



RATES AND DELIVERY TERMS

CALLOUT SERVICES (U.S.)

Included in this document are the list prices and general terms and conditions of delivery for OnSite Services Callout Services. Contact your local authorized Allen-Bradley distributor or the Rockwell Automation Call Management Center at **1-888-382-1583** for service dispatch.

	Standard Rate	Drive Start-up Assistance Rate	Travel Rate	On Call Rate	Overnight Rate
Scheduled	\$225/Hour	\$190/Hour	\$190/Hour	\$190/Hour	\$350-\$450/ Night
Emergency	\$275/Hour	\$275/Hour			
Medium Voltage Products					
Scheduled	\$275/Hour	\$275/Hour	\$190/Hour	\$190/Hour	\$350-\$450/ Night
Emergency	\$325/Hour	\$325/Hour			

CALLOUT SERVICES

All Callout Service catalog numbers and list prices shown above are for labor only and do not include travel expenses, freight, customs or visa fees, taxes, or similar charges.

MEDIUM VOLTAGE SUPPORT: Applies when a service visit requires a Field Service Professional to perform service on a Medium Voltage product.

EMERGENCY: Applies to all service requested and delivered within 48 hours of contact with Rockwell Automation Customer Care.

STANDARD RATE: Applies to all labor provided Monday through Friday between the hours of 7:00 a.m. and 6:00 p.m. local time (excluding Rockwell Automation observed holidays), up to eight hours per day.

DRIVE START-UP ASSISTANCE RATE: Applies to all labor to assist in start-up activities of a new Rockwell Automation drive provided Monday through Friday between the hours of 7:00 a.m. and 6:00 p.m. local time (excluding Rockwell Automation observed holidays), up to eight hours per day. Rate does not apply on coordinated drive systems.

OVERTIME RATE: Charged at 1.5x the Standard or Drive Start-up Assistance Rate.

Applies to all labor provided beyond eight hours per day, Monday through Friday, to labor provided between 6:00 p.m. and 7:00 a.m., Monday through Friday, and all day Saturday.

PREMIUM RATE: Charged at 2.0x the Standard or Drive Start-up Assistance Rate. Applies to all labor provided on Sundays and Holidays (as recognized by Rockwell Automation).

TRAVEL RATE: Except in cases of prior contractual agreement, the default method for billable travel will be portal to portal and will be based on the hourly Standard Travel Rate. This hourly charge will be applied to billable on-site service delivered by a Rockwell Automation Field Service Professional and shall be determined by the Rockwell Automation Field Service Professional's actual round-trip travel time calculated from point of origin to customer destination and back.

If the most local resource is not available, Rockwell Automation will dispatch the nearest *qualified* Field Service Professional to respond to the request. If the customer does not wish to pay additional travel costs, Rockwell Automation will dispatch the *first available* local Field Service Professional.

NON-LOCAL TRAVEL: Non-local travel applies when the Rockwell Automation Field Service Professional is dispatched from outside of three hours round trip. When non-local travel is required, a flat-rate Overnight charge will be applied to all support events to cover hotel accommodations, ground transportation and meals. Receipts will not be provided when a flat rate is applied.

Additional expenses may apply and include, but are not limited to, air travel, permits, tolls, customs fees and other incidentals. These expenses are subject to terms below (See "EXPENSES").

EXPENSES: The customer will be responsible for payment of expenses based on the actual incurred cost plus a 10% administrative fee. In addition, if receipts are supplied, a \$50/day or \$250 minimum administrative fee will be charged.

ADDITIONAL TERMS AND CONDITIONS

WAITING TIME: Non-working time spent waiting at the customer's request or due to circumstances beyond the control of Rockwell Automation due to job site conditions. It will be invoiced at the rate schedule that is applicable for the time of day and day of the service.

MINIMUM SERVICE BILLING: Except in cases of prior contractual agreement, when billable on-site service is delivered by a Rockwell Automation Field Service Professional, the customer will be responsible for a minimum of four hours of labor and/or travel that will be invoiced according to the labor rates applicable for the time and day the service is performed.

MAXIMUM WORKING TIME: For safety compliance of the Rockwell Automation Field Service Professional and the customer, at no time will a Rockwell Automation Field Service Professional work more than a maximum of 16 hours or according to local government policy - whichever is the most stringent (including travel time) during any 24-hour period.

www.rockwellautomation.com

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Asia Pacific: Rockwell Automation, Level 14, Core F, Cyberport 3, 100 Cyberport Road, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846

PARTS AND MATERIALS: Parts and materials that are provided will be invoiced per Rockwell Automation standard pricing in effect at the time of services rendered, except in cases of prior contractual agreement. Rockwell Automation shall be the sole authority to determine warranty/non-warranty status of any service disputes.

SAFETY AND SUBSTANCE ABUSE:

If the Rockwell Automation Field Service Professional deems any situation to be unsafe, Rockwell Automation may choose to refuse service. Rockwell Automation will comply with its own Substance Abuse Policy that meets the intent of the Drug Free Workplace Act and all other legal requirements regarding drug testing. A copy of this policy can be supplied upon request.

TERMS AND CONDITIONS OF SALE: If the callout service is purchased directly from Rockwell Automation, Rockwell Automation General Terms and Conditions of Sale (Publication 6500) are applicable. If service is purchased through an authorized Allen-Bradley Distributor, the distributor's terms and conditions of sale are applicable.

BLOCK OF TIME

Rockwell Automation Callout Services are available for pre-purchase at discounted rates through a Block of Time contract. These contract services may be used for both emergency and non-emergency service. A Block of Time may be used for 12 months from initiation of the contract.

FOR MORE INFORMATION

For more information about Rockwell Automation OnSite Services, contact your local authorized Allen-Bradley distributor, Rockwell Automation Sales Office or visit:

www.rockwellautomation.com/services/onsite