

## **SCHEDULE J - TECHNICAL SUPPORT**

### **11-X-21415 Telecommunication Equipment & Services**

#### **Technical Support (Section 3.2.12)**

*Bidder to provide price list labeled Schedule J reflecting its Section 3.2.12 Technical Support pricing.*

AV Business Communication Systems will provide a toll-free number for reporting of any technical or service requests by a using agency. Technical support is available 24 hours per day/7 days per week and on holidays. We will respond to trouble reports within thirty (30) minutes of notification.

Technical support and trouble reporting will be no charge to the State during the warranty period.

Post Warranty pricing for technical support and remote diagnostics will be billed at an hourly rate of \$60 for straight, over-time, weekend and holidays.