



# IBM Schedule for ServiceElite

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

Customer No.	Customer Name	Customer Location	Charges <sup>4</sup>
09961190	YONKERS CITY SCHOOL DISTRICT	1 LARKIN CTR FLR 2, YONKERS NY 10701-7044	9,324.00
<b>Total:</b>			<b>9,324.00</b>

**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. Reinstating Maintenance Services after a lapse in Services may require payment of additional charges.

Mfg	Type	Mod/Feat	Add/Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty.	Service Level Code <sup>2</sup>	Maint Svc <sup>3</sup>	Charges <sup>4</sup>	Charges Start <sup>5</sup>	Charges Stop <sup>5</sup>
				<b>Specified Location: 09961190</b>		<b>City, State:YONKERS NY 10701-7044</b>						
IBM	3490	F01		0000F8829		MAGNETIC TAPE SUBSYSTEM	1	000	1	3,780.00 H		
IBM	9348	002		000037391		MAGNETIC TAPE UNIT	1	000	1	2,043.00 H		
IBM	9406	170		00002X6NM		AS/400 E-SERVER	1	000	1	3,501.00 EH		01/31/2020
		2160				MODEL 170 PROCESSOR	1					01/31/2020
		6385				13GB 1/4-INCH CARTRIDGE TAPE	1					01/31/2020
		7101				SYSTEM UNIT EXPANSION	1					01/31/2020
<b>Subtotal Without MES</b>										<b>9,324.00</b>		
<b>Subtotal With MES</b>										<b>9,324.00</b>		
<b>Total Charge Period Charges for Maintenance Machine List Without MES</b>										<b>\$9,324.00</b>		
<b>Total Charge Period Charges for Maintenance Machine List With MES</b>										<b>\$9,324.00</b>		

See Legend for Details

## Legends:

<sup>1</sup>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)

<sup>2</sup>SERVICE LEVEL CODE: SERVICE RESPONSE TIME IS AN OBJECTIVE, NOT A GUARANTEE  
000 - IBM ON-SITE REPAIR: ON-SITE REPAIR 24 X 7 X 365 STANDARD RESPONSE TIME

### <sup>3</sup>MAINTENANCE SERVICES

- 1) Maintenance of IBM Machines
- 2) Maintenance of Non-IBM Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Non-IBM Machines - 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- 6) Service for Machines Withdrawn from IBM Maintenance
- 7) Non-IBM Service for Machines Withdrawn from IBM Maintenance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

### <sup>4</sup>Charges shown are for the Charge Period

- 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 a Miscellaneous Equipment Specification (MES) on order is not installed 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 a Machine or Service with coverage on a non-CHIS contract.
- An (S) indicates a manual order installation date change.
- 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.

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