 4: Follow up with the customer (during Prime Shift) when progress has been made.

Custom Proactive Support

IBM will designate a CTS TSM who is a member of the Priority Support Team to provide support for your Eligible Machine/Programs. The CTS TSM and Priority Support Team will perform proactive support activities designed to assist your IT staff in managing your Eligible Machines/Programs environment. The CTS TSM will also work with your PTC to establish and maintain a framework for technical communications and contracting activity reporting.

Additionally the CTS TSM will:

1. remotely, via conference call, conduct an initial welcome call. The purpose of this call is to ensure your ability to access the Priority Access, and Priority Handling aspects of this CTS Service. The CTS TSM will also provide information relating to the proactive aspects of the CTS Service and schedule an initial operational review meeting;
2. remotely, via conference call, conduct an operational review meeting (on a mutually agreed date) with your designated PTC and personnel to accomplish the following:
 - a. review the terms governing CTS and any associated documents,
 - b. review any operational review documentation sent to you as part of the CTS operational review process,
 - c. document the Eligible Machine/Programs and associated product inventory (including your server logical partitioned environment) to be supported under CTS based upon your completed initial review documentation,
 - d. review your documented backup and recovery processes,
 - e. review your documented software change control processes,
 - f. review the current support structure within your organization; and
 - g. schedule the initial setup of the applicable tools, if applicable under this Service;

***Optional Support:** The selection of optional onsite Operational review meeting(s) will result in this Operational Review being onsite at your designated location. Additional onsite Operational Reviews

may also be selected. If selected, the number and duration of any onsite Operational Reviews will be updated in your Schedule.

3. create and deliver one copy of the Technical Support Plan to your PTC within 30 days of the initial remote operational review meeting. The Technical Support Plan will include information about your Eligible Machines/Programs and CTS deliverables as applicable. The Technical Support Plan is a Type II Material;
4. conduct annual remote review(s) of the Technical Support Plan during the course of the CTS Service period;
5. maintain an inventory listing of your Eligible Machines/Programs and associated software and their release levels for those Servers for which you have purchased CTS,
6. perform an initial test of all appropriate remote support electronic connections to your Eligible Machines/Programs environment and assist in verifying that the IBM supplied diagnostic tools that require them are available for use as documented in the Technical Support Plan;
7. create and deliver monthly to your PTC one copy of a CTS Monthly Review Package which summarizes all of your service reports and provides an update from the previous monthly call. The CTS Monthly Review Package is a Type II Material and will include one copy of a service activity report which summarizes your Eligible Machines/Programs problem submissions for which you have purchased CTS;

***Optional deliverables:** By selecting this option, the CTS TSM will increase the frequency with which you automatically receive one copy of the Service Activity Report. Based on your selection, the CTS TSM will provide the service activity report either weekly or twice monthly. The frequency that you will receive these reports will be updated in your Schedule. The Service Activity Report is a Type II Material;

8. schedule monthly status conference calls with your PTC to review your account status in terms of the monthly documentation provided by IBM as part of CTS and any of your planned changes in your eligible CTS supported environment; and

*** Optional additional conference calls:** By selecting this option the CTS TSM will increase the frequency of the scheduled status conference call with your PTC and designated personnel to twice monthly or weekly. The optional frequency of status calls will be updated in your Schedule;

9. provide proactive notification concerning technical information, related to your Eligible Machines/Programs and CTS supported environment, both as it becomes available and as determined by the Priority Support Team to be applicable and not otherwise available to you. This includes information on software fixes and updates and tips and techniques associated with your CTS supported environment;
10. provide problem isolation on your reported problems that relate to Eligible Machines/Programs; and
11. upon request by you, IBM will remotely assist U.S. based customer representatives via telephone with installation of generally available fixes for your Eligible Programs under this Service.

Your Responsibilities

You agree to:

1. maintain, for the duration of this CTS Service, the appropriate Base Support Contracts (including coverage hours) for all products to be covered by CTS. Refer to the product group unique sections below for the specific base maintenance contract requirements applicable for each product group. If you terminate any of these Base Support Contracts (or change the coverage hours), you must immediately notify the IBM CTS TSM who will help to determine the appropriate changes to your coverage under this CTS Service;
2. ensure you are properly licensed for all CTS Eligible Programs for which You request the Services;

3. designate a U.S. based Primary Technical Contact (PTC) who will be the focal point for all communication with IBM's CTS TSM relative to this CTS service and who will have the authority to act on your behalf in matters regarding this service. Your PTC will do each of the following on your behalf—
 - a. participate in the CTS welcome call;
 - b. supply the eligible environment details required by the documentation that you will receive as part of the CTS service initiation process;
 - c. participate in the technical operational review meeting to review the information you have provided relative to your Eligible Machines/Programs and associated product inventory (including your Server logical partitioned environment), backup and recovery processes, software change control processes, and current support structure;
 - d. designate your primary eligible product for this Service (i.e. the eligible operating system "OS" that is most critical to your enterprise);
 - e. inform the CTS TSM of any hardware or software changes to your Eligible Machines/Programs environment within thirty (30) days of the change occurring. Failure to provide timely updates may result in CTS service delays or lack of coverage;
 - f. identify eligible critical machines and critical outage scenarios;
 - g. provide IBM with all relevant and available diagnostic information (including product or system information), decisions and approvals pertaining to problems with CTS Eligible Machines and Programs for which you request assistance within three business days of IBM's request, unless both parties mutually agree to an extended response time;
 - h. provide IBM with all relevant and available diagnostic information (including product or system information), decisions and approvals pertaining to problems with CTS Eligible Machines and Programs for which you request assistance within three business days of IBM's request, unless both parties mutually agree to an extended response time;
 - i. designate a U.S. based Prime Shift contact that will be the focal point for problem submissions by you to the Priority Support Team; and
 - j. participate in the scheduled status calls with IBM's CTS TSM or assign a back-up to do so.
4. utilize the established CTS procedures for problem submissions, as detailed in the Technical Support Plan, for all CTS service requests. You may submit problem requests using the procedures of your Base Maintenance Contract(s), however, if you do so, the Priority Access, Priority Response Times and Priority Handling terms of this CTS service will not apply to such problem submissions;
5. ensure the appropriate personnel for activities, set out in this CTS service description, are made available by your organization. This includes your being able to help resolve issues via escalation within your organization;
6. review, on a regular basis, the Eligible Machines/Programs listings at <http://www-1.ibm.com/services/sl/products/> to determine whether there have been any additions or deletions (for example, products removed at their end of currency date) that may impact the product support you are receiving under this CTS service. Questions regarding such changes should be directed to the CTS TSM;
7. download and install any tools that the Priority Support Team recommends to your organization and that both parties mutually agree are necessary for the efficient implementation of this CTS service. Details of these tools will be discussed during the initial operational review meeting. Tools supplied by IBM are to be used only for purposes of CTS service;
8. provide an electronic connection capable of sending and receiving data to and from in order to enable IBM's performance of the Services. If this connection is not provided and maintained, IBM is released from its obligation to deliver remote Services;
9. ensure that any access codes whenever provided to you by IBM are used only by your authorized personnel;

10. be responsible for adequately protecting your CTS Eligible Machines and all programs and data contained therein whenever IBM remotely accesses your systems;
11. give IBM your authorization to remotely access the CTS Eligible Machines in order to enable IBM's performance of the Services;
12. use the information obtained under the Services only for the support of the information processing requirements within your Enterprise; and
13. sign up for an IBM registration ID at: <https://www.ibm.com/account/profile/us?page=reg>

Termination

You may terminate CTS service on one month written notice to IBM after the initial contract year. Termination of this CTS service does not terminate or modify any of your separate base maintenance contracts. Since this CTS service requires you to have Base Maintenance Contracts in place for all products to be covered by CTS, you may not terminate the associated Base Maintenance Contract during the initial contract year; thereafter, if you terminate the associated base maintenance contract, you must also terminate the applicable CTS service.

CTS Product Group Sections follow below. These sections provide terms and conditions and Service descriptions specific to each indicated product group that governs provision of CTS in support of such groups.

AIX, OS/400 and i5/OS Product Group

Purchasing CTS for this product group on an iSeries or pSeries Server entitles you to the appropriate customized enhanced service levels set out above in the main body of this service description for any combination of these OS products that are installed on your Eligible Machines as listed in your Schedule of Services.

Prerequisite Base Maintenance Contracts

Mandatory: 24 x 7 All Severity Software Maintenance (SWMA) for AIX, OS/400 and i5/OS products installed on your covered Machines and any additional AIX LPP's listed on your detailed schedule of services.

Mandatory: 24 x 7 Machine Control Program Remote Support (MCPRS) for your Hardware Management Console (HMC) attached to an iSeries or pSeries Eligible Machine.

Mandatory: 24 x 7 IBM base maintenance for all Machines covered under this Service.

The following additional Proactive Service Deliverables will be provided for this product group.

CTS Eligible inventory for AIX, OS/400 and i5/OS

You will receive Services for the Eligible Machines and Licensed Program Products (LPPs) that are identified as such within the IBM Schedule for ServiceElite. The Eligible Machines with OS/400, i5/OS and AIX installed may not be changed for the duration of the Charge Period unless this Service is amended to reflect a change in inventory and the appropriate CTS charges are updated in the Schedule. An initial inventory of the Eligible Machines is listed in the Schedule for Services.

*** Optional coverage:** By selecting this option, you will enhance your eligible inventory coverage for AIX, OS/400 and i5/OS by receiving coverage for newly acquired Machines and LPPs which will be considered as part of your enterprise and will be added to this SOW, without additional charge, for the charge period. However, any newly acquired Eligible Machines or LPPs that are procured through acquisition or merger will be subject to an additional charge and must be added through the Schedule. If selected, this inventory growth option will be updated in your Schedule.

IBM Responsibilities:

The following additional IBM Responsibilities are applicable to this product group.

Custom Proactive Support - Performance Management (PM) Summary Status Reports for AIX, OS/400 and i5/OS:

The CTS TSM/Priority Support team will:

1. if requested, assist you in installing and activating IBM Service Agent and PM for AIX, OS/400 and/or i5/OS;
2. collect performance data related to the CTS Eligible Machines and Programs;
3. provide you with a Performance Management (PM) Summary Status Report which is a Type II Material that includes your monthly management summary graph report for up to three (3) logical machines installed in each of your CTS Eligible Machine(s); and
4. assist you in the interpretation of PM for AIX, OS/400 and/or i5/OS reports; other corrective actions necessary to resolve performance problems may require additional fees under a separate contract..

Optional: Detailed Performance Management (PM) Status Reports AIX, OS/400 and i5/OS:

By selecting this option, you will enhance your PM Summary Status Reports for AIX, OS400 and i5/OS by also receiving PM Detailed Reports. Your CTS TSM will assist with registration to receive Performance Management Detailed Reports for your AIX, OS/400 and i5/OS instances on eligible System i and/or System p Machines. These reports provide detailed analysis of how each operating system instance is utilizing the resources (CPU, Memory, DASD, etc.) that are assigned to it. The detailed reports will be available for the total number of OS instances that you have selected. The number of PM Detailed Reports for which you are eligible will be updated in your Schedule. The Performance Management (PM) Detailed Reports are considered a Type II Material.

Preventative Maintenance for AIX, OS/400 and i5/OS

IBM will:

1. if requested, assist you in installing IBM Service Agent;
2. assist you in activating Alert for AIX, OS/400 and i5/OS;
3. provide you with monthly Alert reports tailored to your CTS eligible service operating system instances;
4. assist you on the interpretation of Alert reports and provide you with related recommendations;
5. provide additional maintenance information for your CTS Eligible Machines/Programs that is not already detailed in the Alert reports. This information may include:
 - a. warnings of Pervasive or "HIPER" problems and the associated fixes (PTFs) which address or circumvent the problem;
 - b. standard new release / upgrade information on your Eligible Programs upon request by you; and
 - c. tips and techniques associated with your CTS Eligible Machines and Programs;
6. provide a monthly Maintenance Level Report.

Your CTS TSM will create and deliver monthly to your PTC, one copy of the Maintenance Level Report (MLR). The MLR is a Type II Material; and
7. provide information on microcode and firmware updates for the Eligible Machines.

Proactive Remote Environment Review for AIX

This CTS service element for AIX, will provide a proactive review based on the number of operating system instances that require this Service. For each eligible operating system instance that you identify, the Priority Support Team will conduct a Proactive Remote Review on a mutually agreed upon time once a month to accomplish the following –

1. a review of your script file from your target system;
2. review and propagate the results as follows via the web site as applicable;
 - d. software configuration currently installed on your server;
 - e. hardware configuration currently installed on your server;
 - f. system configuration results including mounted file systems;
 - g. network parameters including your TCP/IP network settings and per adapter information;
 - h. displays of “assets” installed in a system, such as processors and disks;
 - i. hardware analysis of microcode, firmware and patches, if applicable;
 - j. software analysis, displays a list of file sets installed on the system, updates to them, if applicable;
 - k. summary of known fixes that have not yet been installed on your system; and
 - l. summary of Critical, High-Impact or Pervasive problems.

Optional: Proactive Remote Review for OS/400 and i5/OS

This option if selected will provide a proactive review based on the number of Operating System instances that require this Service. For each eligible operating System instance that you identify, the Priority Support Team will conduct a remote review of your designated production licensed Logical Partition (LPAR) environment based upon a mutually agreed schedule. All such reviews must be conducted during Prime Shift hours. The purpose of this review will be to check for possible error conditions in these environments and determine if further actions (such as PTF installations or operational changes) are recommended in order to reduce potential impacts to your systems and operations. A Remote Review Status Report of any findings, conclusions or recommendations will be forwarded to your PTC for their review and actions

Your Responsibilities:

The following additional responsibilities are in effect for this product group

You agree to:

1. be responsible for any communications charges you incur associated with this Service;
2. be responsible for the installation of microcode, firmware and fixes which IBM recommends; and
3. activate, per IBM instructions, the IBM Service Agent and problem management alerts for AIX, OS/400 and i5/OS data collection software.

Linux

Purchasing CTS for this Operating System type product group on an Eligible Machine entitles you to the appropriate level of enhanced service for your environment based on levels set out above in the main body of this service description as modified in this section.

Prerequisite Base Maintenance Contracts for CTS: Linux

Mandatory: 24x7 Machine Control Program Remote Support (MCPRS) if you require service for your Hardware

Management Console (HMC) attached to an iSeries or pSeries Eligible Machine.

Mandatory: 24x7 Full Shift Support Line or ServicePac for Linux.

Mandatory: Software Maintenance for any Linux LPP's listed on your detailed CTS Schedule of services.

Mandatory: Linux maintenance support from IBM or one of the non-IBM Linux distributors (e.g. Red Hat, SUSE).

Mandatory: 24x7 IBM base maintenance for your Eligible Machines covered under this contract.

Proactive Support

The CTS TSM will include in your monthly CTS Review Package, one copy of the Linux server fix information.

Microsoft

Purchasing CTS for this Operating System type product group on an Eligible Machine entitles you to the appropriate level of enhanced service set out above in the main body of this service description as modified in this section.

Prerequisite Base Maintenance Contracts for CTS: Microsoft

Mandatory: 24 x 7 IBM base maintenance for your CTS Machines covered under this contract.

Mandatory: 24 x 7 Support Line or ServicePac for Microsoft Windows.

Proactive Support

The CTS Advocate will include in your monthly CTS Review Package, one copy of the monthly Microsoft Security Bulletin which is a Type II Material.

Server Hardware

The server hardware group is not available for purchase as a separate product group. You will automatically receive CTS Service when you purchase CTS for this eligible operating system product group for an Eligible Machine. This product group will provide enhancements to the base maintenance contract that are in effect for those Machines.

Priority Handling

The following amendments are in effect for Priority Handling as applied to Server hardware

For reported Sev 1 Hardware problems, the PST will:

1. route any reported problems that should be handled by local IBM service representatives to those resources and advise you of this course of action. The local service specialists will take ownership of these routed problems. The PST will provide an escalation path as needed for routed problems;
2. provide Priority Handling for all other Sev 1 hardware problems; and
3. handle non-Sev 1 Hardware problems reported to the PST per the description for non-eligible reported product problems.

At your discretion; you may utilize the standard problem reporting procedures for hardware problems associated with your Eligible Machines per the procedures detailed in your base maintenance contract.

Proactive for Server Hardware

The following amendments are in effect for Proactive Handling as applied to Server hardware:

For reported Sev 1 Server Hardware problems only, the PST will:

1. include the status of reported Sev 1 problems which were reported using your DAC in your Monthly CTS Review Package.

Storage Machines

CTS for Storage Devices is available for a selection of Storage devices. With CTS for Storage, you will receive an enhancement to your Base Support Contracts for Eligible Storage Machines.

Prerequisite Base Maintenance Contracts for CTS: Storage

Mandatory: 24 x 7 (every day of the year), Full Shift Support Line or ServicePac for SAN/NAS for those Storage Software programs which require this type of Base Support Contract.

Mandatory: 24 x 7 (every day of the year), Full Shift Support Line or ServicePac for Disk/Tape for those Storage Software programs which require this type of base support contract.

Mandatory: Software Maintenance for SAN Volume Controller for those Storage programs which require this type of Base Support Contracts.

Mandatory: 24x7 (every day of the year), Full Shift IBM base maintenance for those eligible storage machines to be covered by this CTS contract.

Priority Handling for Storage Hardware

The following amendments are in effect for Priority Handling as applied to Storage hardware.

For reported Sev 1 Storage Hardware problems, the PST will:

1. route any reported problems that should be handled by local IBM service representatives to those resources and advise you of this course of action. The local service specialists will take ownership of these routed problems. The PST will provide an escalation path as needed for routed problems;
2. provide Priority Handling for all other Sev 1 hardware problems; and
3. handle Non-Sev 1 Storage Hardware problems reported to the PST per the description for non-eligible reported product problems.

At your discretion; you may utilize the standard problem reporting procedures for hardware problems associated with your Eligible Machines/storage devices per the procedures detailed in your base maintenance contract.

Proactive for Storage Hardware

The following amendments are in effect for Proactive Handling as applied to Storage hardware:

For reported Sev 1 Storage Hardware problems only, the PST will:

1. include the status of reported Sev 1 problems which were reported using your DAC in your Monthly CTS Review Package.

IBM Statement of Work for ServiceElite

Managed Maintenance Solutions for Cisco Products

Managed Maintenance Solution for Cisco Products

For those Eligible Cisco Machines specified in the Schedule, IBM will provide Managed Maintenance Solution for Cisco Products (hereinafter referred to as "Service" or "MMS for Cisco Products") consistent with your selected Service level. In addition, for Cisco machine code installed on covered Eligible Cisco Machines, IBM will support each major release and version of the Cisco software for the contracted period or until the announced Cisco End of Software Maintenance date.

IBM is delivering 'IBM MMS for Cisco Products', a Collaborative Service for Cisco equipment, which includes IBM MMS service deliverables and Cisco services components. IBM is providing support for your Cisco products as a Cisco Global Gold and Global Service Alliance Partner. IBM may engage Cisco for manufacturer's support to resolve your hardware / software problems. In the event you want to contact Cisco as the original product manufacturer, you must contact IBM and IBM will arrange a three-way conversation with you, Cisco and IBM. Under all circumstances,

IBM remains responsible for coordinating the call, resolving any issues that you may have and otherwise providing support to you.

IBM requires up to thirty days to implement support on all Eligible Cisco Machines you add to this contract or relocate while under this contract. However, IBM will make a commercially reasonable effort to provide support to you sooner if you have a specific Service request.

The Schedule will identify the Eligible Cisco Machines by Specified Location, Service support level, and period for which you have contracted this Service. All Eligible Cisco Machines by type at a given Specified Location must be maintained at the same Service support level. Eligible Cisco Machines will not be automatically added to your covered inventory and this Service will not automatically renew. You may request to add or continue Service for Eligible Cisco Machines but such will be accomplished by issuance of a new Schedule that will document the new prepaid period and the charges that apply for such.

Service Definitions

"Advance Replacement" means shipment of replacement FRU(s) in advance of receipt of failed/defective FRU(s).

"Field Replacement Unit (FRU)" means any component or sub assembly of an item or unit of Hardware that can reasonably be replaced at your location. FRU(s) may also be subject to size and weight limitations.

"Four- Hour Response" means: (i) for Advance Replacement Service, the four (4) hour time period commencing upon IBM's problem diagnosis and determination that a FRU is required and ending when the FRU is delivered on-site; and (ii) for On-Site Service, means the four (4) hour time period commencing upon IBM's problem diagnosis and determination that remedial On-Site Service is required and ending when IBM's personnel arrive on-site.

"Hardware" means those Eligible Cisco Machines that you currently have covered under this Service contract.

"Intrusion Prevention System (IPS) Support" means access to a library of signature files used by your Cisco IPS enabled machine to monitor and analyze traffic in real time for malicious or unauthorized anomalies and misuse such as viruses, worms, denial-of-service attacks and other internal and external threats that could degrade network performance. You may order this support as an optional feature under this MMS for Cisco Products.

"Local Time" means local time Monday through Friday (excluding our observed holidays).

"Remedial Hardware Maintenance" means diagnosis and on-site replacement of Hardware components with FRU(s).

"Software" means supported releases of those Cisco software programs which are installed on the Hardware and for which you maintain a current valid paid license.

"Two-Hour Response" means: (i) for Advance Replacement Service, the two (2) hour time period commencing upon IBM's problem diagnosis and determination that a FRU is required and ending when the FRU is delivered on-site; and (ii) for On-Site Service, the two (2) hour time period commencing upon IBM's problem diagnosis and determination that remedial on-site Service is required and ending when IBM's personnel arrive on-site.

Service Support Levels (applicable level for each Eligible Cisco Machine, including IPS Support if selected, will be identified in the Schedule)

Advance Replacement Services:

1) MMS for Cisco Products 8x5xNext Business Day:

Advance Replacement to arrive on the next business day provided that IBM's determination of Hardware failure has been made before 3:00 p.m. Local Time. If you make a request after 3:00 p.m. Local Time, IBM will ship the Advance Replacement the next business day.

2) MMS for Cisco Products 8x5x4:

Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00 p.m. Local Time the same business day, provided that IBM's determination of Hardware failure has been made before 1:00 p.m. Local Time. If you make a request after 1:00 p.m. Local Time, IBM will deliver the Advance Replacement the morning of the next business day.

3) MMS for Cisco Products 24x7x4:

Advance Replacement on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including observed holidays.

4) MMS for Cisco Products 24x7x2:

Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including observed holidays.

On-Site Services:

1) MMS for Cisco Products On-Site 8x5xNext Business Day:

Next-business-day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Local Time provided IBM's determination that on-site Service is required has been made before 3:00 p.m. Local Time the prior day (otherwise, second business day will be provided for calls placed after 3:00 p.m. Local Time).

2) MMS for Cisco Products On-Site 8x5x4:

Four Hour Response for Remedial Hardware Maintenance service between 9:00 a.m. and 5:00 p.m. Local Time the same business day, together with parts, labor and materials, provided IBM's determination that on-site Service is required has been made before 1:00 p.m. Local Time.

3) MMS for Cisco Products On-Site 24x7x4:

Four Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including observed holidays, together with parts, labor and materials.

4) MMS for Cisco Products On-Site 24x7x2:

Two Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including observed holidays together with parts, labor and materials.

Note: IBM will use commercially reasonable efforts to provide you with the Service support level you select. Some elements of the Service are subject to geographic and weight restrictions depending upon your location. You can check to see where a specific level of Service is available by accessing the Cisco Service Availability Matrix at: http://www.cisco.com/cgi-bin/front.x/agents/SAM/cca_sam_landing.cgi

FRUs will be shipped using Cisco preferred carriers, freight prepaid by Cisco. If you would like to use the services of an alternative carrier then this will be at your expense. Cisco will provide you with Advance Replacement(s) that are either new or equivalent to new. Advance Replacement and On-Site Services are not available for certain consumables (for example, cables, power cords and mounting hardware).

IBM Responsibilities:

IBM will:

1. perform initial problem determination remotely via the IBM Remote Support Center for every Hardware and Software Service request;
2. for On-Site Service levels, dispatch a Service technician if, at IBM's sole determination, on-site support is required for a Hardware problem;
3. for Advance Replacement Service levels, engage Cisco whenever IBM determines that a failed Hardware component or chassis requires that Cisco ship a replacement to you, for installation by you;
4. for Intrusion Prevention System (IPS) Support, provide you access to network signature files and signature file based network layer protection used to protect against threats that could degrade your network performance;
5. assist in providing work-around solutions to reported Software problems, or work with Cisco to implement a patch to newly reported problems;
6. provide you with Software updates and, if you have paid for a Feature Set Upgrade license with support, updates for such Feature Set Upgrade, when the updates are available and you request them from IBM. Software updates and any supporting documentation will be made available from the Cisco.com Software Center (www.cisco.com/software) or on physical media such as CDROM. Applicable supporting documentation, if available, is limited to one copy per Software release. You can, however, purchase additional copies from Cisco;
7. authorize you for access to the IBM Remote Support Center (RSC) which is available 24 hours per day, 7 days per week to assist with your Hardware and Software use, configuration and trouble shooting issues and access to Cisco.com; and
8. authorize you for electronic access to Cisco Connection Online ("CCO"). CCO provides you with technical and general information on Cisco Hardware and Software, access to Cisco's online Software library, and solutions to known Software problems.

Your Responsibilities

You agree to:

1. contact IBM for all Service requests;
2. follow all Cisco and IBM provided guidelines (such as operators manuals and call placement procedures) pertaining to operator responsibilities, maintenance procedures, and supplies prior to placing a Service request;
3. upon request, provide IBM temporary access to your Hardware via modem or the Internet for remote problem diagnosis and correction. You are responsible for supplying the modem and telephone lines required at your facility and providing IBM temporary user access to the Hardware while under your

control. You remain responsible for the security of your information. You agree to maintain procedures for reconstruction of lost or altered files, data, and programs;

4. for Advance Replacement Service levels, perform all on-site activities to remove and replace a failed component or chassis for which a replacement has been sent to you by Cisco to resolve a reported Hardware problem. In addition, you agree to repackage the failed component or chassis in the same container the advance exchange replacement arrived in, carefully following the enclosed Cisco return material authorization packaging instructions. You will be responsible to pay the then current list price, indicated on the Cisco Web site, for any failed part that is not returned to Cisco (or in transit to Cisco with proof of return shipment on file) within ten calendar days from the delivery of the replacement to your Specified Location;
5. upgrade to the most current Software level which contains corrective code to correct a reported Software problem or if needed to assist with problem determination;
6. provide IBM with one month's written notice for moves, additions, or deletions of Hardware. You also agree to notify IBM of any modification to the Hardware or Software configuration, including upgrades or changes to FRUs not in the original configuration, within thirty (30) days of such modification; and
7. when requested, provide a list of all your personnel that you have authorized to use IBM and Cisco resources (e.g. RSC, OCO, Cisco.com) under this Service.

In addition, for On-Site Services

You agree to:

1. provide an appropriate work environment and reasonable access including working space with heat, light, ventilation, electric current and outlets, and local telephone extension in proximity to the Hardware for the use of Service personnel;
2. back-up Software images and configurations on a regular basis and provide those images and configurations to Service personnel in connection with Remedial Hardware Maintenance;
3. ensure all Hardware is installed below ten (10) feet. For Hardware installed above four (4) feet, provide ladders that reach the height of the Hardware;
4. provide Terminal File Transfer Protocol (TFTP) capabilities or Internet access for the purpose of downloading Software images by Service personnel; and
5. provide safety and security protection for Service personnel when they must work at your unmanned sites.

IBM's Service support does not cover:

1. performing Hardware or Software installation, configuration, or customization;
2. furnishing of any Hardware and/or memory upgrade required to run new or updated Software;
3. service of features, parts, devices, or software not supplied by either Cisco or IBM;
4. furnishing accessories and supply items or replacing expendable parts (such as cables, power cords, and rack mounting kits);
5. service of Hardware damaged by misuse, accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
6. service of Hardware used other than as specified in applicable Cisco-supplied documentation;
7. service of Hardware with removed or altered machine or parts identification labels;
8. failures caused by a product for which IBM is not responsible;
9. service of Hardware alterations;
10. electrical or site work external to the Hardware;

11. service of Hardware that is installed outdoors or that is installed indoors but requires special equipment to perform such service (e.g. hoist, harness, ladder in excess of 8 feet);
12. pre-assembly of FRUs shipped to you under an Advance Replacement Service level; or
13. Advance Replacement Service at any unmanned site where your representative is unavailable to receive the FRU.

Hardware must meet IBM's safety and serviceability requirements. IBM reserves the right to inspect Hardware within one month from the start of Service. If the Hardware is not in an acceptable condition for Service, IBM will notify you and you may either 1) have the Hardware restored for a separate charge or 2) terminate coverage and pay IBM for inspection and Service charges incurred on your behalf.

Upon written notice, IBM may terminate coverage for Cisco products due to lack of Cisco technical support or available repair parts. Section 7, "Renewal and Termination" of the referenced Attachment does not apply to this Service.

IBM Statement of Work for ServiceElite

Managed Maintenance Solutions for Avaya Products

For those Eligible Avaya Machines specified in the Schedule, IBM will provide Managed Maintenance Solution for Avaya Products (hereinafter referred to as "Service" or "MMS for Avaya Products") consistent with your selected Service level. In addition, for Avaya machine code installed on covered Eligible Avaya Machines, IBM will support each major release and version of the Avaya Software for the contracted period or until the announced Avaya End of Software Maintenance date whichever occurs first.

IBM requires up to sixty (60) days to implement support on all Eligible Avaya Machines you add to this contract or relocate while under this contract. However, IBM will make a commercially reasonable effort to provide support to you sooner if you have a specific Service request.

The Schedule will identify the Eligible Avaya Machines by Specified Location, Service support level, and period for which you have contracted this Service. All Eligible Avaya Machines by type at a given Specified Location must be maintained at the same Service support level. Eligible Avaya Machines will not be automatically added to your covered inventory and this Service will not automatically renew. You may request to add or continue Service for Eligible Avaya Machines but such will be accomplished by issuance of a new Schedule that will document the new prepaid period and the charges that apply for such.

Service Definitions:

"Avaya Web Portal" means Avaya Networks' web-based support available at the URL: <http://www.avaya.com/support> that provides customer access to a database of Software releases, technical tools, frequently asked questions, documentation, technical notes, product information, bug reporting and resolution.

"Hardware" means those Eligible Avaya Machines that you currently have covered under this Service contract.

"Major Failure" means a failure that results in one of the following conditions: Attendant console outage, controller or processor outage, 25% outage of trunks, stations, data peripherals, or special service network capabilities due to the failure of Avaya products.

"Local Time" means local time Monday through Friday (excluding our observed holidays).

"Remedial Hardware Maintenance" means diagnosis and on-site replacement of CERTAIN Hardware components with FRU(s).

"Field Replacement Unit (FRU)" means any component or sub assembly of an item or unit of Hardware that can reasonably be replaced at your location.

"Software" means supported releases of those Avaya Software programs which are installed on the Hardware and for which you maintain a current valid paid license.

Service Support Levels: applicable level for each Eligible Avaya Machine, will be identified in the Schedule

On-site services:

1) *MMS for Avaya Products On-Site 9x5 Next Business Day:*

Next-business-day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Local Time provided IBM's determination that on-site Service is required has been made before 5:00

p.m. Local Customer Time the prior business day (otherwise, second business day will be provided for calls placed after 5:00 p.m. Local Time).

2) MMS for Avaya Products On-Site 24x7:

Remedial Hardware Maintenance without response time objectives, twenty four (24) hours per day, seven (7) days per week including observed holidays, together with parts, labor and materials.

Note: IBM will use commercially reasonable efforts to provide you with the Service support level you select. Some elements of the Service are subject to geographic and weight restrictions depending upon your location. You can check to see where a specific level of Service is available by contacting your IBM representative.

IBM Responsibilities:

IBM will:

1. perform initial problem determination remotely via the IBM Remote Support Center for every Hardware and Software Service request;
2. Notify Customer of detected failures, fault conditions and alarms within 15 minutes of receipt of service affecting alarms. NOTE: The 15 minute notification is a service level objective target for IBM and not a guarantee. Notification intervals are not commitments for resolution time of reported troubles;
3. answer questions regarding product problems;
4. provide recommendations for Software updates to clear faults;
5. respond to, diagnose, and clear system-generated Major Failure alarms received via Avaya EXPERT Systems Diagnostic Tools on Avaya products that support that functionality;
6. answer general usability questions regarding functionality of Avaya products;
7. dispatch a Service technician if, at IBM's sole determination, on-site support is required for a Hardware problem;
8. assist in providing work-around solutions to reported Software problems, or work with Avaya to implement a patch to newly reported problems;
9. provide monitoring of Internet Protocol Telephony (IPT) platform and data network;
10. provide you with Software updates and Product Correction Notices (PCN):
 - a. Software Updates will be Customer installable, remote installable or technician installable depending on the product and the delivery will be billed for as necessary. Software Updates are generally downloaded via an electronic interface and do not contain any new or additional features beyond what was provided in the current Software release. Software Updates within a major release typically include maintenance fixes only, but may introduce new optional features. Remote access is required to detect and provide Software updates on certain products and systems;
 - b. For certain Avaya designated Software applications only, you will be entitled to receive Software upgrades as well as updates. Eligible products will be designated on the applicable Schedule. You must maintain a valid Avaya license to receive upgrades;
11. authorize you for access to the IBM Remote Support Center (RSC) which is available 24 hours per day, 7 days per week to assist with your Hardware and Software use, configuration and trouble shooting issues and access to Avaya.com;
12. provide you with the temporary use of equipment, including but not limited to, the Secure Intelligent Gateway (SIG) which is installed behind your firewall. You may choose to install another firewall between the SIG and your network provided the SIG is still able to interrogate and receive events and

alarms for all IP endpoints and to all supported products. Use of this equipment is provided by this Service. IBM and/or Avaya retain ownership of this equipment for the duration of this Service.

13. authorize you for electronic access to the Avaya Web Portal Online at ("<http://www.avaya.com/support>"). Web Portal provides you with technical and general information on Avaya Hardware and Software access, in addition to Avaya's online solutions to known Software problems. Access restrictions may apply.

Your Responsibilities:

You agree to:

1. contact IBM for all Service requests;
2. follow all IBM and Avaya provided guidelines (such as operators manuals and call placement procedures) pertaining to operator responsibilities, maintenance procedures, and supplies prior to placing a Service request;
3. designate a single point of contact (SPOC) for IBM. The SPOC will have a thorough understanding of business requirements and technical environment, and will be authorized to make decisions on your behalf;
4. verify and arrange for installation for all applicable network connections and provide all circuit information (i.e. IP address, subnet mask, gateway, machine names, modem numbers) including network diagrams;
5. install a dedicated remote access methodology for those appropriate systems prior to the commencement of Service. Remote access is made possible with traditional 1FB, POTS, etc, for modem equipped machines or with network connectivity to networked machines;
6. remain responsible for the security of your information. You agree to maintain procedures for reconstruction of lost or altered files, data, and programs;
7. upgrade to the most current Software level which contains corrective code to correct a reported Software problem or if needed to assist with problem determination;
8. when requested, provide a list of all your personnel that you have authorized to use IBM and Avaya resources (e.g. RSC, OCO, Avaya.com) under this Service;
9. back-up Software images and configurations on a regular basis and provide those images and configurations to Service personnel in connection with Remedial Hardware Maintenance;
10. provide safety and security protection for Service personnel when they must work at your unmanned sites;
11. provide a secure environment for equipment provided by IBM or Avaya (e.g. SIG);
12. within 30 days after the termination of the MMS for Avaya Products, customer will: 1) deliver at Your expense all Avaya provided equipment (e.g. SIG) at the supported site (Specified Location) to a location in the United States designated by IBM, in the same condition as when originally delivered to the supported site, reasonable wear and tear excepted; and 2) discontinue all use and return to Avaya all copies of software (including backup copies) provided as part of this Service. If all Avaya equipment and software is not received by the designated location within 30 days after the termination of Service date, IBM will arrange for preparation and shipment of such Avaya equipment and software to the IBM designated location at customer's expense. You will be invoiced separately for such expenses.
13. provide a VPN connection for the SIG to allow IBM to interrogate and receive events and alarms for all Eligible Products. Commencement of the delivery of Services will not begin until IBM deems this Customer activity complete. IBM shall not be responsible for the delivery of these Services without this connectivity in place and available for use.

14. be responsible for the distribution and safekeeping of the digital certificates which provide access to Your web portal. You are also responsible for notifying IBM should a digital certificate be compromised, so that IBM can resolve that digital certification and reissue a new one to You.
15. provide an out of band access (1 Measured Business line (MB), to the SIG for backup purposes.

Hardware must meet IBM's safety and serviceability requirements. IBM reserves the right to inspect Hardware within one month from the start of Service. If the Hardware is not in an acceptable condition for Service, IBM will notify you and you may either 1) have the Hardware restored for a separate charge or 2) terminate coverage and pay IBM for inspection and Service charges incurred on your behalf.

Upon written notice, IBM may terminate coverage for Avaya products due to lack of Avaya technical support or available repair parts.

Contract Termination by You:

For Eligible Avaya Machines the first year of prepaid coverage is non-cancelable. For multi-year prepaid coverage, you may terminate Service after the first year on 30 days written notice to IBM, if you permanently remove it from productive use within your Enterprise.

Otherwise, if you choose to terminate this contract and all prepaid coverage, you may do so by providing 30 days written notice to IBM, after the Services have been under contract for at least one year, and paying an adjustment fee equal to 11 months charges or the number of months remaining in the prepay term if less than 11 months.

You will receive a credit, adjusted to the prepay discount for the new end date, for any remaining prepaid period associated with Services you terminate in accordance with this provision.

IBM Statement of Work for ServiceElite

Managed Maintenance Solutions for Juniper Products

For those Eligible Juniper Machines specified in the Schedule, IBM will provide Managed Maintenance Solution for Juniper Products (hereinafter referred to as "Service" or "MMS for Juniper Products") consistent with your selected Service level. In addition, for Juniper machine code installed on covered Eligible Juniper Machines, IBM will support each major release and version of the Juniper software for the contracted period or until the announced Juniper End of Software Maintenance date, whichever occurs first.

IBM will in its discretion decide whether provision of the Service requires simultaneous communication among you, IBM and Juniper.

IBM requires up to thirty (30) days to implement support on all Eligible Juniper Machines you add to this contract or relocate while under this contract. However, IBM will make a commercially reasonable effort to provide support to you sooner if you have a specific Service request.

The Schedule will identify the Eligible Juniper Machines by Specified Location, Service support level, and period for which you have contracted this Service. All Eligible Juniper Machines by type at a given Specified Location must be maintained at the same Service support level. Eligible Juniper Machines will not be automatically added to your covered inventory and this Service will not automatically renew. You may request to add or continue Service for Eligible Juniper Machines but such will be accomplished by issuance of a new Schedule that will document the new prepaid period and the charges that apply for such.

Service Definitions

"Customer Support Center" means Juniper Networks' web-based support available at the URL: <http://www.juniper.net/support> that provides customer access to a database of Software releases, technical tools, frequently asked questions, documentation, technical notes, product information, bug reporting and resolution

"Advance Replacement" means shipment of replacement FRU(s) in advance of receipt of failed/defective FRU(s).

"Field Replacement Unit (FRU)" means any component or sub assembly of an item or unit of Hardware that can reasonably be replaced at your location. FRU(s) may also be subject to size and weight limitations.

"Four- Hour Response" means: (i) for Advance Replacement Service, the four (4) hour time period commencing upon IBM's problem diagnosis and determination that a FRU is required and ending when the FRU is delivered on-site; and (ii) for On-Site Service, means the four (4) hour time period commencing upon IBM's problem diagnosis and determination that remedial On-Site Service is required and ending when IBM's personnel arrive on-site.

"Hardware" means those Eligible Juniper Machines that you currently have covered under this Service contract.

"Local Time" means local time Monday through Friday (excluding our observed holidays).

"Remedial Hardware Maintenance" means diagnosis and on-site replacement of Hardware components with FRU(s).

"Software" means supported releases of those Juniper software programs which are installed on the Hardware and for which you maintain a current valid paid license.

Service Support Levels (applicable level for each Eligible Juniper Machine will be identified in the Schedule)

Advance Replacement Services:

1) MMS for Juniper Products 9x5xNext Business Day:

Advance Replacement to arrive on the next business day provided that IBM's determination of Hardware failure has been made before 3:00 p.m. Local Time. If you make a request after 3:00 p.m. Local Time, Juniper will ship the Advance Replacement the next business day.

2) MMS for Juniper Products 9x5x4:

Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00 p.m. Local Time the same business day, provided that IBM's determination of Hardware failure has been made before 1:00 p.m. Local Time. If you make a request after 1:00 p.m. Local Time, IBM will deliver the Advance Replacement the morning of the next business day.

On-Site Services:

1) MMS for Juniper Products On-Site 9x5xNext Business Day:

Next-business-day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Local Time provided IBM's determination that on-site Service is required has been made before 3:00 p.m. Local Time the prior day (otherwise, second business day will be provided for calls placed after 3:00 p.m. Local Time).

2) MMS for Juniper Products On-Site 24x7x4:

Four Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including observed holidays, together with parts, labor and materials.

Note: IBM will use commercially reasonable efforts to provide you with the Service support level you select. Some elements of the Service are subject to geographic and weight restrictions depending upon your location. You can check to see where a specific level of Service is available by contacting your IBM representative.

FRUs will be shipped using Juniper preferred carriers, freight prepaid by Juniper. Advance Replacement(s) that will be provided to you will be either new or equivalent to new. Advance Replacement and On-Site Services are not available for certain consumables (for example, cables, power cords and mounting hardware).

IBM Responsibilities

IBM will:

1. perform initial problem determination remotely via the IBM Remote Support Center for every Hardware and Software Service request;
2. for On-Site Service levels, dispatch a Service technician if, at IBM's sole determination, on-site support is required for a Hardware problem;
3. for Advance Replacement Service levels, whenever IBM determines that a failed Hardware component or chassis is required, ship a replacement to you, for installation by you;
4. assist in providing work-around solutions to reported Software problems, or work with Juniper to implement a patch to newly reported problems;
5. provide you with available Software updates on supported Software when the updates are available and you request them from IBM. Software updates and any supporting documentation will be made

available from the Juniper.com Software Center (www.juniper.com/software) or on physical media such as CDROM. Applicable supporting documentation, if available, is limited to one copy per Software release. You can, however, purchase additional copies from Juniper;

6. authorize you for access to the IBM Remote Support Center (RSC) which is available 24 hours per day, 7 days per week to assist with your Hardware and Software use, configuration and trouble shooting issues and access to Juniper.com; and
7. authorize you for electronic access to Juniper Customer Service Center (CSC) Online ("<http://www.juniper.net/support>"). CSC provides you with technical and general information on Juniper Hardware and Software, access to Juniper's online Customer Service Center, and solutions to known Software problems. Access restrictions may apply.

Your Responsibilities

You agree to:

1. contact IBM first for all Service requests;
2. follow all Juniper and IBM provided guidelines (such as operators manuals and call placement procedures) pertaining to operator responsibilities, maintenance procedures, and supplies prior to placing a Service request;
3. upon request, provide IBM temporary access to your Hardware via modem or the Internet for remote problem diagnosis and correction. You are responsible for supplying the modem and telephone lines required at your facility and providing IBM temporary user access to the Hardware while under your control. You remain responsible for the security of your information. You agree to maintain procedures for reconstruction of lost or altered files, data, and programs;
4. for Advance Replacement Service levels, perform all on-site activities to remove and replace a failed component or chassis for which a replacement has been sent to you by IBM to resolve a reported Hardware problem. In addition, you agree to repackage the failed component or chassis in the same container the advance exchange replacement arrived in, carefully following the enclosed IBM return material authorization packaging instructions. You will be responsible to pay the then current list price, indicated on the IBM Web site, for any failed part that is not returned to IBM (or in transit to IBM with proof of return shipment on file) within thirty (30) days from the delivery of the replacement to your Specified Location;
5. upgrade to the most current Software level which contains corrective code to correct a reported Software problem or if needed to assist with problem determination;
6. provide IBM with one month's written notice for moves, deletions or additions of Hardware. You also agree to notify IBM of any modification to the Hardware or Software configuration, including upgrades or changes to FRUs not in the original configuration, within thirty (30) days of such modification. Failure to update this information may result in a lower level of service until the update is submitted and processed; and additional charges may apply.
7. when requested, provide a list of all your personnel that you have authorized to use IBM and Juniper resources under this Service. You are responsible to maintain your list and adding or removing personnel as necessary.
8. maintain a backup of the configuration that can be used to restore a Machine.
9. provide to IBM the following information for each Juniper Eligible Machine covered by this Service.
 - i) product license key or serial number;
 - ii) configuration;
 - iii) installation address; and
 - iv) Location contact person.

Customer must provide the above Juniper Eligible Machine information to IBM in the purchase order for each Juniper Eligible Machine.

In addition, for On-Site Services

You agree to:

1. provide an appropriate work environment and reasonable access including working space with heat, light, ventilation, electric current and outlets, and local telephone extension in proximity to the Hardware for the use of Service personnel, at no charge to IBM.
2. back-up Software images and configurations on a regular basis and provide those images and configurations to Service personnel in connection with Remedial Hardware Maintenance;
3. ensure all Hardware is installed below ten (10) feet. For Hardware installed above four (4) feet, provide ladders that reach the height of the Hardware;
4. provide Telnet File Transfer Protocol (TFTP) capabilities or Internet access for the purpose of downloading Software images by Service personnel; and
5. provide safety and security protection for Service personnel when they must work at your unmanned sites at no charge to IBM.

IBM's Service support does not cover:

1. performing Hardware or Software installation, configuration, or customization;
2. furnishing of any Hardware and/or memory upgrade required to run new or updated Software;
3. service of features, parts, devices, or software not supplied by either Juniper or IBM;
4. furnishing accessories and supply items or replacing expendable parts (such as cables, power cords, and rack mounting kits, etc.);
5. service of Hardware damaged by misuse, accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
6. service of Hardware used other than as specified in applicable Juniper-supplied documentation;
7. service of Hardware with removed or altered machine or parts identification labels;
8. failures caused by a product for which IBM is not responsible;
9. service of Hardware alterations;
10. electrical or site work external to the Hardware;
11. service of Hardware that is installed outdoors or that is installed indoors but requires special equipment to perform such service (e.g. hoist, harness, ladder in excess of 8 feet);
12. pre-assembly of FRUs shipped to you under an Advance Replacement Service level; or
13. Advance Replacement Service at any unmanned site where your representative is unavailable to receive the FRU.

Hardware must meet IBM's safety and serviceability requirements. IBM reserves the right to inspect Hardware within one month from the start of Service. If the Hardware is not in an acceptable condition for Service, IBM will notify you and you may either 1) have the Hardware restored for a separate charge or 2) terminate coverage and pay IBM for inspection and Service charges incurred on your behalf.

Upon written notice, IBM may terminate coverage for Juniper products due to lack of Juniper technical support or available repair parts. Section 7: "Renewal and Termination" of the referenced Master Services Attachment does not apply to this Service.



Schedule for ServiceElite

This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which IBM will provide the identified Services as described in the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations. The complete agreement between us about these Services consists of 1) this Schedule 2) the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations, and 3) the IBM Customer Agreement (or any equivalent agreement in effect between us).

Name and Address of Customer:

MIAMI-DADE COUNTY
5680 SW 87TH AVE
MIAMI FL 33173-1618

Customer Billing Address:

MIAMI-DADE COUNTY
INFORMATION TECHNOLOGY
ANA TOIRAC
5680 SW 87TH AVE
MIAMI FL 33173-1618

Master Services Attachment Number: MA82BGQ
Statement of Work Number: A82BGQ
Change Authorization Number: 02323414
Customer Number:

Charge Period Charges / Payment Plan (Inclusive of MES):

WSU One Time Charges: 0.00
SWMA ALF One Time Charges: 56,351.07
MMS for CISCO HW One Time Charges: 0.00
MMS for CISCO SW One Time Charges: 0.00
MMS for Nortel One Time Charges: 25.93
One Time Charges:

A82BGQ
No
09/08/2009
10/03/2009
Transaction Contract Period:
Start Date:
End Date:
Renewal Contract Period:
Charge Period:
Start Date:
End Date:
01/01/2010
12/31/2014
5 Year(s)

Maintenance Charges:
Service Charges:
TOTAL CHARGE PERIOD CHARGES:
Quarterly
1,230,919.23
353,788.39
1,641,084.62
1 Accumulated Adjustment Invoicing option: N

Automatic Inventory Increase Option Applies: Y
Machine Maintenance Services Option #1: Y
Software Services Option #2: Y
Price Protection Option: Opt#2 Full Price Protection
Pricing Method: Line Item

Type of Discount(s) Applied: Term Incentive Special Bid

Charges are based on the current inventory and services identified in this Schedule. Actual charges may vary with any additions, deletions, or changes to the inventory or services. Any applicable taxes are not included in the charge amounts herein but will be added to your invoice.
For a Machine subject to usage charges, in addition to the Service charge identified herein, you will be separately billed for usage in accordance with applicable usage rates and billing cycles.

The Parties need not to sign this Schedule, unless either of us requests it.

Agreed to:

MIAMI-DADE COUNTY

By: _____ Authorized signature

Name (type or print): _____

Date: _____

Agreed to:

International Business Machines Corporation

By: _____ Authorized signature

Name (type or print): _____

Date: _____



Schedule for ServiceElite

Enterprise Total for Charge Period by Customer Number Inclusive of MES:

Customer No	Customer Name	Customer Location	Charges
02323034	MIAMI-DADE COUNTY	8675 N W 53RD ST, CHARLES PARKINSON, MIAMI FL 33166-4529	5,207.74
02323234	MIAMI-DADE COUNTY	22 NW 1ST ST, COURTHOUSE EAST, MIAMI FL 33128-1847	57,450.92
02323414	MIAMI-DADE COUNTY	5680 SW 87TH AVE, MIAMI FL 33173-1618	1,050,643.32
02323713	MIAMI-DADE COUNTY	55 SE 4 AVE, ATT LEONARD RECIO, HIALEAH FL 33010-5319	11,283.72
02323714	MIAMI-DADE COUNTY	10710 SW 211TH ST, SOUTH DADE JUSTICE CTR, CUTLER RIDGE FL 33189-2834	5,505.48
02326040	MIAMI-DADE COUNTY	1351 NW 12 ST, 9TH FLR COMPUTER ROOM, MIAMI FL 33125-1644	15,940.06
02387162	MIAMI-DADE COUNTY	111 NW 1ST ST, SUITE 1050, MIAMI FL 33128-1902	1,074.47
02394024	MIAMI-DADE COUNTY	CONCOURSE CRM 3110, MIAMI INTL AIRPORT, MIAMI FL 33159	199,899.41
03024445	MIAMI-DADE COUNTY	9105 NW 25TH ST RM 1031, SYSTEM DEV BUREAU, MIAMI FL 33172-1500	193,873.26
05763035	MIAMI-DADE COUNTY	3100 PONCE DE LEON BLVD, CORAL GABLES FL 33134-6817	11,528.57
05774027	MIAMI-DADE COUNTY	111 NW 1ST ST, ROOM 2460, MIAMI FL 33128-1929	25,436.64
05774426	MIAMI-DADE COUNTY	5680 SW 87TH AVE, MIAMI FL 33173-1618	24,662.96
05777870	MIAMI-DADE COUNTY	5680 SW 87TH AVE, INFORMATION TECH DEPT, MIAMI FL 33173-1618	3,566.06
05779655	MIAMI-DADE COUNTY	1130 WASHINGTON AVE, CIRCUIT COURT CLERK, MIAMI FL 33139-4600	6,439.26
05782413	MIAMI-DADE COUNTY	15555 NE BISCAYNE BLVD, JUDICIAL ADMINISTRATION, MIAMI FL 33160-4615	4,268.48
05786531	MIAMI-DADE COUNTY	10300 SUNSET DR 358B, DATA PROCESSING, MIAMI FL 33173-3020	1,142.10
06029700	MIAMI-DADE COUNTY	5680 SW 87TH AVE, CLERK OF COURTS, MIAMI FL 33173-1618	25,685.93
06590685	MIAMI-DADE COUNTY	50 NE 8TH ST, NAP OF THE AMERICAS, MIAMI FL 33131-2702	1,299.24
Total			1,584,707.62

Note: One Time Charges are not included in the Total



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty	Type for Svc	Main Svc	Charges	Change Start	Change Stop
Specified Location: 02323034												
City, State: MIAMI FL 33166-4529												
IBM	3530	1RU		0023A5459		NF EXP200 STORAGE EX	1	B	1	548.18	H	H
IBM	3530	1RU		0023A5664		NF EXP200 STORAGE EX	1	B	1	548.18	H	H
IBM	8658	51Y		0023X1169		NF5100 933 256 128/0HD S	1	B	1	1,370.46	H	H
IBM	8682	1RY		0023A3819		NF6000R 700 1 512/0	1	B	1	1,370.46	H	H
IBM	8682	1RY		0023A3848		NF6000R 700 1 512/0	1	B	1	1,370.46	H	H
Subtotal Without MES										5,207.74		
Subtotal With MES										5,207.74		
Specified Location: 02323234												
City, State: MIAMI FL 33128-1847												
IBM	2105	F20		000020524		ENTERPRISE STORAGE SERVER	1	B	1	23,015.56	H	H
IBM	3494	L12		000017845		CONTROL UNIT	1	B	1	6,860.24	H	H
IBM	3494	D12		000080262		DRIVE UNIT	1	B	1	524.28	H	H
IBM	3590	E1A		0000AA869		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	H
IBM	3590	E1A		0000AB043		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	H
IBM	3590	E1A		0000AB052		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	H
IBM	3590	E1A		0000AB208		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	H
IBM	7014	T42		00008BAAF		RS/6000 SYSTEM RACK	1	B	1	2,817.00	H	H
IBM	7014	T42		00008BAAF		RS/6000 SYSTEM RACK	1	B	1	405.62	H	H
IBM	7026	6H1		00003DB9F		7026 6H1 P/SERIES 660 MODEL 6H1	1	B	1	405.62	H	H
IBM	7026	6H1		00003DBAF		7026 6H1 P/SERIES 660 MODEL 6H1	1	B	1	3,234.31	H	H
IBM	7133	D40		0000097DF		SERIAL DISK SYSTEM	1	B	1	3,234.31	H	H
IBM	7133	D40		0000097FF		SERIAL DISK SYSTEM	1	B	1	1,715.04	H	H
IBM	7316	TF1		0000C0D9D		FLAT PANEL COLOR MONITOR	1	B	1	1,715.04	H	H
IBM	7316	TF1		0000C0DAD		FLAT PANEL COLOR MONITOR	1	B	1	274.06	H	H
Subtotal Without MES										52,926.14		
Subtotal With MES										52,926.14		

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg.	Type	Mod/Feat	Add/Retn	Order/Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges	Charges Start	Charges Stop
Specified Location: 02323414 City, State: MIAMI FL 33173-1618												
IBM	2098	E10		0000C65F2		SYSTEM Z10 BC	1	B	1	0.00	01/30/2012	
IBM	2098	E10		0000CE8C2		SYSTEM Z10 BC	1	B	1	0.00	01/30/2012	
IBM	2105	800		000025015		ENTERPRISE STORAGE SERVER	1	B	1	68,717.83	H	
IBM	2109	F32		000080487		TOTAL STORAGE SAN SWITCH	1	B	1	699.80	EH	03/31/2010
IBM	2109	F32		000080510		TOTAL STORAGE SAN SWITCH	1	B	1	699.80	EH	03/31/2010
IBM	2109	F32		000080532		TOTAL STORAGE SAN SWITCH	1	B	1	699.80	EH	03/31/2010
IBM	2109	F32		000081300		TOTAL STORAGE SAN SWITCH	1	B	1	699.80	EH	03/31/2010
IBM	2424	92E		0000BN330		SYSTEM STORAGE DS 8000	1	B	1	0.00	W	
IBM	2424	931		0000BN340		SYSTEM STORAGE DS 8100	1	B	1	0.00	W	
IBM	2424	92E		0000FPY0		SYSTEM STORAGE DS 8000	1	B	1	0.00	W	
IBM	2424	92E		0000FRB0		SYSTEM STORAGE DS 8000	1	B	1	0.00	W	
IBM	2424	92E		0000M2910		SYSTEM STORAGE DS 8000	1	B	1	0.00	W	
IBM	2424	932		0000M9380		SYSTEM STORAGE DS 8300	1	B	1	0.00	W	
IBM	2424	92E		0000P0310		SYSTEM STORAGE DS 8000	1	B	1	0.00	W	
IBM	2498	B80		00107741R		SAN80B 4	1	B	1	2,239.33	W	07/01/2013
IBM	2498	B80		00107742A		SAN80B 4	1	B	1	2,239.33	W	07/01/2013
IBM	2805	MC2		000002084		SYSTEM STORAGE PRODUCT. CENTER	1	B	1	0.00		
IBM	3174	11L		0000AW470		ESTABLISHMENT CONTROLLER	1	B	1	228.42	H	
IBM	3174	11L		0000AW471		ESTABLISHMENT CONTROLLER	1	B	1	228.42	H	
IBM	3174	11L		0000M5697		ESTABLISHMENT CONTROLLER	1	B	1	228.42	H	
IBM	3174	11L		0000M5699		ESTABLISHMENT CONTROLLER	1	B	1	228.42	H	
IBM	3530	1RU		0023A3798		NF EXP200 STORAGE EX	1	B	1	548.18	H	
IBM	3530	1RU		0023A4066		NF EXP200 STORAGE EX	1	B	1	548.18	H	
IBM	3590	C10		000001185		MAGSTAR TAPE SUBSYSTEM	1	B	1	248.84	H	
IBM	3590	E1A		000024369		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000024380		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000025372		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000030351		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000033120		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	A50		000044357		MAGSTAR CONTROLLER	1	B	1	2,123.92	H	

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges	Change Start	Charges Stop
IBM	3590	A50		000044451		MAGSTAR CONTROLLER	1	B	1	2,123.92	H	
IBM	3590	A50		000044452		MAGSTAR CONTROLLER	1	B	1	2,123.92	H	
IBM	3590	A50		000044458		MAGSTAR CONTROLLER	1	B	1	2,123.92	H	
IBM	3590	E1A		000052085		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000052532		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000052723		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000055661		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000055892		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000056418		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000056456		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000056559		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	E1A		000056620		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	3590	C14		000071098		SILO COMPATIBLE FRAME	1	B	1	1,972.75	H	
IBM	3590	C14		000071099		SILO COMPATIBLE FRAME	1	B	1	1,972.75	H	
IBM	3590	C14		000071100		SILO COMPATIBLE FRAME	1	B	1	1,972.75	H	
IBM	3590	C14		000071101		SILO COMPATIBLE FRAME	1	B	1	1,972.75	H	
IBM	3590	E1A		0000DB040		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H	
IBM	7014	T42		00007AA2B		RS/6000 SYSTEM RACK	1	B	1	405.62	H	
IBM	7014	T42		0000AF75A		RS/6000 SYSTEM RACK	1	B	1	405.62	H	07/20/2014
IBM	7014	T42		0000CE52C		RS/6000 SYSTEM RACK	1	B	1	0.00	WH	
IBM	7026	6H1		0000C03DA		7026 6H1 P SERIES 660 MODEL 6H1	1	B	1	4,615.76	H	
IBM	7026	6H1		0000C03FA		7026 6H1 P SERIES 660 MODEL 6H1	1	B	1	4,615.76	H	
IBM	7026	6H1		0000DD09A		7026 6H1 P SERIES 660 MODEL 6H1	1	B	1	4,615.76	H	
IBM	7026	6H1		0000DD1FA		7026 6H1 P SERIES 660 MODEL 6H1	1	B	1	4,615.76	H	
IBM	7028	6C4		00007635A		P SERIES 630	1	B	1	2,585.18	H	
IBM	7042	CR4		0000B853B		IBM 7042-CR4	1	B	1	0.00	WH	07/20/2014
IBM	7042	CR4		0000B854B		IBM 7042-CR4	1	B	1	0.00	WH	07/20/2014
IBM	7133	D40		00005675A		SERIAL DISK SYSTEM	1	B	1	1,715.04	H	
IBM	7133	D40		00005AA2A		SERIAL DISK SYSTEM	1	B	1	1,715.04	H	
IBM	7212	102		0000A4742		STORAGE DEVICE ENCLOSURE	1	B	1	257.71	H	
IBM	7212	102		0000A4782		STORAGE DEVICE ENCLOSURE	1	B	1	257.71	H	

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/Feat	Addl Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges	Charges Start	Charges Stop
IBM	7214	1U2		000005104		TAPE AND DVD ENCLOSURE EXPRESS	1	B	1	0.00	07/20/2014	
IBM	7214	1U2		000005205		TAPE AND DVD ENCLOSURE EXPRESS	1	B	1	0.00	07/20/2014	
IBM	7310	CR3		0000870CA		RACK-MOUNTED HMC	1	A	1	372.79		
IBM	7310	CR3		0000870DA		RACK-MOUNTED HMC	1	A	1	372.79		
IBM	7316	TF2		00000198H		FLAT PANEL COLOR MONITOR	1	B	1	274.06		
IBM	7316	TF3		00001458C		FLAT PANEL CONSOLE KIT	1	B	1	263.12		
IBM	7316	TF3		00001460C		FLAT PANEL CONSOLE KIT	1	B	1	263.12		
IBM	7316	TF2		00002017H		FLAT PANEL COLOR MONITOR	1	B	1	274.06		
IBM	7316	TF3		00008158L		FLAT PANEL CONSOLE KIT	1	B	1	0.00	07/20/2014	
IBM	7316	TF3		00008160L		FLAT PANEL CONSOLE KIT	1	B	1	0.00	07/20/2014	
IBM	8203	E4A		000056842		IBM SYSTEM P 520	1	B	1	756.51		
IBM	8654	41Y		0023L5701		XSER330 933 256 256/0HD S	1	B	1	456.82		
IBM	8654	41Y		0023L5711		XSER330 933 256 256/0HD S	1	B	1	456.82		
IBM	8654	41Y		0023L5949		XSER330 933 256 256/0HD S	1	B	1	456.82		
IBM	8654	41Y		0023L5961		XSER330 933 256 256/0HD S	1	B	1	456.82		
IBM	8656	2RY		0023B3155		XSER330 933 256 256/0HD S	1	B	1	456.82		
IBM	8658	51Y		0023X1131		NF4500R 667 256 128/0HD S	1	B	1	1,370.46		
IBM	8658	51Y		0023X1149		NF5100 933 256 128/0HD S	1	B	1	1,370.46		
IBM	8658	51Y		0023X1153		NF5100 933 256 128/0HD S	1	B	1	1,370.46		
IBM	8658	51Y		0023X1162		NF5100 933 256 128/0HD S	1	B	1	1,370.46		
IBM	8658	51Y		0023X1164		NF5100 933 256 128/0HD S	1	B	1	1,370.46		
IBM	8658	51Y		0023X1170		NF5100 933 256 128/0HD S	1	B	1	1,370.46		
IBM	8658	51Y		0023Y0597		NF5100 933 256 128/0HD S	1	B	1	1,370.46		
IBM	8658	51Y		0023Y0705		NF5100 933 256 128/0HD S	1	B	1	1,370.46		
IBM	8659	51Y		0023Z7054		NF5000 550 512 128/0HD S	1	B	1	1,370.46		
IBM	8659	51Y		0023Z7057		NF5000 550 512 128/0HD S	1	B	1	1,370.46		
IBM	8659	51Y		0023Z7059		NF5000 550 512 128/0HD S	1	B	1	1,370.46		
IBM	8659	51Y		0023Z7062		NF5000 550 512 128/0HD S	1	B	1	1,370.46		
IBM	9032	003		000021227		ES CONNECTION DIRECTOR	1	B	1	12,849.32		
IBM	9032	003		000021228		ES CONNECTION DIRECTOR	1	B	1	12,849.32		
IBM	9037	002		00001539A		SYSPLEX TIMER	1	B	1	3,541.30		

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Modl Feat	Addl Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges	Charges Start	Charges Stop
IBM	9037	002		0000153AA		SYSPLEX TIMER	1	B	1	3,541.30		H
IBM	9117	570		0000140DF		ESERVER	1	A	1	12,118.35		
IBM	9117	570		0000E005E		ESERVER	1	A	1	18,725.78		H
IBM	9119	FHA		00007E5F4		IBM POWER 595	1	B	1	96,452.54	07/20/2010	W
IBM	9119	MES		C06636	00007E5F4		1	B	1	0.00	Y	
IBM	9119	FHA		00007E604		IBM POWER 595	1	B	1	96,452.54	07/20/2010	W
IBM	9119	MES		C06637	00007E604		1	B	1	0.00	Y	
IBM	9119	595		0000E004E		ESERVER P5 595	1	B	1	298,440.88		H
Subtotal Without MES										739,892.25		

Subtotal With MES

739,892.25

Specified Location: 02323713

City, State: HIALEAH FL 33010-5319

Mfg	Type	Modl Feat	Addl Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges	Charges Start	Charges Stop
IBM	7014	T00		00001A16B		RS/6000 SYSTEM RACK	1	B	1	350.90		H
IBM	7029	6C3		0000AC97C		PSERIES 615	1	B	1	1,460.35		H
IBM	7029	6C3		0000AC98C		PSERIES 615	1	B	1	1,460.35		H
IBM	7046	B50		0000F24BD		ENTRY SERVER	1	B	1	548.23		H
IBM	7046	B50		0000F253D		ENTRY SERVER	1	B	1	548.23		H
IBM	7133	D40		00006046A		SERIAL DISK SYSTEM	1	B	1	1,715.04		H
IBM	7208	345		0000U2496		EXTERNAL 8MM TAPE DRIVE	1	B	1	1,162.12		H
IBM	7208	345		0000U2540		EXTERNAL 8MM TAPE DRIVE	1	B	1	1,162.12		H
IBM	7316	TF2		00000285K		FLAT PANEL COLOR MONITOR	1	B	1	274.06		H
Subtotal Without MES										8,681.40		

Subtotal With MES

8,681.40

Specified Location: 02323714

City, State: CUTLER RIDGE FL 33189-2834

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/Feat	Add/Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Maint Svc	Charges Start	Charges Stop
IBM	3153	BG3		0023BB881		ASCII 14" GREEN DISPLAY	1	B	1	138.42	H
IBM	7044	170		000088A0C		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7044	170		000088A1C		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7133	T40		0000HC581		SERIAL DISK SYSTEM	1	B	1	1,715.04	H
Subtotal Without MES										3,585.82	
Subtotal With MES										3,585.82	
Specified Location: 02326040											
City, State: MIAMI FL 33125-1644											
IBM	3153	BG3		0023BR726		ASCII 14" GREEN DISPLAY	1	B	1	138.42	H
IBM	3153	BG3		0023BR727		ASCII 14" GREEN DISPLAY	1	B	1	138.42	H
IBM	7014	S00		000008411		RS/6000 RACK SYSTEM	1	B	1	372.79	H
IBM	7043	260		000091689		WORKSTATION/ENTRY SERVER	1	B	1	1,951.57	H
IBM	7043	260		000091690		WORKSTATION/ENTRY SERVER	1	B	1	1,951.57	H
IBM	7044	170		00001949F		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7044	170		0000194CF		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7044	170		0000194DF		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7044	170		000088A2C		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7044	170		000088A3C		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7133	D40		000039433		SERIAL DISK SYSTEM	1	B	1	1,715.04	H
IBM	7133	D40		0000B61BD		SERIAL DISK SYSTEM	1	B	1	1,715.04	H
Subtotal Without MES										12,313.75	
Subtotal With MES										12,313.75	
Specified Location: 02387162											
City, State: MIAMI FL 33128-1902											
IBM	9111	520		00004BAEA		ESERVER P5 520	1	A	1	1,074.47	H

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Modr/Feat	Add/Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges	Charges Start	Charges Stop
Subtotal Without MES												
											1,074.47	
Subtotal With MES												
											1,074.47	
Specified Location: 02394024 City, State: MIAMI FL 33159												
OEM	1645	043		002015176		SONY ELECTRONICGDM-FW900	1	B	2	408.40	H	
OEM	1645	043		002105181		SONY ELECTRONICGDM-FW900	1	B	2	408.40	H	
OEM	1645	043		002105182		SONY ELECTRONICGDM-FW900	1	B	2	408.40	H	
OEM	1645	043		002701608		SONY ELECTRONICGDM-FW900	1	B	2	408.40	H	
IBM	1723	1UX		0023D4712		FLAT PANEL MONITOR W/KEYB	1	B	1	137.05	H	
IBM	1733	1RU		0023B2774		EXP400 STOR. EXP. UNIT US	1	B	1	657.82	H	
IBM	1733	1RU		0023B5080		EXP400 STOR. EXP. UNIT US	1	B	1	657.82	H	
IBM	1733	1RU		0023B6332		EXP400 STOR. EXP. UNIT US	1	B	1	657.82	H	
IBM	1733	1RU		0023Y0388		EXP400 STOR. EXP. UNIT US	1	B	1	657.82	H	
IBM	1735	2LX		0023A0610		2X16 CONSOLE SWITCH	1	B	1	88.87	H	
IBM	2005	B64		00104644V		IBM SYSTEM STORAGE SAN64B-2	1	B	1	2,177.15	H	
IBM	2005	B64		00104644Y		IBM SYSTEM STORAGE SAN64B-2	1	B	1	2,177.15	H	
IBM	2026	224		0013D1254		IBM TOTAL STORAGE SAN24M-1	1	B	1	979.72	EH	12/31/2010
IBM	2026	224		0013D1273		IBM TOTAL STORAGE SAN24M-1	1	B	1	979.72	EH	12/31/2010
IBM	2105	800		000026148		ENTERPRISE STORAGE SERVER	1	B	1	17,924.67	H	
IBM	2704	HB7		005506541		L190P 19INTFT 19.0V BLK TCO	1	B	1	493.37	H	
IBM	2704	HB7		005506543		L190P 19INTFT 19.0V BLK TCO	1	B	1	493.37	H	
IBM	2704	HB7		005506556		L190P 19INTFT 19.0V BLK TCO	1	B	1	493.37	H	
IBM	2704	HB7		005506558		L190P 19INTFT 19.0V BLK TCO	1	B	1	493.37	H	
IBM	3494	L22		000018786		TAPE LIBRARY BASE FRAME	1	B	1	6,140.45	H	
IBM	3494	D22		000085500		TAPE DRIVE EXPANS. FRAME	1	B	1	435.39	H	
IBM	3531	1RU		0023A4103		EXP 300	1	B	1	274.10	H	
IBM	3531	1RU		006827150		EXP 300	1	B	1	274.10	H	
IBM	3531	1RU		006831207		EXP 300	1	B	1	274.10	H	

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

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Mfg	Type	Mod/Feat	Add/Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Maint. Svc	Charges	Charges Start	Charges Stop
IBM	3542	2RU		0023A8106		FASTT200 STORAGE SER	1	B	1	1,565.06	H	
IBM	3560	1RU		0023A3792		FASTT EXP500	1	B	1	690.71	H	
IBM	3570	C12		000051329		MAGSTAR TAPE SUBSYSTEM	1	B	1	3,430.08		
IBM	3570	C12		000056564		MAGSTAR TAPE SUBSYSTEM	1	B	1	3,430.08		
IBM	6546	4AN		0024WW551		G54 NH MONITOR S/G 15	1	B	1	80.86	H	
IBM	6549	4AN		0023GKWA2		MONG96 19INFS 17.9IN VIEWAB	1	B	1	108.27	H	
IBM	6550	4AN		0023GMFX8		MONG96 19INFS 17.9IN VIEWAB	1	B	1	108.27	H	
IBM	6550	63N		0055B5310		MONP76 17INFD 16IN VIEWABLE	1	B	1	94.57	H	
IBM	6557	43N		005513196		P92 UV-N MONITOR GRAY 19'	1	B	1	108.27	H	
IBM	6557	43N		005526748		P92 UV-N MONITOR GRAY 19'	1	B	1	108.27	H	
IBM	6564	SJU		0023GWN59		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWN60		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWN70		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWN79		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWN97		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWP16		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWP17		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWP18		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWP20		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWP21		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6564	SJU		0023GWP27		PC300GL 600 512 128/	1	B	1	135.68	H	
IBM	6574	90U		0023WMV45		PC300GL 667 256 0MB/	1	B	1	135.68	H	
IBM	6574	90U		0023WMV49		PC300GL 667 256 0MB/	1	B	1	135.68	H	
IBM	6574	90U		0023WMV51		PC300GL 667 256 0MB/	1	B	1	135.68	H	
IBM	6574	90U		0023WMV53		PC300GL 667 256 0MB/	1	B	1	135.68	H	
IBM	6636	AB1		0023VA379		L150 15.0INLCD 15.0V BLK TCO	1	B	1	178.17	H	
IBM	6652	U3N		0000N1437		T275 21.0INCRT 19.8V BLK TCO	1	B	1	121.98	EH	
IBM	6657	HG2		005513196		T750 17.0INLCD 17.0V BLK MPR	1	B	1	356.32	H	
IBM	6657	HG2		005526748		T750 17.0INLCD 17.0V BLK MPR	1	B	1	356.32	H	
IBM	6736	HB0		0066D6458		L200P 20.1INLCD 20.1 BLK MPR	1	B	1	493.37	H	
IBM	6736	HB0		0066D6759		L200P 20.1INLCD 20.1 BLK MPR	1	B	1	493.37	H	

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Schedule for ServiceElite

Maintenance Machine List

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Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges	Charges Start	Charges Stop
IBM	6736	H80		0066D6763		L200P 20.1INLCD 20.1 BLK MPR	1	B	1	493.37	H	
IBM	6736	H80		0066D6764		L200P 20.1INLCD 20.1 BLK MPR	1	B	1	493.37	H	
IBM	6840	GAU		0023AC530		NETV A40 933.256 128	1	B	1	135.68	H	
IBM	7014	S00		000006857		RS/6000 RACK SYSTEM	1	B	1	372.79	H	
IBM	7014	T42		00003125B		RS/6000 SYSTEM RACK	1	B	1	405.62	H	
IBM	7014	T00		00005653F		RS/6000 SYSTEM RACK	1	B	1	350.90	H	
IBM	7014	S00		0000C8F3D		RS/6000 RACK SYSTEM	1	B	1	372.79	H	
IBM	7014	S00		0000C9B2D		RS/6000 RACK SYSTEM	1	B	1	372.79	H	
IBM	7015	R00		000034022		RS/6000 SYSTEM RACK	1	B	1	350.90	H	
IBM	7026	H70		000011057		ENTERPRISE SERVER	1	B	1	5,602.43	H	
IBM	7026	H80		000011075		ENTERPRISE SERVER	1	B	1	4,495.15	H	
IBM	7026	6H1		0000953FA		7026 6H1 P SERIES 660 MODEL 6H1	1	B	1	4,615.76	H	
IBM	7026	H70		0000D38DD		ENTERPRISE SERVER	1	B	1	3,486.47	H	
IBM	7026	6H1		0000D416F		7026 6H1 P SERIES 660 MODEL 6H1	1	B	1	4,615.76	H	
IBM	7133	D40		000005C9F		SERIAL DISK SYSTEM	1	B	1	1,715.04	H	
IBM	7133	D40		00000A24F		SERIAL DISK SYSTEM	1	B	1	1,715.04	H	
IBM	7133	020		000029873		SSA DISK SUBSYSTEM	1	B	1	1,715.04	H	
IBM	7133	D40		000037064		SERIAL DISK SYSTEM	1	B	1	1,715.04	H	
IBM	7133	D40		000037068		SERIAL DISK SYSTEM	1	B	1	1,715.04	H	
IBM	7133	D40		0000DV067		SERIAL DISK SYSTEM	1	B	1	1,715.04	H	
IBM	7133	D40		0000E1874		SERIAL DISK SYSTEM	1	B	1	1,715.04	H	
IBM	7310	CR2		0000434FA		RACK-MOUNTED HMC	1	B	1	460.45	H	
IBM	7311	D20		0000690DA		EXPANSION DRAWER	1	A	1	1,732.24	H	
IBM	7316	TF3		00002012B		FLAT PANEL CONSOLE KIT	1	B	1	263.12	H	
IBM	8113	D5U		00LKCD865		TC M52 3.0G 2MB 512/80 WXP	1	A	1	90.45	H	
IBM	8183	DEU		00KCP1DLK		TC S50 3.00G 1MB 512/40 WXP	1	A	1	90.45	H	
IBM	8183	DEU		00KLNWC47		TC S50 3.00G 1MB 512/40 WXP	1	A	1	90.45	H	
IBM	8183	DEU		00KLNWC60		TC S50 3.00G 1MB 512/40 WXP	1	A	1	90.45	H	
IBM	8183	21U		00KLVH733		IBM NETVISTA	1	B	1	135.68	H	
IBM	8183	21U		00KLVH831		IBM NETVISTA	1	B	1	135.68	H	
IBM	8183	21U		00KLVH854		IBM NETVISTA	1	B	1	135.68	H	

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Schedule for ServiceElite

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Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty	Type of Svc	Maint. Svc	Charges Start	Charges Stop
IBM	8183	DEU		00LKBZT2C		TC S50 3.00G 1MB 512/40 WXP	1	A	1	90.45	H
IBM	8183	DEU		00LKBZT2N		TC S50 3.00G 1MB 512/40 WXP	1	A	1	90.45	H
IBM	8306	42U		0023D4842		NETV M42 2.4G 512 256/40 WXP	1	A	1	90.45	H
IBM	8319	21U		00KCP1DLK		NETV S42 2.0G 512 256/40 WXP	1	A	1	90.45	H
IBM	8432	98U		00KCLX52Y		TC A50P 2.8G 512 256/40 WXP	1	B	1	135.68	H
IBM	8432	98U		00KCMY67F		TC A50P 2.8G 512 256/40 WXP	1	B	1	135.68	H
IBM	8432	98U		00KCN10G		TC A50P 2.8G 512 256/40 WXP	1	B	1	135.68	H
IBM	8432	98U		00KCN10V		TC A50P 2.8G 512 256/40 WXP	1	B	1	135.68	H
IBM	8480	44X		00KGBY22		XSER205 2.67G 512 256/40.0 E	1	A	1	90.45	H
IBM	8646	5AX		0078W6999		XSER220 1.4G 512 256/0HD S	1	B	1	456.82	H
IBM	8646	5AX		0078W7049		XSER220 1.4G 512 256/0HD S	1	B	1	456.82	H
IBM	8647	5AX		00KPDYN62		XSER225 2.8BG 512 512/0HD S	1	B	1	456.82	H
IBM	8647	5AX		00KPDYN67		XSER225 2.8BG 512 512/0HD S	1	B	1	456.82	H
IBM	8647	5AX		00KPDYN62		XSER225 2.8BG 512 512/0HD S	1	B	1	456.82	H
IBM	8649	6BX		00KPGD180		XSER225 3.06G 512 512/0HDD S	1	B	1	456.82	H
IBM	8649	6BX		00KPGD234		XSER225 3.06G 512 512/0HDD S	1	B	1	456.82	H
IBM	8650	4M0		002311658		PC SERVER 704	1	B	1	456.82	H
IBM	8657	41Y		0023R4606		NF3500M20 800 256 128/0HD S	1	B	1	2,258.52	H
IBM	8657	41Y		0023R4754		NF3500M20 800 256 128/0HD S	1	B	1	621.28	H
IBM	8658	5RY		0023Y0032		NF5100 933 256 128/0HD S	1	B	1	621.28	H
IBM	8658	5RY		0023Y0050		NF5100 933 256 128/0HD S	1	B	1	1,370.46	H
IBM	8658	5RY		0023Y0181		NF5100 933 256 128/0HD S	1	B	1	1,370.46	H
IBM	8659	31Y		0023L3568		NF 5000 BUSINESS MODEL	1	B	1	1,370.46	H
IBM	8659	5RY		0023Z5584		NF5000 550 512 128/0HD S	1	B	1	1,370.46	H
IBM	8664	31Y		0023D5501		NF5600 667 256 256/0HD S	1	B	1	1,370.46	H
IBM	8666	4RY		0023F1263		NF7100 700 2 256/0H	1	B	1	1,370.46	H
IBM	8670	G1X		00KPBBL YF		XSER345 3.2G 1MB 512/0HD S	1	B	1	616.71	H
IBM	8670	G1X		00KPCNX85		XSER345 2.8G 512 512/0HD S	1	B	1	616.71	H
IBM	8670	G1X		00KPKTM5		XSER345 2.8G 512 512/0HD S	1	B	1	616.71	H
IBM	8670	31X		00KPNTD77		XSER345 2.4G 512 512/0HD S	1	B	1	616.71	H
IBM	8670	J1X		00KPPDZB3		XSER345 3.2G 512 1GB/0HDD S	1	B	1	616.71	H

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty	Type of Svc	Charges	Charges Start	Charges Stop
IBM	8670	J1X		00KPPDZF6		XSER345 3.2G 512 1GB/0HDD S	1	B	616.71	H	
IBM	8670	J1X		00KPPDZK1		XSER345 3.2G 512 1GB/0HDD S	1	B	616.71	H	
IBM	8670	J1X		00KPPFBF4		XSER345 3.2G 512 1GB/0HDD S	1	B	616.71	H	
IBM	8670	J1X		00KPPW2D8		XSER345 3.2G 512 1GB/0HDD S	1	B	616.71	H	
IBM	8670	61X		00KPPZD76		XSER345 2.8G 512 512/0HDD S	1	B	616.71	H	
IBM	8670	71X		00KPRBRA3		XSER345 3.06G 512 512/0HDD S	1	B	616.71	H	
IBM	8670	71X		00KPRBWA7		XSER345 3.06G 512 512/0HDD S	1	B	616.71	H	
IBM	8670	61X		00KPTMB82		XSER345 2.8G 512 512/0HDD S	1	B	616.71	H	
IBM	8670	71X		00KPTWW11		XSER345 3.06G 512 512/0HDD S	1	B	616.71	H	
IBM	8670	G1X		00KPWGC06		XSER345 3.2G 1MB 512/0HDD S	1	B	616.71	H	
IBM	8682	4RY		0023F4822		XSER350 700 1 512/0HDD S	1	B	1,370.46	H	
IBM	8682	4RY		0023F4866		XSER350 700 1 512/0HDD S	1	B	1,370.46	H	
IBM	8685	9RX		0099VVD14		XSER225 2.8G 2MB 1GB/0HDD S	1	B	1,370.46	H	
IBM	8685	9RX		00KPGGH38		XSER225 2.8G 2MB 1GB/0HDD S	1	B	1,370.46	H	
IBM	8686	8RX		0078NKRN6		XSER360 2X1.9G 1MB 2GB/0HDD S	1	B	1,370.46	H	
IBM	8686	8RX		0078NKRN8		XSER360 2X1.9G 1MB 2GB/0HDD S	1	B	730.92	H	
IBM	8686	2RX		0078V3231		XSER360 1.5G 512 2/2X36.4 S	1	B	730.92	H	
IBM	8686	2RX		0078V3467		XSER360 1.5G 512 2/2X36.4 S	1	B	730.92	H	
IBM	8686	2RX		0078V7992		XSER360 1.5G 512 2/2X36.4 S	1	B	730.92	H	
IBM	8686	8RX		00KPPAMV7		XSER360 2X1.9G 1MB 2GB/0HDD S	1	B	730.92	H	
IBM	8837	E3U		00KQMW3P		XSER336 2X3.2GHZ 2MB 2GB 0HD	1	B	456.82	H	
IBM	8837	E3U		00KQNWG1X		XSER336 2X3.2GHZ 2MB 2GB 0HD	1	B	456.82	H	
IBM	8837	E3U		00KQNWG2G		XSER336 2X3.2GHZ 2MB 2GB 0HD	1	B	456.82	H	
IBM	8837	E3U		00KQNWG8N		XSER336 2X3.2GHZ 2MB 2GB 0HD	1	B	456.82	H	
IBM	8837	E3U		00KQNWK5Y		XSER336 2X3.2GHZ 2MB 2GB 0HD	1	B	456.82	H	
IBM	8840	21U		00KPPRM64		XSER346 3.2G 1MB 1GB/0HDD S	1	B	616.71	H	
IBM	8840	11U		00KPMVX3		XSER346 3.0G 1MB 1GB/0HDD S	1	B	616.71	H	
IBM	8840	25U		00KQNR7C		XSER346 3.2G 2MB 1GB/0HDD	1	B	616.71	H	
IBM	8840	42U		00KQCRX6G		XSER346 2X3.6G 1MB 2GB/0HDD S	1	B	616.71	H	
IBM	8840	D1U		00KQLXB8R		XSER346 2.8G DC 4MB 2GB 0HD	1	B	616.71	H	
IBM	8840	D1U		00KQLXB9A		XSER346 2.8G DC 4MB 2GB 0HD	1	B	616.71	H	

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/ Feat	Adm/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges Start	Charges Stop
IBM	8840	25U		00KQTBK5P		XSER346 3.2G 2MB 1GB/0HDD	1	B	1	616.71	H
IBM	8840	25U		00KQTL4R		XSER346 3.2G 2MB 1GB/0HDD	1	B	1	616.71	H
IBM	8840	05U		00KQTRW1P		XSER346 2.8GHZ 2MB 1GB 0HDD	1	B	1	616.71	H
IBM	8840	36U		00KQWKL8N		XSER346 3.4G 2MB 1GB/0HDD	1	B	1	616.71	H
IBM	8841	45U		00KQRA5V		XSER236 3.6G 2MB 1GB/0HDD S	1	B	1	1,233.41	H
IBM	8862	5RX		00KPAAK40		XSER365 2X2.7G 2MB 2GB/0HD S	1	B	1	671.53	H
IBM	8862	6RX		00KPABF36		XSER365 2X3.0G 4MB 2GB/0HD S	1	B	1	671.53	H
IBM	8862	6RX		00KPLNK26		XSER365 2X3.0G 4MB 2GB/0HD S	1	B	1	671.53	H
IBM	8862	4RX		00KPZ4012		XSER365 1X2.2G 2MB 2GB/0HD S	1	B	1	671.53	H
IBM	8862	4RX		00KPZ4017		XSER365 1X2.2G 2MB 2GB/0HD S	1	B	1	671.53	H
IBM	9117	570		00008FFAD		ESERVER	1	B	1	33,044.31	H
IBM	9306	420		0023D4942		NETBAY42 STANDARD RACK	1	B	1	404.74	H
IBM	9306	420		0023G0072		NETBAY42 STANDARD RACK	1	B	1	404.74	H
IBM	9306	900		0023G0457		NETFINITY RACK	1	B	1	404.74	H
IBM	9306	420		0023G1219		NETBAY42 STANDARD RACK	1	B	1	404.74	H
IBM	9306	900		0023R2082		NETFINITY RACK	1	B	1	404.74	H
IBM	9306	900		0093G0457		NETFINITY RACK	1	B	1	404.74	H
IBM	9308	42S		0023B4968		NETBAY42 RACK CABINET	1	B	1	404.74	H
IBM	9308	42S		0023L4093		NETBAY42 RACK CABINET	1	B	1	417.54	H
IBM	9511	AG4		0055AL935		T540 15.0INLCD 15.0V BLK MPR	1	A	1	417.54	H
IBM	9511	AG1		0055D2367		MONT54A 15.0TFT 15.0 VIEWABLE	1	A	1	118.77	H
Subtotal Without MES										179,567.50	

179,567.50

179,567.50

Specified Location: 03024445	City, State: MIAMI	FL 33172-1500
00100960K	SAN16B-2	
00100960N	SAN16B-2	
00105226N	IBM SYSTEM STORAGE SAN32B-3	

IBM	2005	B16	1	B	1	326.58	H
IBM	2005	B16	1	B	1	326.58	H
IBM	2005	B5K	1	B	1	1,233.72	H

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/Feat	Add/Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Maint Svc	Charges	Charges Staff	Charges Stop
IBM	2105	F20		000017556		ENTERPRISE STORAGE SERVER	1	B	1	31,191.85	H	
IBM	3584	L52		000018743		TAPE LIBRARY BASE FRAME	1	B	1	3,287.88	H	
IBM	3588	F4A		000052665		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,581.80	H	
IBM	3588	F4A		000052857		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,581.80	H	
IBM	3588	F4A		000052971		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,581.80	H	
IBM	3588	F4A		000053045		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,581.80	H	
IBM	3588	F4A		000053068		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,581.80	H	
IBM	3588	F4A		000053109		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,581.80	H	
IBM	7014	T42		0000341BF		RS/6000 SYSTEM RACK	1	B	1	405.62	H	
IBM	7014	T42		0000341CF		RS/6000 SYSTEM RACK	1	B	1	405.62	H	
IBM	7014	T42		0000D21CB		RS/6000 SYSTEM RACK	1	B	1	405.62	H	
IBM	7026	H80		00004B69F		ENTERPRISE SERVER	1	B	1	3,223.36	H	
IBM	7026	H80		00004FBCF		ENTERPRISE SERVER	1	B	1	2,883.53	H	
IBM	7212	103		0000G4101		7212 EXPRESS MODEL	1	B	1	222.14	H	
IBM	7212	103		0000G4102		7212 EXPRESS MODEL	1	B	1	159.95	H	
IBM	7310	C04		0000D470A		DESKTOP HMC	1	B	1	559.18	H	
IBM	7311	D20		0000020DC		EXPANSION DRAWER	1	A	1	1,732.24	H	
IBM	7311	D20		00001D6DB		EXPANSION DRAWER	1	A	1	1,732.24	H	
IBM	9117	570		0000CCCEC		ESERVER	1	B	1	18,835.44	H	
IBM	9117	570		0000CCFCF		ESERVER	1	B	1	18,835.44	H	
Subtotal Without MES										95,257.79		

95,257.79

95,257.79

City, State: MIAMI	FL 33173-1618
CONTROL UNIT	1 B 1
DRIVE UNIT	1 B 1
VIRTUAL TAPE SERVER	1 B 1
'LIC' MAGSTAR TAPE SUBSY FRAME	1 B 1

Specified Location: 02323414

000018894
000087157
0000B1474
000071416

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/ Feat	Mod/ Add/ Rem	Order Serial Number	Related Order/ Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges Start	Charges Stop
IBM	3590	A60		000091321		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,177.23	H
IBM	3590	E1A		0000DA230		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H
IBM	3590	E1A		0000DA268		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H
IBM	3590	E1A		0000DA596		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H
IBM	3590	E1A		0000DA677		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H
IBM	3590	E1A		0000DB021		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H
IBM	3590	E1A		0000DB041		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H
IBM	3590	E1A		0000DB093		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H
IBM	3590	E1A		0000DB105		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H
IBM	3590	E1A		0000DB107		MAGSTAR TAPE SUBSYSTEM	1	B	1	2,817.00	H
Subtotal Without MES										47,471.11	

Subtotal
With
MES

47,471.11

Specified Location: 05763035

City, State: CORAL GABLES FL 33134-6817

IBM	7014	T42		00003564F		RS/6000 SYSTEM RACK	1	B	1	405.62	H
IBM	7014	T42		0000727DA		RS/6000 SYSTEM RACK	1	B	1	405.62	H
IBM	7044	170		00001948F		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7044	170		0000C247D		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7044	170		0000C24AD		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7046	B50		000043D3A		ENTRY SERVER	1	B	1	548.23	H
IBM	7046	B50		0000F249D		ENTRY SERVER	1	B	1	548.23	H
IBM	7046	B50		0000F24AD		ENTRY SERVER	1	B	1	548.23	H
IBM	7046	B50		0000F24CD		ENTRY SERVER	1	B	1	548.23	H
IBM	7046	B50		0000F24DD		ENTRY SERVER	1	B	1	548.23	H
IBM	7133	D40		000055A7A		SERIAL DISK SYSTEM	1	B	1	1,715.04	H
IBM	7208	341		0000D7935		EXTERNAL 8MM TAPE DRIVE	1	B	1	931.96	H
Subtotal Without MES										8,797.93	

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Model/Feat	Add/Ram	Order/Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Maint Svc	Charges	Charges Stop
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8,797.93

Specified Location: 05774027

City, State: MIAMI FL 33128-1929

IBM	1519	200		0000137BD		INTEGRATED XSERIES ADAPTER	1	B	1		
IBM	2005	B16		00100815N		SAN16B-2	1	B	1	82.24	H
IBM	3570	C01		000055036		MAGSTAR TAPE SUBSYSTEM	1	B	1	326.58	H
IBM	3592	J1A		000019897		ENTERPRISE TAPE DRIVE	1	B	1	2,186.00	
IBM	9406	550		0000ABEDC		ESERVER I5	1	B	1	1,404.02	H
Subtotal							1	B	1	19,175.41	H
With MES										23,174.25	

Subtotal With MES

23,174.25

Specified Location: 05774426

City, State: MIAMI FL 33173-1618

IBM	1812	81A		0013146T0		DS4000 EXP810 EXPANSION UNIT	1	B	1	246.85	WH
IBM	1814	70A		00138795Z		DS4700 EXPRESS MODEL 70	1	B	1	419.64	WH
IBM	2005	B16		00101671W		SAN16B-2	1	B	1	54.43	H
IBM	2005	B16		00101672A		SAN16B-2	1	B	1	54.43	H
IBM	2005	B16		00101672C		SAN16B-2	1	B	1	54.43	H
IBM	3584	L52		000018338		TAPE LIBRARY BASE FRAME	1	B	1	3,287.88	H
IBM	3588	F4A		000050898		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,555.44	WH
IBM	3588	F4A		000055289		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,555.44	WH
IBM	3588	F4A		000056190		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,555.44	WH
IBM	3588	F4A		000056326		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,555.44	WH
IBM	3588	F4A		000074586		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,555.44	WH
IBM	3588	F4A		000074679		TS1040 ULTRIUM 4 TAPE DRIVE	1	B	1	1,555.44	WH
IBM	7014	T42		00003734C		RSI6000 SYSTEM RACK	1	B	1	67.61	H
IBM	7026	H50		000002757		RSI6000 ENTERPRISE SERVER	1	B	1	3,025.91	
IBM	7026	H50		000002791		RSI6000 ENTERPRISE SERVER	1	B	1	3,025.91	
IBM	7212	103		0000G5747		7212 EXPRESS MODEL	1	B	1	26.67	H
Subtotal							1	B	1	23,174.25	
With MES										23,174.25	

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod Feat	Order/ Serial Number	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty	Type Of Svc	Main Svc	Charges	Charges Start	Charges Stop
IBM	7212	103	0000G5809			7212 EXPRESS MODEL	1	B	1	37.03	H	11/01/2010
IBM	7310	CR4	0000320DB			RACK-MOUNTED HMC	1	A	1	58.49	H	11/01/2010
IBM	7311	D20	00007C00B			EXPANSION DRAWER	1	A	1	288.71	H	11/01/2010
IBM	7311	D20	00007C01B			EXPANSION DRAWER	1	A	1	288.71	H	11/01/2010
IBM	7316	TF3	00007892G			FLAT PANEL CONSOLE KIT	1	B	1	43.86	H	11/01/2010
IBM	9110	51A	0000286B0			SYSTEM P5	1	A	1	96.86	WH	11/01/2010
IBM	9110	51A	0000286C0			SYSTEM P5	1	A	1	96.86	WH	11/01/2010
IBM	9133	55A	00004B98H			SYSTEM P5	1	B	1	583.85	WH	11/01/2010
Subtotal										21,090.77		
Without												
MES												
Subtotal										21,090.77		
With												
MES												
IBM	7014	T42	000076DFA			RS/6000 SYSTEM RACK	1	B	1	405.62	H	
IBM	7014	T42	00009D9FA			RS/6000 SYSTEM RACK	1	B	1	405.62	H	
IBM	7028	6E1	00008F7FA			P/SERIES 610	1	B	1	2,072.18	H	
Subtotal										2,883.42		
Without												
MES												
Subtotal										2,883.42		
With												
MES												
IBM	3153	BG3	0023AR627			ASCII 14" GREEN DISPLAY	1	B	1	138.42	H	
IBM	7043	260	0000DB27D			WORKSTATION/ENTRY SERVER	1	B	1	1,951.57	H	
IBM	7043	260	0000DB6CD			WORKSTATION/ENTRY SERVER	1	B	1	1,951.57	H	
IBM	7133	T40	0000HG036			SERIAL DISK SYSTEM	1	B	1	1,715.04	H	
Subtotal										5,756.60		
Without												
MES												

Specified Location: 05777870

City, State: MIAMI FL 33173-1618

Specified Location: 05779655

City, State: MIAMI FL 33139-4600

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Wfg	Type	Mod/Feat	Aggr Rem	Order Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Mainly Svc	Charges Start	Charges Stop
Specified Location: 05782413											
City, State: MIAMI FL 33160-4615											
IBM	3153	BG3		0023B876		ASCII 14" GREEN DISPLAY	1	B	1		
IBM	7044	170		0000C248D		WORKSTATION/ENTRY SERVER	1	B	1	138.42	H
IBM	7044	170		0000C249D		WORKSTATION/ENTRY SERVER	1	B	1	866.18	H
IBM	7133	T40		0000HC580		SERIAL DISK SYSTEM	1	B	1	866.18	H
Subtotal										1,715.04	H
Without											
MES										5,756.60	
Subtotal										3,585.82	
With											
MES										3,585.82	
Specified Location: 05786531											
City, State: MIAMI FL 33173-3020											
IBM	3174	21L		0000KN327		ESTABLISHMENT CNTRL	1	B	1		
IBM	3174	21L		0000KN328		ESTABLISHMENT CNTRL	1	B	1	228.42	H
IBM	3174	21L		0000KN329		ESTABLISHMENT CNTRL	1	B	1	228.42	H
IBM	3174	21L		0000KN330		ESTABLISHMENT CNTRL	1	B	1	228.42	H
IBM	3174	21L		0000KP633		ESTABLISHMENT CNTRL	1	B	1	228.42	H
Subtotal										1,142.10	
Without											
MES										1,142.10	
Subtotal											
With											
MES											
Specified Location: 06029700											
City, State: MIAMI FL 33173-1618											
IBM	1812	81A		00131063V		DS4000 EXP810 EXPANSION UNIT	1	B	1		
IBM	1814	70A		00130100K		DS4700 EXPRESS MODEL 70	1	B	1	1,481.05	H
IBM	1814	70A		00138743F		DS4700 EXPRESS MODEL 70	1	B	1	2,517.79	H
IBM	2005	B16		00101166X		SAN16B-2	1	B	1	1,230.93	WH
IBM	2005	B16		00101171Z		SAN16B-2	1	B	1	326.58	H
Subtotal										3,265.58	H
Without											
MES										07/06/2010	

See Legend for Details



Schedule for ServiceElite

Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/Feat	Add Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Main Svc	Charges Start	Charges Stop
IBM	3153	BG3		0023DX430		ASCII 14" GREEN DISPLAY	1	B	1	138.42	H
IBM	3573	L4U		0078A6580		TS3200 TAPE LIBRARY	1	A	1	1,212.99	H
IBM	7014	T00		0000F541D		RS/6000 SYSTEM RACK	1	B	1	350.90	H
IBM	7310	CR3		0000F6D6A		RACK-MOUNTED HMC	1	B	1	559.18	H
IBM	7311	D20		00003FF2B		EXPANSION DRAWER	1	A	1	1,732.24	H
IBM	7311	D20		00003FF3B		EXPANSION DRAWER	1	A	1	1,732.24	H
IBM	7316	TF3		00009041F		FLAT PANEL CONSOLE KIT	1	B	1	263.12	H
IBM	9110	51A		0000EF0BD		SYSTEM P5	1	A	1	668.73	H
IBM	9133	55A		0000F83BG		SYSTEM P5	1	A	1	2,335.19	H
IBM	9133	55A		0000F83CG		SYSTEM P5	1	A	1	2,335.19	H
Subtotal Without MES										17,211.13	

Subtotal With MES

17,211.13

Specified Location: 06590685
 City, State: MIAMI FL 33131-2702
 00007DABB
 RS/6000 SYSTEM RACK
 0000A5076
 STORAGE DEVICE ENCLOSURE
 00008A0EA
 RACK-MOUNTED HMC
 00001829C
 FLAT PANEL CONSOLE KIT

405.62
 257.71
 372.79
 263.12
 1,299.24

Subtotal With MES

1,299.24

Total Charge Period Charges for Maintenance Machine List Without MES

\$1,230,919.23

Total Charge Period Charges for Maintenance Machine List With MES

\$1,230,919.23

See Legend for Details



Schedule for ServiceElite

Services List

Customer Technical Contact Name (if applicable):
 Customer Primary Technical Contact name :
 Customer Primary Technical Contact phone number :

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	City	Charges	Services Start	Charges Start	Charges Stop
------	-------	---------------------	-----------------	------------------------------	------	---------	----------------	---------------	--------------

Specified Location: 02323234 City, State: MIAMI FL 33128-1847

SWMA FOR AIX

1,025.40

SUPPORT
 SUBSCRIPTION
 E5
 NUMBER OF PROCESSORS 2
 CHARGEABLE PROCESSORS 2
 FULL SHIFT 1

7026 6H1 00003DB9F

SWMA FOR AIX

1,025.40

SUPPORT
 SUBSCRIPTION
 E5
 NUMBER OF PROCESSORS 2
 CHARGEABLE PROCESSORS 2
 FULL SHIFT 1

7026 6H1 00003DBAF

SWMA FOR AIX ALF

AFTER LICENSE FEE 402.30 O
 CUST NOT CURRENT > 12 MTHS
 NUMBER OF PROCESSORS 2
 E5 1

7026 6H1 00003DB9F

SWMA FOR AIX ALF

AFTER LICENSE FEE 402.30 O
 CUST NOT CURRENT > 12 MTHS
 NUMBER OF PROCESSORS 2
 E5 2

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charge Start	Charges Stop
7026	6H1	00003DBAF	SWMA FOR HACMP		1	1,236.99			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	2				
				FULL SHIFT	1				
7026	6H1	00003DB9F	SWMA FOR HACMP		1	1,236.99			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	2				
				FULL SHIFT	1				
7026	6H1	00003DBAF	SWMA FOR HACMP ALF		1				
				AFTER LICENSE FEE		609.70		O	
				NUMBER OF PROCESSORS	2				
7026	6H1	00003DB9F	SWMA FOR HACMP ALF		1				
				AFTER LICENSE FEE		609.70		O	
				NUMBER OF PROCESSORS	2				
7026	6H1	00003DBAF			2				
Subtotal					1	4,524.78			
				City, State: MIAMI FL 33173-1618					
9117	570	0000140DF	ALERT FOR pSERIES		1	457.04			
				HIPER PTF NOTIFICATION - ALERT					
				SUBSCRIPTION SUPPORT F5		0.00			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support/Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9117	570	0000140DF	SWMA FOR AIX	NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	2 2 4 1	0.00		06/25/2011	
8203	E4A	000056842	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	0.00	03/06/2013	08/13/2011	
7026	6H1	0000C03DA	SWMA FOR AIX	SUPPORT SUBSCRIPTION E5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	6 6 1	0.00	03/06/2013	03/06/2013 03/06/2013	
7026	6H1	0000C03FA	SWMA FOR AIX	SUPPORT SUBSCRIPTION E5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	6 6 1	0.00	03/06/2013	03/06/2013 03/06/2013	
			SWMA FOR AIX	SUPPORT	1	0.00	03/06/2013	03/06/2013	

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
				SUBSCRIPTION				03/06/2013	
				E5					
				NUMBER OF PROCESSORS	6				
				CHARGEABLE PROCESSORS	6				
				FULL SHIFT	1	0.00	03/06/2013		
			SWMA FOR AIX						
				SUPPORT					
				SUBSCRIPTION					
				E5					
				NUMBER OF PROCESSORS	6			03/06/2013	
				CHARGEABLE PROCESSORS	6			03/06/2013	
				FULL SHIFT	1	0.00	03/06/2013		
			SWMA FOR AIX						
				SUPPORT					
				SUBSCRIPTION					
				D5					
				NUMBER OF PROCESSORS	2			03/06/2013	
				CHARGEABLE PROCESSORS	2			03/06/2013	
				FULL SHIFT	1	9,229.08			
			SWMA FOR AIX						
				SUBSCRIPTION					
				SUPPORT					
				F5					
				NUMBER OF PROCESSORS	5				
				NUMBER OF PROCESSORS	5				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	12				
				FULL SHIFT					

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9117	570	0000E005E	SWMA FOR AIX		1	64,855.28			
			SUPPORT SUBSCRIPTION						
			H5						
			NUMBER OF PROCESSORS		52				
			NUMBER OF PROCESSORS		6				
			NUMBER OF PROCESSORS		6				
			CHARGEABLE PROCESSORS		58				07/01/2011
			CHARGEABLE PROCESSORS		64			07/02/2011	
			FULL SHIFT						
9119	595	0000E004E	SWMA FOR AIX ALF		1	1,298.08			
			AFTER LICENSE FEE						
			CUST NOT CURRENT > 12 MTHS						
			NUMBER OF PROCESSORS		2				
			NUMBER OF PROCESSORS		2				
			F5						
9117	570	0000140DF	SWMA FOR AIX ALF		1	134.10			
			AFTER LICENSE FEE						
			CUST NOT CURRENT > 12 MTHS						
			NUMBER OF PROCESSORS						
			D5						
8203	E4A	000056842	SWMA FOR AIX ALF		1	3,894.24			
			AFTER LICENSE FEE						
			CUST NOT CURRENT > 12 MTHS						
			NUMBER OF PROCESSORS		5				
			NUMBER OF PROCESSORS		5				
			NUMBER OF PROCESSORS		2				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9117	570	0000E005E	SWMA FOR AIX ALF	F5	1	30,038.12 O			
				AFTER LICENSE FEE					
				CUST NOT CURRENT > 12 MTHS					
				NUMBER OF PROCESSORS	52				
				NUMBER OF PROCESSORS	6				
				NUMBER OF PROCESSORS	6				
				H5					
9119	595	0000E004E	SWMA FOR VIO		1	95.21			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS					06/24/2011
				CHARGEABLE PROCESSORS					06/25/2011
				FULL SHIFT	4				
9117	570	0000140DF	SWMA FOR VIO		1	5,522.21			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	52				
				NUMBER OF PROCESSORS	6				
				NUMBER OF PROCESSORS	6				
				CHARGEABLE PROCESSORS	58				07/01/2011
				CHARGEABLE PROCESSORS	64				07/02/2011
				FULL SHIFT					
9119	595	0000E004E	SWMA FOR PLM		1	0.00			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Staff	Charges Staff	Charges Stop
9117	570	0000140DF	SWMA FOR PLM	CHARGEABLE PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	4			06/12/2011 06/25/2011	06/24/2011
				SOFTWARE MAINTENANCE NUMBER OF PROCESSORS NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	1,227.17			
9119	595	0000E004E	SWMA FOR POWERVM STANDARD ED	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1			07/02/2011	07/01/2011
8203	E4A	000056842	SWMA FOR POWERVM STANDARD ED	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1			08/13/2011	
9117	570	0000140DF	SWMA FOR PERF AIDE	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1				
				SOFTWARE MAINTENANCE NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	2 2 4			03/06/2013	
				SOFTWARE MAINTENANCE NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	6 6			03/06/2013	

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charge Start	Charge Stop
7026	6H1	0000C03FA	SWMA FOR PERF AIDE		1	0.00	03/06/2013	03/06/2013	
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	6				
				CHARGEABLE PROCESSORS	6				
				FULL SHIFT					
7026	6H1	0000DD09A	SWMA FOR PERF AIDE		1	0.00	03/06/2013	03/06/2013	
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	6				
				CHARGEABLE PROCESSORS	6				
				FULL SHIFT					
7026	6H1	0000DD1FA	SWMA FOR PERF AIDE		1	0.00	03/06/2013	03/06/2013	
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	2				
				FULL SHIFT					
7028	6C4	00007635A	SWMA FOR PERF AIDE		1	0.00	03/06/2013	03/06/2013	
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	6				
				CHARGEABLE PROCESSORS	6				
				FULL SHIFT					
7026	6H1	0000C03DA	SWMA FOR HACMP		1	7,421.95	03/06/2013	03/06/2013	
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	5				
				NUMBER OF PROCESSORS	5				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	12				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group / Service Option	City	Charges	Services Start	Charges Start	Charges Stop
9117	570	0000E005E	SWMA FOR HACMP	FULL SHIFT	1	37,728.25			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	52				
				NUMBER OF PROCESSORS	6				
				NUMBER OF PROCESSORS	6				
				CHARGEABLE PROCESSORS	61				07/01/2011
				CHARGEABLE PROCESSORS	64			07/02/2011	
				FULL SHIFT					
9119	595	0000E004E	SOFTWAREXCEL ENTERPRISE	MULTI-SITE=1 LOCATION	1	64,093.19			
				038 thru 078 MSU					
				038 thru 078 MSU					
				FULL SHIFT					
2098	E10	0000C65F2	SOFTWAREXCEL ENTERPRISE VU	038 thru 078 MSU	1	25,665.66			
2098	E10	0000CE8C2	SL LINUX W NOVELL/SUSE SUB X	FULL SHIFT	1				
				NUMBER OF MONTHS					
				SERVERS		25.93	0		
				SERVERS AND NODES		685.56			
				FULL SHIFT					
				SUBSCRIPTION		0.00			
				SUPPORT					
				H5					
				SWMA FOR AIX					

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9119	FHA	00007E5F4	SWMA FOR AIX	NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	44 44			07/18/2012	
				SUPPORT SUBSCRIPTION H5	1	0.00			
9119	FHA	00007E604	SWMA FOR HACMP	NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	44 44			07/18/2012	
				SOFTWARE MAINTENANCE NUMBER OF PROCESSORS CHARGEABLE PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1 44 28 44	17,317.89		07/18/2012	07/17/2012
9119	FHA	00007E5F4	SWMA FOR HACMP	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS CHARGEABLE PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1 44 28 44	17,317.89		07/18/2012	07/17/2012
9119	FHA	00007E604	SWMA FOR GPFS	SOFTWARE MAINTENANCE H5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS	1 44 28	5,831.79		07/18/2012	07/17/2012

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9119	FHA	00007E5F4	SWMA FOR GPFS	CHARGEABLE PROCESSORS FULL SHIFT	44			07/18/2012	
					1	5,831.79			
9119	FHA	00007E604	MCP REMOTE SUPPORT	SOFTWARE MAINTENANCE H5	44				07/17/2012
					28			07/18/2012	
					44				
7042	CR4	0000B853B	MCP REMOTE SUPPORT	CHARGEABLE SYSTEM FULL SHIFT	1	0.00	07/20/2014		
7042	CR4	0000B854B	MCP REMOTE SUPPORT	CHARGEABLE SYSTEM FULL SHIFT	1	0.00	07/20/2014		
Subtotal						263,279.96			
City, State: HIALEAH FL 33010-5319									
SWMA FOR AIX									
SUBSCRIPTION						341.33			
SUPPORT									
D5									
NUMBER OF PROCESSORS									
CHARGEABLE PROCESSORS									
FULL SHIFT									
7029	6C3	0000AC97C	SWMA FOR AIX		1				
See Legend for Details						341.33			



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
7029	6C3	0000AC98C	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7046	B50	0000F24BD	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7046	B50	0000F253D	SWMA FOR AIX ALF	SUPPORT SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	134.10	O		
7029	6C3	0000AC97C	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10	O		

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Media	Serial/Order Number	Support Service	Provider/Group/Service Option	Qty	Charges	Services Start	Charges/Status	Charges/Status
7029	6C3	0000AC98C	SWMA FOR AIX ALF	CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
7046	B50	0000F24BD	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
7046	B50	0000F253D	SWMA FOR HACMP	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	618.50			
7029	6C3	0000AC97C	SWMA FOR HACMP	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	618.50			
7029	6C3	0000AC98C	SWMA FOR HACMP ALF	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	304.85 O			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Staff	Charges Staff	Charges Step
7029	6C3	0000AC97C	SWMA FOR HACMP ALF		1				
				AFTER LICENSE FEE		304.85	O		
				NUMBER OF PROCESSORS	1				
						2,602.32			
Subtotal									
Specified Location: 02323714 City, State: CUTLER RIDGE FL 33189-2834									
			SWMA FOR AIX			341.33			
				SUBSCRIPTION SUPPORT D5					
				NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1				
7044	170	000088A0C	SWMA FOR AIX		1				
				SUBSCRIPTION SUPPORT D5		341.33			
				NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1				
7044	170	000088A1C	SWMA FOR AIX ALF		1				
				AFTER LICENSE FEE		134.10	O		
				CUST NOT CURRENT > 12 MTHS					
				NUMBER OF PROCESSORS D5	1				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
------	-------	---------------------	-----------------	------------------------------	-----	---------	----------------	---------------	--------------

134.10 O

AFTER LICENSE FEE
 CUST NOT CURRENT > 12 MTHS
 NUMBER OF PROCESSORS
 D5

7044 170 000088A1C SWMA FOR HACMP 1 618.50

SOFTWARE MAINTENANCE
 NUMBER OF PROCESSORS
 CHARGEABLE PROCESSORS
 FULL SHIFT

7044 170 000088A0C SWMA FOR HACMP 1 618.50

SOFTWARE MAINTENANCE
 NUMBER OF PROCESSORS
 CHARGEABLE PROCESSORS
 FULL SHIFT

7044 170 000088A1C SWMA FOR HACMP ALF 1 304.85 O

AFTER LICENSE FEE
 NUMBER OF PROCESSORS

7044 170 000088A0C SWMA FOR HACMP ALF 1 304.85 O

AFTER LICENSE FEE
 NUMBER OF PROCESSORS

7044 170 000088A1C 1 1,919.66

City, State: MIAMI FL 33125-1644

Specified Location: 02326040

SWMA FOR AIX

SUPPORT
 SUBSCRIPTION 341.33

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group / Service Option	Qty	Charges	Services Staff	Charges Staff	Charges Step
7043	260	000091689	SWMA FOR AIX	D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7043	260	000091690	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7044	170	00001949F	SWMA FOR AIX	SUPPORT SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7044	170	0000194CF	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
7044	170	0000194DF	SWMA FOR AIX	SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7044	170	000088A2C	SWMA FOR AIX	SUPPORT SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7044	170	000088A3C	SWMA FOR AIX ALF	SUPPORT SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1				
7043	260	000091689	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
				AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS		134.10 O			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Staff	Charges Staff	Charges Stop
7043	260	000091690	SWMA FOR AIX ALF	NUMBER OF PROCESSORS D5	1	134.10 O			
				AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5					
7044	170	00001949F	SWMA FOR AIX ALF	NUMBER OF PROCESSORS D5	1	134.10 O			
				AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5					
7044	170	0000194CF	SWMA FOR AIX ALF	NUMBER OF PROCESSORS D5	1	134.10 O			
				AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5					
7044	170	0000194DF	SWMA FOR AIX ALF	NUMBER OF PROCESSORS D5	1	134.10 O			
				AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5					
7044	170	000088A2C	SWMA FOR AIX ALF	NUMBER OF PROCESSORS D5	1	134.10 O			
				AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5					

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
7044	170	000088A3C	SWMA FOR HACMP	D5	1	618.50			
				SOFTWARE MAINTENANCE NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT					
7044	170	000088A2C	SWMA FOR HACMP		1	618.50			
				SOFTWARE MAINTENANCE NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT					
7044	170	000088A3C	SWMA FOR HACMP ALF		1	304.85	O		
				AFTER LICENSE FEE NUMBER OF PROCESSORS					
7044	170	000088A2C	SWMA FOR HACMP ALF		1	304.85	O		
				AFTER LICENSE FEE NUMBER OF PROCESSORS					
						3,626.31			
Subtotal									
				City, State: MIAMI FL 33128-1902					
				SUPPORT SUBSCRIPTION		0.00	11/01/2013	11/01/2013	
				D5					
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	2				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9111	520	00004BAEA			1	0.00			
Subtotal									

FULL SHIFT

Specified Location: 02394024

City, State: MIAMI FL 33159

SL LINUX SYSTEM /ip

CHARGEABLE SYSTEM
FULL SHIFT

685.52

9117 570 00008FFAD

SWMA FOR AIX

SUBSCRIPTION
SUPPORT

0.00

F5
 NUMBER OF PROCESSORS 4
 NUMBER OF PROCESSORS 4
 NUMBER OF PROCESSORS 3
 NUMBER OF PROCESSORS 3
 NUMBER OF PROCESSORS 2
 CHARGEABLE PROCESSORS 14
 CHARGEABLE PROCESSORS 16
 FULL SHIFT

04/24/2011
06/29/2011

9117 570 00008FFAD

SWMA FOR AIX

SUBSCRIPTION
SUPPORT

3,076.20

7026 6H1 0000D416F

SWMA FOR AIX

E5
 NUMBER OF PROCESSORS 6
 CHARGEABLE PROCESSORS 6
 FULL SHIFT

2,050.80

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Shift	Charges Stop
7026	H70	000011057	SWMA FOR AIX	SUPPORT SUBSCRIPTION E5 NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	3,076.20			
7026	H80	000011075	SWMA FOR AIX	SUPPORT SUBSCRIPTION E5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	3,076.20			
7026	6H1	0000953FA	SWMA FOR AIX	SUPPORT SUBSCRIPTION E5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	1,025.40			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
7026	H70	0000D38DD	SWMA FOR AIX ALF		1	5,192.32 O			
				AFTER LICENSE FEE					
				CUST NOT CURRENT > 12 MTHS					
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	2				
				F5					
9117	570	00008FFAD	SWMA FOR VIO		1	952.11			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	10				
				CHARGEABLE PROCESSORS	16				
				FULL SHIFT					
								04/24/2011	04/23/2011
9117	570	00008FFAD	SWMA FOR PLM		1	169.26			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	8				
				CHARGEABLE PROCESSORS	14				
								04/24/2011	04/23/2011
								06/28/2011	06/28/2011

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group / Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9117	570	00008FFAD	SWMA FOR POWERVM STANDARD ED	CHARGEABLE PROCESSORS FULL SHIFT	16			06/29/2011	
					1	1,855.47			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	14				
				CHARGEABLE PROCESSORS	16				06/28/2011
				FULL SHIFT				06/29/2011	
9117	570	00008FFAD	SWMA FOR FASTCONNECT	SOFTWARE MAINTENANCE CHARGEABLE SYSTEM FULL SHIFT	1	339.59			
7026	H70	000011057	SWMA FOR FASTCONNECT	SOFTWARE MAINTENANCE CHARGEABLE SYSTEM FULL SHIFT	1	339.59			
7026	6H1	0000953FA	SWMA FOR FASTCONNECT	SOFTWARE MAINTENANCE CHARGEABLE SYSTEM FULL SHIFT	1	339.59			
7026	H70	0000D38DD	SWMA FOR FASTCONNECT	SOFTWARE MAINTENANCE CHARGEABLE SYSTEM FULL SHIFT	1	339.59			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support/Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
7026	6H1	0000D416F	SWMA FOR FASTCONNECT ALF	CHARGEABLE SYSTEM FULL SHIFT	1				
7026	H70	0000D38DD	SWMA IBM DIRECTOR FOR pSERIES	AFTER LICENSE FEE	1	0.00 O			
				SUPPORT		1,180.91			
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	3				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	8				08/29/2010
				CHARGEABLE PROCESSORS	16				08/30/2010
				PRIME SHIFT					
9117	570	00008FFAD	SWMA FOR PERF AIDE	SOFTWARE MAINTENANCE	1	190.17			
				NUMBER OF PROCESSORS	6				
				CHARGEABLE PROCESSORS	6				
				FULL SHIFT					
7026	6H1	0000D416F	SWMA FOR PERF AIDE	SOFTWARE MAINTENANCE	1	190.17			
				NUMBER OF PROCESSORS	6				
				CHARGEABLE PROCESSORS	6				
				FULL SHIFT					
7026	H80	000011075	SWMA FOR PERF AIDE ALF	AFTER LICENSE FEE	1	91.19 O			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
7026	H80	000011075	SWMA FOR PERF TOOLBOX	NUMBER OF PROCESSORS	6	1,245.14			
7026	H80	000011075	SWMA FOR PERF TOOLBOX ALF	SOFTWARE MAINTENANCE CHARGEABLE SYSTEM FULL SHIFT	1				
7026	H80	000011075		AFTER LICENSE FEE	1	614.17			
		Subtotal		City, State: MIAMI FL 33172-1500		20,131.91			
			SL DISK AND TAPE GROUP	DISK TAPE DISK TAPE GRP A FULL SHIFT		8,568.92			
			SL SAN AND NAS GROUP	SAN NAS SAN NAS GROUP A FULL SHIFT		8,568.92			
			SL LINUX SUB DPOC REG ID	DESIGNATED POINT OF CONTACT XXXX XXXX e-mail XXXX					
			ALERT/PM DPOC PREREQ	DESIGNATED POINT OF CONTACT SSSS AAAA e-mail SSSS					
			SL LINUX SUB DESIGNATE CONTACT	DESIGNATED POINT OF CONTACT XXXX XXXX e-mail XXXX					

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
			SWMA FOR AIX			6,152.72			
9117	570	0000CCCCFC		SUBSCRIPTION SUPPORT F5 NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	4 4 8 1				
			SWMA FOR AIX ALF			804.59			
7026	H80	00004B69F		AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS E5	4 1				
			SWMA FOR AIX ALF			402.30			
7026	H80	00004FBCF		AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS E5	2 1				
			SWMA FOR VIO			761.69			
9117	570	0000CCCCFC		SOFTWARE MAINTENANCE NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	4 4 8 1				
			SWMA FOR VIO			761.69			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Stop	Charges Stop
9117	570	0000CCCEC	SWMA FOR PLM	NUMBER OF PROCESSORS	4				
				CHARGEABLE PROCESSORS	8				
				FULL SHIFT	1	169.26			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	4				
				CHARGEABLE PROCESSORS	8				
				FULL SHIFT	1	169.26			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	4				
				CHARGEABLE PROCESSORS	8				
				FULL SHIFT	1	285.64			
				CHARGEABLE SYSTEM					
				FULL SHIFT	1	71.52 O			
				AFTER LICENSE FEE					
				NUMBER OF PROCESSORS	4				
				NUMBER OF PROCESSORS	4				
				F5					
				AFTER LICENSE FEE	1	71.52 O			
				NUMBER OF PROCESSORS	4				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Services Stop	Charges Stop
9117	570	0000CCCCFC	SWMA FOR HACMP	NUMBER OF PROCESSORS F5	4	4,947.97			
9117	570	0000CCCCFC	SWMA FOR HACMP	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	4,947.97			
9117	570	0000CCCCFC	SWMA FOR AIX	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	3,281.43	06/20/2010	06/20/2010	
9117	570	0000CCCCFC	SWMA FOR AIX	SUBSCRIPTION SUPPORT F5 NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	38,615.47			
Subtotal Specified Location: 05763035 City, State: CORAL GABLES FL 33134-6817									
See Legend for Details SWMA FOR AIX SUBSCRIPTION 341.33									



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Staff	Charges Stop
7044	170	0000194BF	SWMA FOR AIX	SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7044	170	0000C247D	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7044	170	0000C24AD	SWMA FOR AIX	SUPPORT SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7046	B50	000043D3A	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
7046	B50	0000F249D	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7046	B50	0000F24AD	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7046	B50	0000F24CD	SWMA FOR AIX	SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
7046	B50	0000F24DD		SUBSCRIPTION SUPPORT D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
			SWMA FOR AIX ALF						
7044	170	0000194BF	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
7044	170	0000C247D	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
7044	170	0000C24AD	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
7046	B50	000043D3A	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
7046	B50	0000F249D	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial Order Number	Support Service	Product Group/ Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
7046	B50	0000F24AD	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
7046	B50	0000F24CD	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
7046	B50	0000F24DD	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
Subtotal						2,730.64			
Specified Location: 05774027									
SWMA FOR AIX									
SUPPORT						1,025.40			
SUBSCRIPTION									
E5									
NUMBER OF PROCESSORS									
NUMBER OF PROCESSORS									
CHARGEABLE PROCESSORS									
FULL SHIFT									
9406	550	0000ABEDC	SWMA FOR HACMP	SOFTWARE MAINTENANCE	1	1,236.99			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
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9406 550 0000ABEDC
Subtotal
 NUMBER OF PROCESSORS 2
 CHARGEABLE PROCESSORS 2,262.39
 FULL SHIFT 1

Specified Location: 05774426

City, State: MIAMI FL 33173-1618

SWMA FOR AIX

SUPPORT 1,025.40
 SUBSCRIPTION E5

NUMBER OF PROCESSORS 2
 CHARGEABLE PROCESSORS 2
 FULL SHIFT 1

7026 H50 000002757

SWMA FOR AIX

SUPPORT 1,025.40
 SUBSCRIPTION E5

NUMBER OF PROCESSORS 2
 CHARGEABLE PROCESSORS 2
 FULL SHIFT 1

7026 H50 000002791

SWMA FOR AIX

SUPPORT 109.99
 SUBSCRIPTION D5
 NUMBER OF PROCESSORS
 CHARGEABLE PROCESSORS
 FULL SHIFT

09/06/2010

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Services	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9110	51A	0000286B0	SWMA FOR AIX		1	109.99			
			SUBSCRIPTION SUPPORT D5						
			NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT					09/06/2010	
9110	51A	0000286C0	SWMA FOR AIX		1	660.81			
			SUPPORT SUBSCRIPTION E5						
			NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT					09/06/2010	
9133	55A	00004B98H	SWMA FOR AIX ALF		1				
			AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS E5			402.30	O		
7026	H50	000002757	SWMA FOR AIX ALF		1				
			AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS E5			402.30	O		
7026	H50	000002791	SWMA FOR AIX ALF		1				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9110	51A	0000286B0	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
9110	51A	0000286C0	SWMA FOR AIX ALF	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1	134.10 O			
9133	55A	00004B98H	SWMA FOR VIO	AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS NUMBER OF PROCESSORS E5	2 2	804.60 O			
9133	55A	00004B98H	SWMA FOR PLM	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1 2 2 4	122.70		09/06/2010	
9133	55A	00004B98H	SWMA FOR PLM	SOFTWARE MAINTENANCE NUMBER OF PROCESSORS NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1 2 2 4	27.26		09/06/2010	

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9133	55A	00004B98H	MCP REMOTE SUPPORT		1	92.04		09/06/2010	
7310	CR4	0000320DB	SWMA FOR HACMP		1	199.30			
9110	51A	0000286B0	SWMA FOR HACMP		1	199.30		09/06/2010	
9110	51A	0000286C0	SWMA FOR HACMP		1	199.30		09/06/2010	
Subtotal						3,572.19			
Specified Location: 05777870									
City, State: MIAMI FL 33173-1618									
SWMA FOR AIX									
7028	6E1	00008F7FA	SWMA FOR AIX ALF		1	682.64			
SUBSCRIPTION SUPPORT									
D5									
NUMBER OF PROCESSORS						2			
CHARGEABLE PROCESSORS						2			
FULL SHIFT									
AFTER LICENSE FEE									
CUST NOT CURRENT > 12 MTHS						268.20			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
7028	6E1	00008F7FA		NUMBER OF PROCESSORS D5	2				
Subtotal					1	682.64			
Specified Location: 05779655				City, State: MIAMI	FL 33139-4600				
SWMA FOR AIX						341.33			
7043	260	0000DB27D		SUPPORT SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1				
SWMA FOR AIX						341.33			
7043	260	0000DB6CD		SUPPORT SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1				
SWMA FOR AIX ALF						134.10			O
7043	260	0000DB27D		AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1				
SWMA FOR AIX ALF						134.10			O

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Change Start	Change Stop
7043	260	0000DB6CD		NUMBER OF PROCESSORS D5	1	682.66			
Subtotal			Specified Location: 05782413	City, State: MIAMI FL 33160-4615					
			SWMA FOR AIX			341.33			
7044	170	0000C248D		SUPPORT SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1	341.33			
			SWMA FOR AIX						
7044	170	0000C249D		SUPPORT SUBSCRIPTION D5 NUMBER OF PROCESSORS CHARGEABLE PROCESSORS FULL SHIFT	1				
			SWMA FOR AIX ALF			134.10 O			
7044	170	0000C248D		AFTER LICENSE FEE CUST NOT CURRENT > 12 MTHS NUMBER OF PROCESSORS D5	1				
			SWMA FOR AIX ALF			134.10 O			

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
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NUMBER OF PROCESSORS
D5

7044 170 0000C249D

Subtotal

Specified Location: 06029700

City, State: MIAMI FL 33173-1618

682.66

MCP REMOTE SUPPORT

CHARGEABLE SYSTEM
FULL SHIFT

285.64

7310 CR3 0000F6D6A

SWMA FOR AIX

SUBSCRIPTION
SUPPORT
D5
NUMBER OF PROCESSORS
CHARGEABLE PROCESSORS
FULL SHIFT

682.64

9110 51A 0000EF0BD

SWMA FOR AIX

2,050.80

SUPPORT
SUBSCRIPTION
E5
NUMBER OF PROCESSORS
NUMBER OF PROCESSORS
CHARGEABLE PROCESSORS
FULL SHIFT

9133 55A 0000F83BG

SWMA FOR AIX

2,050.80

SUBSCRIPTION
SUPPORT
E5

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9133	55A	0000F83CG	SWMA FOR AIX ALF	NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	4				
				FULL SHIFT	1				
				AFTER LICENSE FEE		268.20	O		
				CUST NOT CURRENT > 12 MTHS					
9110	51A	0000EF0BD	SWMA FOR AIX ALF	NUMBER OF PROCESSORS	2				
				D5	1				
				AFTER LICENSE FEE		804.60	O		
				CUST NOT CURRENT > 12 MTHS					
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				E5	1				
9133	55A	0000F83BG	SWMA FOR AIX ALF	AFTER LICENSE FEE		804.60	O		
				CUST NOT CURRENT > 12 MTHS					
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				E5	1				
				AFTER LICENSE FEE		380.84			
				CUST NOT CURRENT > 12 MTHS					
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				E5	1				
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	4				
				FULL SHIFT	1				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9133	55A	0000F83BG	SWMA FOR VIO	SOFTWARE MAINTENANCE	1	380.84			
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	4				
				FULL SHIFT	1				
9133	55A	0000F83CG	SWMA FOR PLM	SOFTWARE MAINTENANCE	1	84.63			
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	4				
				FULL SHIFT	1				
9133	55A	0000F83BG	SWMA FOR PLM	SOFTWARE MAINTENANCE	1	84.63			
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	4				
				FULL SHIFT	1				
9133	55A	0000F83CG	SWMA FOR PLM ALF	AFTER LICENSE FEE	1	35.76 O			
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				E5	1				
9133	55A	0000F83BG	SWMA FOR PLM ALF	AFTER LICENSE FEE	2	35.76 O			
				NUMBER OF PROCESSORS	2				

See Legend for Details



Schedule for ServiceElite

Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product/Equip/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
9133	55A	0000F83CG	SWMA FOR HACMP	NUMBER OF PROCESSORS E5	2				
					1	2,473.98			
				SOFTWARE MAINTENANCE					
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				CHARGEABLE PROCESSORS	4				
				FULL SHIFT	1				
				SWMA FOR HACMP ALF					
				AFTER LICENSE FEE		1,219.40			
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	1				
				SWMA FOR HACMP ALF					
				AFTER LICENSE FEE		1,219.40			
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	2				
				NUMBER OF PROCESSORS	1				
9133	55A	0000F83CG							
Subtotal						8,474.80			
Total Charge Period Charges for Services List						\$ 353,788.39			

Note: One Time Charges are not included in these totals.
See Legend for Details



Schedule for ServiceElite

Legends:

¹ Charge adjustments related to inventory and service changes will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)

²TYPE OF SERVICE

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, next business day
- B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day.
- C) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, 4 hour response objective
This type of repair service includes a response objective and is not a guarantee.
- D) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day, 2 hour response objective.
This type of repair service includes a response objective and is not a guarantee.
- X) EasyServe (remotely delivered services)

³MAINTENANCE SERVICES

- 1) Maintenance of IBM Machines
- 2) Maintenance of non-IBM Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Cisco Products
- 5) Maintenance of IBM Machines - Enhanced Service Response
- 6) Service for Machines Withdrawn from IBM Maintenance
- 7) Non-IBM Service for Machines Withdrawn from IBM Maintenance
- 8) Maintenance of IBM Machines (Labor Only)
- 9) Non-IBM Memory Exchange
- 10) Enhanced Parts Inventory
- 11) Spare Machine
- 12) Key Operator Support
- 13) Maintenance of non-IBM Machines during the Manufacturer's Warranty Period
- 16) IBM Maintenance Services - First Line Maintenance for Wincor Nixdorf ATMs
- 17) IBM Maintenance Services - Applications Maintenance Services for Wincor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade, for selected Non-IBM Machines

⁴Charges shown are for the Charge Period

- A (C) indicates a Machine that will have Usage Charges billed separately
- An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service
- An (F) indicates an Assumptive Product included in the total Charge Period Price that has a manually inserted serial number and configuration provided by the customer.
- An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ServiceElect CHIS contract with duplicate Maintenance Services Coverage
- A (K) indicates Assumptive Products included in the total Charge Period Price that are based on the customer provided configuration
- An (M) indicates an MES on order is not shown and applicable pricing not included
- An (N) indicates that the product is a non-GSA Schedule Item
- An (O) indicates a One Time Charge
- A (P) indicates averaged billing or annual prepayment
- An (R) indicates the usage charge rate (Feet, Hours, or Impressions) for a machine under a usage plan
- An (S) indicates a manual order installation date change
- A (U) indicates Usage Charges which are measured in either Feet, Hours, or Impressions
- A (W) indicates a Machine under Warranty
- An (X) indicates On-order Products which are shown for planning purposes only
- A (Y) indicates On-order MES products which are shown for planning purposes only. These charges are included in the related machine.

⁵ Charges Start/Stop dates shown are those that differ from the Contract Period Start/End Dates