

Sattley

JUN 25 1970

INTERDEPARTMENTAL

MASSACHUSETTS INSTITUTE OF TECHNOLOGY CAMBRIDGE, MASS. 02139

from the office of Information Processing Center

June 25, 1970

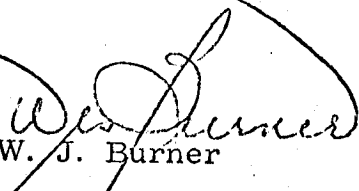
- J. R. DeCoursey
- F. J. Corbato ✓
- L. J. Ryan
- R. H. Scott
- J. M. Grochow
- T. H. Van Vleck
- R. C. Daley

I am pleased to say that I received today a letter from Bob Gross, GE's Field Engineering Department, outlining their commitments for maintenance coverage under our new 3-year hardware lease agreement.

Support will be provided for three shifts per day, seven days per week, General Electric holidays excepted. As Bob says, in actual practice their operation will be much the same as currently provided, with on-site personnel for two shifts, Monday through Friday, and on-call personnel for third shift and weekends.

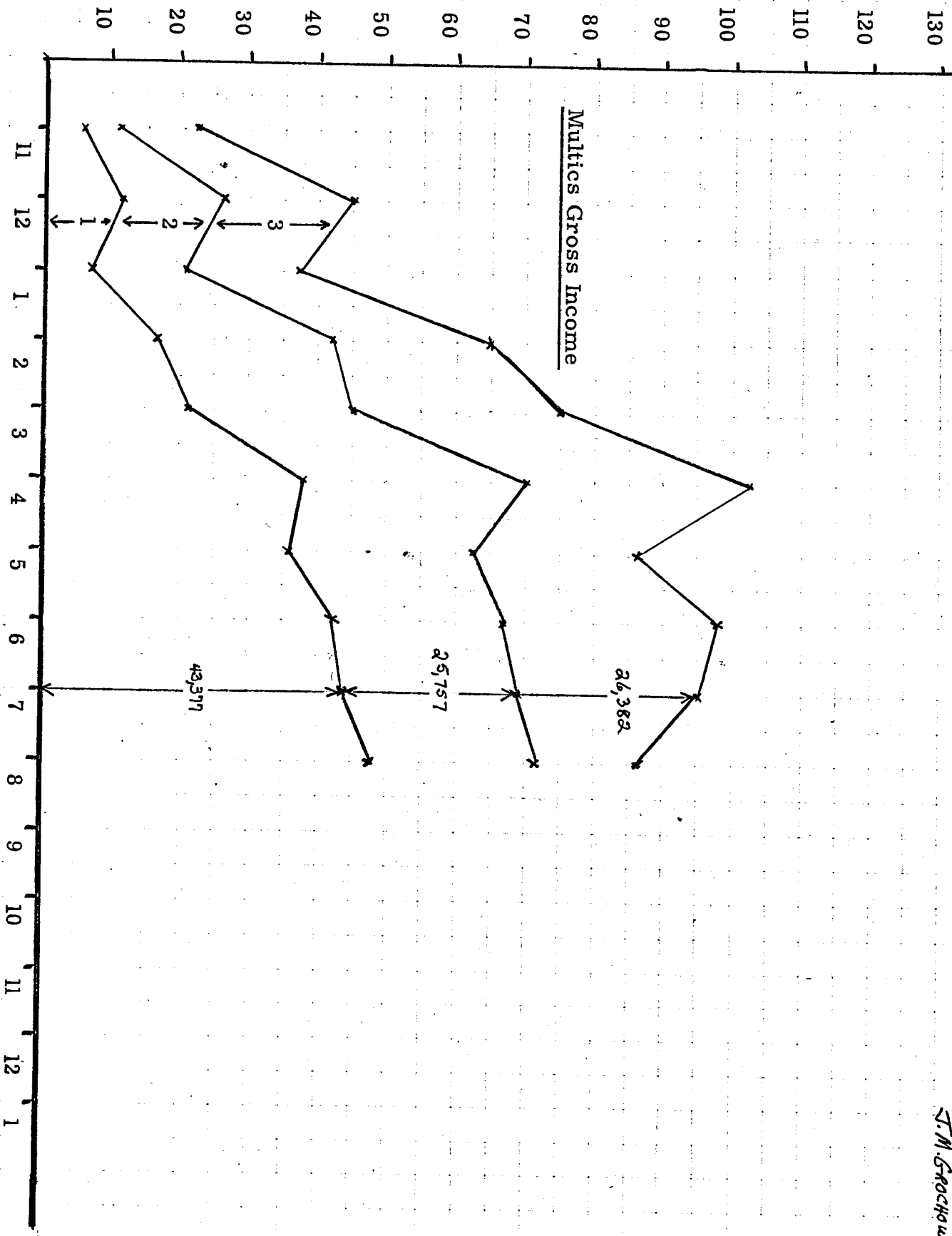
From a financial standpoint, we are not, since January 1, and will not, for the balance of the contract, be faced with extra on-call maintenance charges (GE-CF126's) except for holiday calls. As you probably realize, this is a significant commitment on the part of the Field Engineering Department and I am sure was only arrived at after considerable discussions.

With this clear definition of GE's intent, I believe we can now operate with good business judgment and a clear understanding of our respective responsibilities.


W. J. Burner

J.M. Graciano

THOUSANDS OF DOLLARS



1969 1970 FISCAL '71 1971

1 = Customer use; 2 = System Services; 3 = System Development (See attached explanations)