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Product Category Discounts
Pricing is based on discount off list

HPE Hardware Categories	Discount
Entry Level Tower Servers - ML series	14%
Scaleable Datacenter Infrastructure	27%
x86 Premium and Scale-Up Rack Servers	27%
x86 Blades & Synergy	27%
Server Options & Integrity Solutions	20%
Converged Systems	27%
Superdome Servers	30%
Storage Hardware (3PAR, Primera, Nimble, Alletra)	35%
Storage Options: (MSA, Blade Storage, Apollo, MSL & VSL Tape Libraries, Autoloaders, NAS, StoreVirtual, D2D StoreOnce & all other accessories)	20%
Non Stop Hardware	15%
Aruba Hardware	34%
Aruba EDU/Retail	0%
HPE Software Categories	**Discount**
HPE Complete Software	20%
Third Party Hardware & Services	10%
Third Party Software & Services	5%
Microsoft Operating Systems & HW Related Software	0%
Non Stop	15%
Aruba Software	34%
HPE Software Refurbished	**Discount**
Renew/Refurbished Equipment & Spare Parts (all HPE Hardware)	0%

Services
Pricing structure(s) may be a discount off list, an hourly rate, a per unit rate, or any combination thereof

Description of Service	Discount
General Consulting & Custom SOW	7%
Education & Training Services	16%
Non Stop Services	18%
Installation & Startup Services	20%
Hardware Maintenance & Services (Excludes Nimble)	20%
Software Maintenance & Services (Excludes Nimble)	20%
Non-discountable Services	0%
Nimble Maintenance & Services	5%
GreenLake Infrastruture-as-a-Service (IaaS)*	20%
GreenLake Platform-as-a-Service (PaaS)*	20%
SaaS*	5%

*Unless otherwise agreed, aaS terms will supersede any other terms

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HPE U.S. On-Site Services
Labor Rates for Time and Materials - Hardware Support & Consulting Services
*All rates listed herein are subject to change without notice

Hourly rates for U.S. excluding Alaska and Puerto Rico	On-Site Labor Rates			Solution Center Remote Labor Rates (Software and Application)		
	Enterprise Servers, Associated Storage, Network, and SGI Servers, Non-HPE Equipment	Commercial Servers (ProLiants) and Associated Storage	Account Support Services (ASM) Rates	HP-UX, Tru64Unix, OpenVMS, Storage	Linux & Novell O/S, Microsoft Products	NonStop OS and Related Applications
	Per Hour	Per Hour	Single Rate	Per Hour	Per Hour	Not Available
Standard business hours M–F 8 am–5 pm	$310* PN# HJ623AC	$225 PN# HJ623AC	$295	$310 PN# HJ628AC	$310 PN# HJ628AC	Not Available
After Hours M–F 5 pm–8 am, Sat, Sun, and HPE holidays	$388* PN# HJ623AC (Level 1)	$281 PN# HJ623AC (Level 1)	$368	$310 PN# HJ628AC (Level 1)	$310** PN# HJ628AC (Level 1)	Not Available
Minimum Hour Charge	Standard Business Hours 8-5 M–F: 1 Hr Min After Hours M-F, Saturday, Sunday and Holidays: 2 Hr Min					
Software Non-Contract Access Fee	Not Applicable			Std Business Hrs $500 PN# HJ632AC(Level 1) Other Days/ Hrs $1500 PN# HJ632AC(Level 2)	Not Applicable	Not Available
Standard Response	3-5 Business Days within 200miles		Quote Only	Up to Next Business Day	Up to Next Business Day	Not Available

** After hours service is not available for Microsoft.

Standard On-site Response Time
The response time for an on-site per event request (with credit approval) is 3 to 5 business days from the day the call is accepted and logged by the HPE Solution Center (Within 200 miles of the responding HPE support hub). See the HPE Per Event Hardware Support Technical Data Sheet for additional details.

Optional Expedited On-Site Response Fees
Depending on local HPE resource availability, customers may purchase expedited response. This service will be subject to an expedited response fee that will vary depending on when the expedited response request is logged.

Expedited /After Hours Response Fees for Non-Contract or for Standard Warranty Customers requesting service outside their coverage window
(no charge for travel, labor and parts apply if they are already covered under their warranty service level)

	Same Day Response HJ616AC Level 0	Next Day or Second Day Response HJ616AC Level 1	DAY 3 -5 Business Days Standard Response
Standard business hours M–F 8 am–5 pm	Not available	$700 Enterprise, Commercial	No additional fee (Standard Response)
After hours M–F 5pm– 8 am, Sat, Sun and HPE holidays	Not available	$2500 Enterprise, Commercial ($1800+$700)	$1800*

Expedited / After Hours Response Fees for Customers with Existing HW Service Contract or Support Services Coverage - HJ616AC Level 1
(To receive a 4 hr or scheduled response on-site from time of call receipt)   Subject to Resource Availability

Existing Coverage	Time service request received>	8am	1pm	5pm	9pm
24x7x4hr Response	Monday through Friday	Included in coverage - No charge			
	Sat, Sun, and HPE holidays	Included in coverage - No charge			
13x5x4hr Response (M-F 8-9pm)	Monday through Friday	Included in coverage - No charge		***	$1,800
	Sat, Sun, and HPE holidays	$1,800			
9x5x4hr Response (M-F 8-5pm)	Monday through Friday	Included in Coverage – No Charge		***	$1,800
	Sat, Sun, and HPE holidays	$1800			
9x5xNBD Next Business Day	Monday through Friday	$700		***	$2,500
	Sat, Sun, and HPE holidays	$2,500			

Note: Expedited response is dependent on resource availability.
*** Calls placed during these times may be serviced on the same day depending on resources and estimated completion time.

HPE Per Event Remote Hardware Support
(Provided by the Call Center)

Hourly Rates for US	Enterprise	Commercial(ISS)
Standard Business Hours M-F 8 am – 5 pm	$265 per hour, 1 hr min HJ627AC	$190 per hour, .5 hr min HJ627AC
ALL other days and times	$331 per hour, 2 hr min HJ627AC (Level 1)	$238 per hour, .5 hr min HJ627AC (Level 1)
Response Time	Up to Next Business Day	Up to Next Business Day

If an HPE on-site per event response is needed complete the call, there is no charge for the remote HW support.

Attachment A-1
Updated July 14, 2025

HPE Per Event Hardware Onsite Travel Zone Charges – Enterprise Systems							
		HJ631AC Level 1	HJ631AC Level 2	HJ631AC Level 3	HJ631AC Level 4	HJ620AC	HJ620AC
Zone [1]	0	1	2	3	4	5	6
Mileage [2]	0–5	6-25	26-50	51-100	101-200	201-300	300 +
Charges	$0	$150	$255	$335	$530	Quote only	Quote only

HPE Per Event Hardware Onsite Travel Zone Charges – Commercial Servers							
		HJ631AC Level 1	HJ631AC Level 2	HJ631AC Level 3	HJ631AC Level 4	HJ620AC	HJ620AC
Zone [1]	0	1	2	3	4	5	6
Mileage [2]	0–5	6-25	26-50	51-100	101-200	201-300	300 +
Charges	$0	$95	$95	$210	$365	Quote only	Quote only

1) Zone Fees do not apply to NonStop. NonStop Travel Fees will be calculated on actual travel time incurred (based on the hourly rate)
2) Mileage is measured from the closest HPE Designated support hub to the customer location as a radius
(radial distance). Zone Mileage definitions may vary in some locations.

Installation Services Expedited Response Fees [Not applicable to NonStop] [3]					
	DAY 0 Same Day Installation HJ615AC Standard business hrs M–F 8 am–5pm	DAY 1 Next Day Installation HJ615AC Standard business hrs M–F 8 am–5 pm	DAY 2 Two Day Installation HJ615AC Standard business hrs M–F 8 am–5 pm	DAY 3+ Three Day Installation Standard business hrs M–F 8 am–5 pm	Any Day Additional Charge for After-Hours Installation start (M-F 5pm-8am, Saturday, Sunday and HPE Holidays)
Enterprise Servers	Custom Quote	$1200	$350	No charge	Standard Environment -$700 24x7 Environment- $350 Mission Critical - Exempt
Commercial Servers (ProLiants, Blade Servers)	Custom Quote	$900	$350	No charge	Standard Environment -$700 24x7 Environment- $350 Legacy Critical Service, Proactive 24 and 24x7/CTR Proactive Care Advanced – Exempt (No charge uplift)

Note: Expedited response is dependent on resource availability   3) NonStop Installation Services (INSTALL0-INSTALL9 and INSTALL-0AH through INSTALL-9AH) quoted with the **purchase** of a NonStop server will continue to apply.

On-Site Services Rate - Schedule – Time and Materials – Hardware Support & Consulting Services
All rates listed herein are subject to change without notice

HPE Pointnext Commercial List Labor Rates

HPE Labor Category	List rate / Hr
Technology Consultant II	$185.00
Technology Consultant III	$256.00
Technology Consultant IV	$311.00
Technology Consultant V	$326.00
Network Engineer II	$185.00
Network Engineer III	$256.00
Network Engineer IV	$311.00
Network Engineer V	$326.00
Storage Engineer II	$185.00
Storage Engineer III	$256.00
Storage Engineer IV	$311.00
Storage Engineer V	$326.00

Attachment A-1
Updated July 14, 2025

System Admin III	$256.00
System Admin IV	$311.00
System Admin V	$326.00
Project Manager III	$256.00
Project Manager IV	$316.00
Project Manager V	$326.66
Logistician III	$252.00
Logistician IV	$312.00
Field Engineer III	$231.00
Field Engiineer IV	$280.00
Field Engineer V	$294.00

Note on HPE Pointnext Commercial Labor Rates: List Rates do not include travel and living expenses. These expenses will be billed separately. Applicable rates may be higher for persons with specific U.S Federal Government security clearances. Resources will only be engaged via a legal quote/order or executed Statement of Work between HPE and customer. Details of Roles and Responsibilities will be outlined in quote or Statement of Work.