



Provisions for Time and Materials (T&M) Beyond the Scope of Service Contract

Spectra Logic Support – JUN2023

Time and Material (T&M) Services beyond the scope of your existing service contract require an open purchase order or credit card number in order for Spectra Logic Support to begin or proceed with the diagnosis process and/or implement corrective action.

Services include, but are not limited to, technical phone support, on-site service, parts replacement, shipping and any incurred travel and expenses.

There is no guarantee the problem will be fixed with the charges incurred. Best efforts will be made.

Refer to the "[T&M Charges Beyond Scope of Existing Service Level](#)" section below for specific hourly charges, on-site response charges, and other pertinent information.

Taxes and shipping costs are additional.

Travel and expenses incurred are additional.

On-Site Field Service Labor Charges will include travel time to and from the equipment location.

T&M Service Quote does not include the cost of repair and/or replacement of hardware/components. Customer will be billed for materials after it is determined what part(s) are needed to resolve the problem. Purchase order or credit card number for materials will be required prior to shipment of part(s).

T&M - Telephone Technical Support

Not To Exceed estimated hours. Based on regular business hours, per hour charge. Customer is only invoiced for the actual amount of time used. Refer to the "[T&M Charges Beyond Scope of Existing Service Level](#)" section below for specific hourly charges, response charges, and other pertinent information.

On-Site Field Service Labor/Hr, No Maintenance Contract

Not To Exceed estimated hours to repair. Based on regular business hours, per hour charge. Customer is only invoiced for the actual amount of time used. Refer to the "[T&M Charges Beyond Scope of Existing Service Level](#)" section for specific hourly charges, on-site field service response charges, and other pertinent information.

T&M Charges Beyond Scope of Existing Service Level

Technical Phone Support Charges:

Saturdays & Out-of-Hours Weekdays	\$300 / hr **
Sundays & Holidays	\$450 / hr **

On-Site Field Service Response Charges: (Charged once per site visit) ***

	Zone 1 (0-50 miles)	Zone 2 (51-100 miles)	Zone 3 (101 + miles)
Regular Business Hours	\$350	\$500	\$650
Saturdays & Out of Hours Weekdays	\$500	\$650	\$850
Sundays & Holidays	\$650	\$850	\$1050

On-Site Field Service Hourly Labor Charges:

Regular Business Hours *	\$300 / hr **
Saturdays & Out-of-hours weekdays	\$450 / hr **
Sundays & Holidays	\$600 / hr **

On-Site Library Firmware Upgrade: ****

First Library	\$1200
Each Additional Library	\$750

Notes:

* Regular Business Hours are 8:00 AM – 5:00 PM local time, Monday – Friday excluding locally recognized holidays.

** Hourly rates are applicable for every full hour or fraction thereof.

*** A dispatch for on-site field service will only be made upon the satisfactory completion of a hardware fault diagnosis through Spectra Logic's Telephone Technical Support. On-Site Field Service Labor Charges will include travel time to and from the equipment location.

**** Fee is in lieu of hourly and response charges. Includes library inspection and Preventative Maintenance.

Response times for Telephone Technical Support and On-Site Field Service for Time & Material requests cannot be guaranteed as customers with a higher level of service will take priority in all circumstances.

All services will be performed in accordance with the Spectra Logic Warranty and Hardware Support Agreement.