

**Appendix C, Pricing Index  
Mainline Information Systems, Inc.  
DIR-SDD-2240  
Amendment No. 3**

Manufacturer/Product Line/Product Category/Service Categories/Training Categories	Customer Discount % off MSRP
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**IBM Power Systems**

<b>IBM Power - System Discounts apply to All Models &amp; Features</b>	
9117, 9118, 9119, 9125, 9179	24.50%
7311, 8202, 8203, 8204, 8205, 8231, 8233, 8234, 8236, 9408, 9409	11.50%
8247, 8284, 8286	11.50%
7891, 7998, 8406	11.50%
7809	11.50%
7014, 7214	30.50%

**IBM PowerLinux Systems**

<b>IBM PowerLinux - System Discounts apply to All Models &amp; Features</b>	
8246, 8248	9.50%

**IBM Power Systems Software**

5660-H23; 5660-SGP; 5661-H23; 5662-H23; 5662-H24; 5662-SGP	24.50%
5765-AEZ; 5765-PVE; 5765-PVS; 5765-PVX; 5765-VPL; 5765-EPL; 5765-PVL; 5771-AEZ, 5771-LNX; 5771-PVE; 5771-PVS, 5771-PVL, 5771-EPL, 5771-VPL, 5773-AEZ; 5773-ETS; 5773-LNX; 5773-NAS; 5773-PVE; 5773-PVS; 5773-PVX; 5773-FPI; 5773-PVI; 5773-VPI	9.50%
5765-H23; 5765-H24; 5765-H25; 5765-H39	24.50%
5765-G03; 5765-G62; 5765-G66; 5765-G90; 5765-G98; 5765-G99; 5765-MCH; 5771-ALC; 5771-SWM; 5773-G90; 5773-SM3	9.50%
5639-RHP, 5639-S10, 5639-S11	4.50%
5733-MAL; 5733-SPP	9.50%
5733-QU2	10.50%
5722-AF1; 5722-CM1; 5722-SS1; 5722-SSA; 5722-SSC; 5722-WDS; 5733-ARE; 5733-SOA; 5733-SPM; 5761-BR1; 5761-JS1; 5761-SS1; 5761-SSA; 5761-SSC; 5761-WDS; 5770-BR1; 5770-HAS; 5770-SS1; 5770-SSA; 5770-SSC; 5770-XW1	14.50%
5765-DRP; 5765-EEP; 5765-EXP; 5765-SEP	9.50%
5648-F47, 5648-F48, 5724-U80; 5724-U81; 5724-X13	9.50%

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**IBM PureFlex Systems**

<b>IBM PureFlex - System Discounts apply to All Models &amp; Features</b>	
Hardware: 1164, 7863, 7893, 7953	11.50%
Software: 5639-CAL; 5639-OSX; 5639-W28; 5660-SCP; 5661-SCP; 5662-SCP; 5663-SCP; 5664-SCP; 5765-SCP	9.50%
Hardware: 7955	11.50%
Software: 5660-FMS; 5660-FMX; 5661-FMS; 5661-FMX; 5662-FMS; 5662-FMX; 5663-FMS; 5663-FMX; 5664-FMS; 5664-FMX; 5765-FMS; 5765-FMX	9.50%
Hardware: 7895	11.50%

**IBM z Systems - Mainframes**

<b>IBM z Systems - System Discounts apply to All Models &amp; Features</b>	
IBM Mainframe Hardware	9.50%
IBM IPLA Software	4.50%
IBM Mainframe MLC EGO offering	0.50%

**IBM FlashSystems**

<b>IBM FlashSystems - System Discounts apply to All Models &amp; Features</b>	
9830, 9831, 9833, 9834, 9840, 9843, 9846, 9848	4.50%

**IBM System Storage**

<b>IBM System Storage - System Discounts apply to All Models &amp; Features</b>	
<b>IBM N Series</b>	
2101	30.50%
<b>IBM Storage Racks</b>	
7014	30.50%
<b>IBM Tape Other</b>	
3589, 3599 (media)	35.50%
<b>IBM Systems Storage Productivity Center</b>	
2805	9.50%

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**IBM Maintenance**

Hardware Maintenance (HWMA) - All Systems	6.50%
Enhanced Hardware Support (Eg Hard Drive Retention)	6.50%
Enhanced Software Support (Eg SoftwareXcel, Account Advocate)	6.50%
Software Maintenance (SWMA) - All System Software	6.50%

**Passport Advantage (PPA) Software**

IBM Software	0.00%
PPA Software Government Pricing for Government customers (Approx 16% off Baseline)	0.00%
PPA Software Education Pricing for Education customers (Approx 36% off Baseline)	0.00%

**Services**

**Mainline Services**

Installation of Hardware	0.00%
Installation, Configuration and Customization Services	0.00%
Advanced Configuration and Customization Services	0.00%

**IBM Services**

Installation Hardware	0.00%
Installation, Configuration and Customization	0.00%
Advanced Installation, Configuration and Customization	0.00%

**Mainline Remote Technical Support**

<p><b>Remote Technical Support for Power Systems</b></p> <ul style="list-style-type: none"> <li>• Error report review - scan the last thirty days of error report entries and report on any that might need attention.</li> <li>• Report on the current technology level (TL) and service pack (SP) releases from IBM as compared to the installed AIX level. Suggest TL/SP updates and AIX upgrades when necessary.</li> <li>• Report on the current system firmware release as compared to the installed/activated system firmware and suggest updates and upgrades when necessary.</li> <li>• Report on the current HMC/SDMC firmware release as compared to the installed HMC/SDMC firmware and suggest updates and upgrades when necessary.</li> <li>• Report on the filesystem usage - alert the customer to filesystem full conditions and trends.</li> <li>• Setup nmon in the cron for root to collect daily stats (nmon -x -m {dir}/{filename}) starting at midnight or customer requested time.</li> <li>• Generate up to four (one per week) nmon graphical reports using the nmon analyzer.</li> <li>• Report on the general system performance (CPU, Memory, I/O) health (based on the nmon reports).</li> </ul>	0.00%
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<b>Remote Technical Support for zSystems</b>	0.00%
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<ul style="list-style-type: none"> <li>• 24-hour, 7-day per week telephone support of IBM operating system, IBM sub-systems and third party software installed on the mainframe</li> <li>• Support initiated via toll-free telephone number or electronic interface</li> <li>• Response time for calls placed into the toll free number is 30 minutes or less</li> <li>• Customers will have immediate support from an experienced Systems Programmer</li> <li>• “How-to and Problem Resolution” services               <ul style="list-style-type: none"> <li>- Problem isolation and identification for IBM software</li> <li>- Problem ownership of third party software running on the mainframe</li> <li>- IBM supplied system maintenance fixes</li> <li>- Problem determination assistance when resolving software vs. hardware issues</li> <li>- Documentation of technical problems</li> <li>- Problem resolution</li> </ul> </li> <li>• “Proactive Tasks” services:               <ul style="list-style-type: none"> <li>- Administrative changes to the system</li> <li>- Software maintenance</li> <li>- Software upgrades</li> <li>- New software installation services</li> </ul> </li> <li>• Operating system support, including z/OS, z/VM and VSE</li> <li>• Sub-systems support, including CICS, DB2, IMS, TSM, WebSphere and MQSeries</li> <li>• Performance Analysis reports using RMF data every 12 months</li> </ul>	

<b>Remote Technical Support for iSystems</b>	<b>0.00%</b>
<ul style="list-style-type: none"> <li>• Telephone support for IBM i5OS/OS400 operating system software installed on the System i processor</li> <li>• Support from an experienced Systems Programmer</li> <li>• “How-to and Problem Resolution” services               <ul style="list-style-type: none"> <li>- Problem isolation and identification for IBM software</li> <li>- IBM supplied system maintenance fixes</li> <li>- Problem determination assistance when resolving software vs. hardware issues</li> <li>- Documentation of technical problems</li> <li>- Problem resolution</li> <li>- Support available for severe problem resolution</li> </ul> </li> <li>• “Proactive Tasks” services:               <ul style="list-style-type: none"> <li>- Administrative changes to the system</li> <li>- Software maintenance</li> <li>- Software upgrades</li> <li>- New installation services</li> </ul> </li> <li>• Consultative answers to operating system and hardware questions</li> </ul>	

<b>Remote Technical Support for X</b>	<b>0.00%</b>
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<ul style="list-style-type: none"> <li>• Telephone support for x86 operating systems and virtualization</li> <li>• infrastructures from VMware, RedHat &amp; Microsoft</li> <li>• Immediate support from an experienced Systems Engineer</li> <li>• “How-to and Problem Resolution” services               <ul style="list-style-type: none"> <li>- Problem isolation and identification</li> <li>- Vendor supplied system maintenance fixes</li> <li>- Problem determination assistance when resolving software vs. hardware issues</li> <li>- Problem resolution</li> <li>- Support available for severe problem resolution</li> </ul> </li> <li>• “Proactive Tasks” services:               <ul style="list-style-type: none"> <li>- Administrative changes to the system</li> <li>- Firmware maintenance and upgrades</li> <li>- Virtualization infrastructure maintenance and upgrades</li> <li>- Operating System maintenance and upgrades</li> <li>- Configuration services</li> </ul> </li> <li>• Consultative answers to virtualization infrastructure, operating system and hardware questions</li> </ul>	