

**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

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
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	137	158	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	569.00	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 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