

SCHEDULE K - DEDICATED TECHNICIAN

11-X-21415 Telecommunication Equipment

Dedicated Technician (Section 3.2.13)

Dedicated Resident Engineer/Technician - **\$160/hr**
(Mon-Fri, 8am-5pm ET)

Resident Engineer Service description - A Resident Engineer (RE) provides on-site expertise and security of maintaining Alcatel-Lucent equipment. The RE provides technical consultation and assists in problem isolation and troubleshooting. In addition, the RE serves as a lead and point of contact for any issues escalated to Technical Support. Deliverables may include, but are not limited to: MACs (Moves, Adds & Changes), compatibility testing, preventative maintenance on hardware and software, problem escalation & tracking, and periodic activity reports.