



Provisions for Time and Materials (T&M) Non-standard Field Engineer On-site Services

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 to proceed with sending a resource on site to perform one of the following services:

- Library Control Module (LCM) resets
- Reseating library components such as LCM, Robotic Control Modules (RCM), drives, etc.)
- Unit power cycles
- Gathering logs
- Checking for obstructions or stuck tapes or performing other visual inspections of the library or media
- Exercising a Terapack Access Port (TAP)
- Exercising Entry/Exit (EE) Port
- Firmware upgrades
- Troubleshooting procedures
- Loading files on to a USB
- Move a library to allow access for service/troubleshooting

The intent of sending a Spectra Logic or third-party resource is intended to help identify potential problems and define the next steps. It will likely not lead to a resolution to the issue you are facing. An additional visit in accordance with your purchased Service Level Agreement will likely be required to address the issues discovered during the T&M visit.

Refer to the Non-standard Field Engineer On-site Services fee structure below for specific hourly charges, on-site response charges, and other pertinent information. 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.

Taxes may be included according to local regulations.

Travel and associated expenses incurred are an additional cost.

On-site field service labor charges will include travel time to and from the equipment location.

Technical phone support will be provided with your purchased Service Level Agreement.

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 (transportation and hourly rates): ***

	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 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.