

TOSHIBA

Outlined below is the Time and Material program for MIT:

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Time and Material Program

1. **Time and Material HP/Lexmark:** Discounted Flat Rate of \$75.00 for Time & Labor for the first hour (minimum billing) and billed in 30 minute increments thereafter; with Parts billed separately.
2. **Time and Material Dell:** Discounted Flat Rate of \$150.00 for Time & Labor for the first hour (minimum billing) and billed in 30 minute increments thereafter; with Parts billed separately.

Principle Benefits of the Time and Material Program for MIT:

- ☐ Next business day on site service(8 hour response)
- ☐ All time, labor and travel is included with the hourly fee
- ☐ Manufacturer trained technicians
- ☐ Central dispatch and administration
- ☐ Responsive help desk and on site service support

Managed Print Service – ALL INCLUSIVE PROGRAM

- Includes toner, developer and fuser kits
- Includes onsite break fix service
- Billed on a cost per page basis
- Printers for purchase or lease
- On site print analysis

