

IBM ServicesAssistant Solution Summary

For Information purposes only with End User Reference prices - Final prices will be those in effect when the contract is signed

Customer Information	
Customer Name: ARROW ENTERPRISE COMPU	Signing Customer Number: 00303491
Customer Type	RESALE

Business Partner Information	
BP Name:	BP Number: 06861724

Contract Information	
Contract Start Date	05/18/2020
Standard Contract Term Stop Date	05/17/2021
Non-Standard Contract Term Stop Date	
Proposal Reference Date	05/18/2020
Charge Period Start Date	05/18/2020

General Information			
Solution Summary ID	AB2KH3	Status	Priced
Channel Indicator	J	Created By	ARJHUTC
Pricing structure	Remarketer	Created On	02/18/2020
Description	Cothorn - Madison County, Mississippi - machine coming off warranty - AB2KH3	Last Updated By	ARJHUTC
Associated contract number		Last Updated On	02/18/2020
Fiscal Period			
Type of Discount(s) Applied			
¹ Accumulated Adjustment Invoicing Option	N		

Summary Section

Summary for 12 MONTH TERM,PREPAY, I LVL

Customer No.	Customer Name and Address	One Time Charge	Maintenance	Services	Totals
01027288	ARROW ENTERPRISE COMPUTING SO COUNTY OF MADISON 2941 US HIGHWAY 51 CANTON MS 39046-9110	\$ 0.00	\$ 2,190.18	\$ 1,594.99	\$ 3,785.17
Totals Inclusive of MES		\$ 0.00	\$ 2,190.18	\$ 1,594.99	\$ 3,785.17

Details for Maintenance Machine List -12 MONTH TERM,PREPAY, I LVL

Charges shown below are for the first Pricing option in the Summary Section. They exclude taxes. The details include charges for the first 12 months.

Installation Customer Number: 01027288 City, State:CANTON MS 39046-9110

Description	Type	Model / Feature	Serial Number	Charge Start Date ⁵	Charge Stop Date ⁵	Qty	Service Level Code ²	Maint Svc ³	Code ⁴	Charges
POWER S814	8286	41A	00000565X			1	000	1		\$ 1,058.02
4CORE 3.02GHZPOWER8 PROCCARD		EPXK				1				
TS2250 TAPE DRIVE EXPR MOD H5S	3580	H5S	0095GP315	05/19/2020		1	001	1	W	\$ 1,132.16
Subtotal without MES										\$ 2,190.18
Subtotal with MES										\$ 2,190.18
Recurring Maintenance Grand Total Without MES										\$ 2,190.18
Recurring Maintenance Grand Total With MES										\$ 2,190.18

Details for Services - 12 MONTH TERM,PREPAY, I LVL

Charges shown below are for the first Pricing option in the Summary Section. They exclude taxes. The details include charges for the first 12 months.

Installation Customer Number: 01027288 City, State:CANTON MS 39046-9110

Description	Type	Model / Feature	Serial Number	Services Start Date	Charge Start Date ⁵	Charge Stop Date ⁵	Qty	Product Group/Service Option	Code ⁴	Charges
SWMA FOR IBM I										\$ 1,594.99
								SOFTWARE MAINTENANCE		
								P05		
								CHARGEABLE PROCESSORS		
								FULL SHIFT		
	8286	41A	00000565X				1			
Recurring Services Subtotal										\$ 1,594.99
One Time Charge Subtotal										\$ 0.00
Recurring Service Grand Total										\$ 1,594.99
One Time Charge Grand Total										\$ 0.00

Legends

¹ Change adjustments related to inventory and Service changes will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)

² SERVICE LEVEL CODE: SERVICE RESPONSE TIME IS AN OBJECTIVE, NOT A GUARANTEE

000 - IBM ON-SITE REPAIR: ON-SITE REPAIR 24 X 7 X 365 STANDARD RESPONSE TIME

001 - IBM ON-SITE EXCHANGE: ON-SITE EXCHANGE 24 X 7 X 365 STANDARD RESPONSE TIME

If IBM HW Support Extension is on this Schedule, timing and availability of part stocking may vary by location.

Legends

³ MAINTENANCE SERVICES:

- 1) Maintenance of IBM Machines
- 2) Maintenance of Non-IBM Machines
- 3) Warranty Service Upgrade
- 13) Maintenance of non-IBM Machines during the Manufacturer's Warranty Period
- 16) IBM Maintenance Services - First Line Maintenance for Wincor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade for selected Non-IBM Machines

⁴ CODES:

A (B) indicates a Machine with optional coverage purchased to replace defective or nonworking batteries.

A (D) indicates a Machine with On-site Problem Determination option: IBM will dispatch a technician to the Machine location for problem determination/source identification, and repair/exchange tasks to restore the Machine to its published Specifications. (24x7 IBM HW MA is a prereq.)

An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service.

An (F) indicates an assumptive Product included in the total Charge Period Price that has a manually inserted serial number and configuration provided by the customer.

An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ServiceElect CHIS contract with duplicate Maintenance Service coverage.

A (K) indicates assumptive Products included in the total Charge Period Price that are based on the customer provided configuration.

An (M) indicates a Miscellaneous Equipment Specification (MES) on order is not installed and applicable pricing is not included.

An (N) indicates that the Product is a non-GSA Schedule item.

An (O) indicates a one time charge.

A (P) indicates a Machine or Service with coverage on a non-CHIS contract.

An (S) indicates a manual order installation date change.

A (W) indicates a Machine under warranty.

An (X) indicates On-Order Products which are shown for planning purposes only.

An (Y) indicates On-Order MES Products which are shown for planning purposes only. Those charges are included in the related Machine.

⁵ Charges Start/Stop dates shown are those that differ from the Contract period Start/End Dates