Microsoft Services	Abbreviation	Hourly Rate	Total Discount			Customer Hourly Rate	
Microsoft Technical Services							
Engagement Managing	MEM	$ 276.00	0%			$ 276.00	
Architectural Technician	MAT	$ 314.00	0%			$ 314.00	
Principal Technician	MPT	$ 301.00	0%			$ 301.00	
Senior Technician	MST	$ 288.00	0%			$ 288.00	
Microsoft Technician	MT	$ 259.00	0%			$ 259.00	
Associate Technician	MATC	$ 226.00	0%			$ 226.00	
GD On-Site Technician	MSGD	$ 185.00	0%			$ 185.00	
GD Off-Site Technician	MSGD2	$ 80.00	0%			$ 80.00	
Technician V	T5	$ 265.00	0%			$ 265.00	
Technician IV	T4	$ 250.00	0%			$ 250.00	
Technician III	T3	$ 220.00	0%			$ 220.00	
Technician II	T2	$ 195.00	0%			$ 195.00	
Technician I	T1	$ 165.00	0%			$ 165.00	
Technician	T	$ 140.00	0%			$ 140.00	
Associate Technician	AT	$ 110.00	0%			$ 110.00	
	*Note 1: Microsoft offers U.S. Public Sector entities only the rates from our Public Sector published price list. To maintain the fairness and integrity of our price list, we do not offer discounts. The published price list is available at: https://cloudblogs.microsoft.com/industry-blog/government/2017/05/02/texas-dir-contracting-details/						
Microsoft Premier Support Services	**Pricing Unit**						
Problem Resolution Hours	Hour	$ 242.00	0%			$ 242.00	
Application Developer Technician	Hour	$ 275.00	0%			$ 275.00	*Note 2
Services Resource Travel	Each	Negotiated Fixed Fee up to 'x' visits	0%			Negotiated Fixed Fee	*Note 3
Rapid Onsite Support Services (ROSS)	Hour + T&E	$ 273.00	0%			$ 273.00	
Support Account Management Hours	Hour	$ 247.00	0%			$ 247.00	
Support Assistance Hours	Hour	$ 252.00	0%			$ 252.00	
	*Note 2: Minimum block of 200 hours required						
	*Note 3: Up to 'X' visits						
Additional Microsoft Premier Support Services							
Dedicated Support Engineer for specific technology (Windows Server, SQL, Exchange, SMS, SharePoint)	Hour	$ 285.00	0%			$ 285.00	*Note 4
	*Note 5: Minimum block of 400 hours required						

Third Tier Support Add On		1 Technology	2 Technology	3 Technology	4+ each additional Technology	
60-119 Problem Resolution Hours	Each	$ 13,745.00	$ 6,873.00	$ 3,437.00	$ 3,437.00	
120-199 Problem Resolution Hours	Each	$ 18,342.00	$ 9,171.00	$ 4,586.00	$ 4,586.00	
200-299 Problem Resolution Hours	Each	$ 19,581.00	$ 9,791.00	$ 4,896.00	$ 4,896.00	
300-399 Problem Resolution Hours	Each	$ 25,162.00	$ 12,582.00	$ 6,291.00	$ 6,291.00	
400-499 Problem Resolution Hours	Each	$ 30,258.00	$ 15,130.00	$ 7,565.00	$ 7,565.00	
500-599 Problem Resolution Hours	Each	$ 34,869.00	$ 17,435.00	$ 8,718.00	$ 8,718.00	
600-699 Problem Resolution Hours	Each	$ 38,995.00	$ 19,498.00	$ 9,749.00	$ 9,749.00	
700-799 Problem Resolution Hours	Each	$ 42,635.00	$ 21,318.00	$ 10,659.00	$ 10,659.00	
800-899 Problem Resolution Hours	Each	$ 45,791.00	$ 22,896.00	$ 11,448.00	$ 11,448.00	
900+* Price per hour	Each	$ 49.00	$ 25.00	$ 13.00	$ 13.00	*Note 5
	*Note 5: Above 900+ Hours the fee is applied to each hour and equals 20% of PRS Price					
Proactive Engagement Add Ons						
Operational	Varies	Variable				
Customized Engagements	Varies	Variable				
Managed IP	Varies	Variable				
Premier Training Add On						
Premier Workshops	Varies	Variable				
Ignite	Varies	Variable				

Microsoft Unified Support Services	Core (Level 1)	Advanced (Level 2 Support)	Performance (Level 3 Support)			
Minimum Unified Support Contract Price	**N/A**	**$70,000.00**	**$175,000.00**			
Server Products	N/A	10% - $0 to $1.5M	12% - $0 to $1.5M			
	N/A	9% - $1.5M to $3M	11% - $1.5M to $3M			
	N/A	8% - $3M to $6M	10% - $3M to $6M			
	N/A	7% - $6M to $15M	9% - $6M to $15M			
	N/A	6% - over $15M	8% - over $15M			
User Products	N/A	8% - $0 to $1.5M	10% - $0 to $1.5M			
	N/A	7% - $1.5M to $3M	9% - $1.5M to $3M			
	N/A	6% - $3M to $6M	8% - $3M to $6M			
	N/A	5% - $6M to $15M	7% - $6M to $15M			
	N/A	4% - over $15M	6% - over $15M			
Azure 12-month historic spend	N/A	10% - $0 to $1.8M	12% - $0 to $1.8M			
	N/A	7% - $1.8M to $6M	8.5% - $1.8M to $6M			
	N/A	5% - $6M to $12M	6% - $6M to $12M			
	N/A	3% - over $12M	3.5% - over $12M			

Unified Support is offered as an annual subscription that is priced as a % of a customer's 12 month historical total product purchase history & estimated product footprint to be supported. The price is represented as a fixed annual amount.

Support subscription pricing is fixed throughout the subscription year. Once the annual subscription price is set, no additional support payment is charged for services included in the subscription for new product purchases throughout the year. There is no limit to additional products purchased or support provided to new products acquired within the subscription year.

There is a minimum contract amount required per year for each service level.