

**SERVICE OFFERING PRICES****INTRODUCTION**

The Service Offering section is used to present various lists related to offerings of a general nature or to a limited set of machines. The individual lists are distinct and may be totally unrelated to each other.

**ORGANIZATION**

The lists included in the service offering section are:

- Engineering Services - Systems Engineering (SE), Customer Service Division (CSD), Field Engineering (FE)
- Hourly IBM Machine Service Rates
- Local Programming Support for System Control Programming

The Engineering Services list contains the hourly time and material rates for each service class. The class for each machine type is found in the Hardware Terms and Conditions list in the "T & M" column. The list also contains the hourly billing rates for Systems Engineering Services and the hourly rates for FE/CSD Program Service and Program Assistance.

The Hourly IBM Machine Service Rates list provides the standard rate for customer use of equipment in IBM facilities.

The Local Programming Support for Systems Control Programming list contains prices for various levels of support.

**LEGEND**

Each list is self-contained and self-explanatory. Any codes or acronyms used are explained in the lists.

**SERVICE OFFERING PRICES**

**SYSTEMS ENGINEERING SERVICES RATE:** \$85.00 per hour

**FED/CSD HOURLY (PER CALL) SERVICE RATES**

| Service Hours:  | -----T&M Codes on Terms and Condition List----- |          |          |         |         |
|-----------------|---|----------|----------|---------|---------|
|                 | 1   | 2        | 3        | #       | *       |
| Regular         | \$109.00  | \$125.00 | \$147.00 | \$74.00 | \$93.00 |
| Outside Regular | 126.00  | 147.00   | 170.00   | 85.00   | 107.00  |

where “#” is baseline, and “\*” is non-baseline

Note: All non-baseline (T&M code \*) prices are 25% higher in Alaska.

**Service Hours: Program Service/Programming Assistance Rates**

|                 |          |
|-----------------|----------|
| Regular         | \$158.00 |
| Outside Regular | 181.00   |

**CUSTOMER SET-UP PROCEDURES**

| IBM Hourly Service (Per-Call) Classification | During IBM's Regular Business Hours |          | Outside IBM's Regular Business Hours | Minimum Hours per Establishment |
|--|-------------------------------------|----------|--------------------------------------|---------------------------------|
|  | Regular                             | Business | Regular Business                     |                                 |
| Baseline Products                            | \$74                                |          | \$85                                 | 1                               |
| Non-Baseline Products                        | 93                                  |          | 107                                  | 1*                              |
| Per-Call Class 1                             | 109                                 |          | 126                                  | 2                               |
| Per-Call Class 2                             | 125                                 |          | 147                                  | 2                               |
| Per-Call Class 3                             | 147                                 |          | 170                                  | 2                               |

\* A two-hour minimum applies to the Displaywriter.

**STANDARD TEST SYSTEM HOURLY IBM MACHINE SERVICE RATES**

| System Types  | Rates   |
|---------------|---------|
| Datamaster    | \$14.00 |
| Displaywriter | 14.00   |
| Series/1      | 44.00   |
| System/3      | 86.00   |
| System/34     | 69.00   |
| System/38     | 156.00  |
| 3031          | 729.00  |
| 3032          | 1165.00 |
| 3033          | 1630.00 |
| 3081          | 2620.00 |
| 3083          | 1610.00 |
| 3115          | 150.00  |
| 3125          | 200.00  |
| 3138          | 286.00  |
| 3148          | 396.00  |
| 3158          | 879.00  |
| 3168          | 1380.00 |
| 4331          | 91.00   |
| 4341          | 280.00  |
| 5260          | 7.00    |
| 5280          | 24.00   |
| 5520          | 63.00   |
| 6670          | 43.00   |
| 8130          | 42.00   |
| 8140          | 53.00   |

Note: These rates apply to all models of a system and include use of peripheral machines that are attached.



**SERVICE OFFERING PRICES**

**LOCAL PROGRAM SUPPORT FOR CLASS 1 SYSTEM CONTROL PROGRAMMING**

| Processor Type        | -----Category A----- |          | -----Category B----- |          |
|-----------------------|----------------------|----------|----------------------|----------|
|                       | MPSC                 | MMPSC    | MPSC                 | MMPSC    |
| 3115                  | \$126.00             | \$201.00 | -                    | -        |
| 3125                  | 158.00               | 252.00   | -                    | -        |
| 3135                  | 226.00               | 361.00   | -                    | -        |
| 3138                  | 258.00               | 412.00   | -                    | -        |
| 3145                  | 293.00               | 468.00   | \$420.00             | \$672.00 |
| 3148                  | 394.00               | 630.00   | 562.00               | 899.00   |
| 3155-2                | 293.00               | 468.00   | 420.00               | 672.00   |
| 3158                  | 489.00               | 782.00   | 698.00               | 1,115.00 |
| 3158-AP               | 547.00               | 875.00   | 781.00               | 1,245.00 |
| 3158-MP               | 547.00               | 875.00   | 781.00               | 1,245.00 |
| 3165-2                | 425.00               | 680.00   | 608.00               | 972.00   |
| 3168                  | 702.00               | 1,120.00 | 1,000.00             | 1,600.00 |
| 3168-AP               | 853.00               | 1,360.00 | 1,215.00             | 1,940.00 |
| 3168-MP               | 853.00               | 1,360.00 | 1,215.00             | 1,940.00 |
| 3031                  | 520.00               | 832.00   | 743.00               | 1,185.00 |
| 3031-AP               | 589.00               | 942.00   | 841.00               | 1,345.00 |
| 3032                  | 702.00               | 1,120.00 | 1,000.00             | 1,600.00 |
| 3033-Model Group S    | 671.00               | 1,070.00 | 959.00               | 1,530.00 |
| 3033-Model Group N    | 779.00               | 1,245.00 | 1,110.00             | 1,775.00 |
| 3033                  | 943.00               | 1,505.00 | 1,340.00             | 2,140.00 |
| 3033-AP               | 1,090.00             | 1,740.00 | 1,560.00             | 2,495.00 |
| 3033-MP               | 1,090.00             | 1,740.00 | 1,560.00             | 2,495.00 |
| 3081-Model Group D, G | 1,270.00             | 2,030.00 | 1,815.00             | 2,900.00 |
| 3081-Model Group K    | 1,555.00             | 2,485.00 | 2,220.00             | 3,550.00 |
| 3083-Model Group E    | 740.00               | 1,180.00 | 1,055.00             | 1,685.00 |
| 3083-Model Group B    | 941.00               | 1,505.00 | 1,335.00             | 2,135.00 |
| 3083-Model Group J    | 1,070.00             | 1,710.00 | 1,525.00             | 2,440.00 |
| 3084-Model Group Q    | 2,575.00             | 4,120.00 | 3,670.00             | 5,870.00 |
| 4321                  | 180.00               | 288.00   | -                    | -        |
| 4331-Model Group 1    | 180.00               | 288.00   | -                    | -        |
| 4331-Model Group 11   | 213.00               | 340.00   | -                    | -        |
| 4331-Model Group 2    | 258.00               | 412.00   | -                    | -        |
| 4341-Model Group 9    | 291.00               | 465.00   | 523.00               | 836.00   |
| 4341-Model Group 10   | 459.00               | 734.00   | 646.00               | 1,030.00 |
| 4341-Model Group 1    | 516.00               | 825.00   | 737.00               | 1,175.00 |
| 4341-Model Group 11   | 529.00               | 846.00   | 764.00               | 1,220.00 |
| 4341-Model Group 2    | 609.00               | 974.00   | 870.00               | 1,390.00 |
| 4341-Model Group 12   | 664.00               | 1,060.00 | 945.00               | 1,510.00 |

| Communication<br>Controllers | -----Category C----- |       |
|------------------------------|----------------------|-------|
|                              | MPSC                 | MMPSC |
| 3704                         | 29.00                | 46.00 |
| 3705                         | 29.00                | 46.00 |

**Note:** MPSC = Monthly Program Support Charge  
MMPSC = Monthly Multiple Program Support Charge