

Serviceplan rates

Servicelevel	Regular (3 Month billing / 6 Month minimum)			Annual Contract automatic Payment			Annual Contract 3 Month billing		
	A	B	C	A	B	C	A	B	C
1 Hours/ Month		\$297.75	\$397.00		\$264.67	\$352.89		\$258.70	\$344.93
2 Hours/ Month	\$246.25	\$591.00	\$788.00	\$219.45	\$526.68	\$702.24	\$226.88	\$514.80	\$686.40
3 Hours/ Month	\$366.56	\$879.75	\$1,173.00	\$327.51	\$786.03	\$1,048.04	\$338.59	\$768.30	\$1,024.40
4 Hours/ Month	\$485.00	\$1,164.00	\$1,552.00	\$434.47	\$1,042.72	\$1,390.29	\$449.17	\$1,019.20	\$1,358.93
5 Hours/ Month	\$601.56	\$1,443.75	\$1,925.00	\$540.31	\$1,296.75	\$1,729.00	\$558.59	\$1,267.50	\$1,690.00
6 Hours/ Month	\$716.25	\$1,719.00	\$2,292.00	\$645.05	\$1,548.12	\$2,064.16	\$666.88	\$1,513.20	\$2,017.60
7 Hours/ Month	\$829.06	\$1,989.75	\$2,653.00	\$748.68	\$1,796.83	\$2,395.77	\$774.01	\$1,756.30	\$2,341.73
8 Hours/ Month	\$940.00	\$2,256.00	\$3,008.00	\$851.20	\$2,042.88	\$2,723.84	\$880.00	\$1,996.80	\$2,662.40
9 Hours/ Month	\$1,049.06	\$2,517.75	\$3,357.00	\$952.61	\$2,286.27	\$3,048.36	\$984.84	\$2,234.70	\$2,979.60
10 Hours/ Month	\$1,156.25	\$2,775.00	\$3,700.00	\$1,052.92	\$2,527.00	\$3,369.33	\$1,088.54	\$2,470.00	\$3,293.33
12 Hours/ Month	\$1,365.00	\$3,276.00	\$4,368.00	\$1,250.20	\$3,000.48	\$4,000.64	\$1,292.50	\$2,932.80	\$3,910.40
14 Hours/ Month	\$1,566.25	\$3,759.00	\$5,012.00	\$1,443.05	\$3,463.32	\$4,617.76	\$1,491.88	\$3,385.20	\$4,513.60
16 Hours/ Month	\$1,760.00	\$4,224.00	\$5,632.00	\$1,631.47	\$3,915.52	\$5,220.69	\$1,686.67	\$3,827.20	\$5,102.93
18 Hours/ Month	\$1,946.25	\$4,671.00	\$6,228.00	\$1,815.45	\$4,357.08	\$5,809.44	\$1,876.88	\$4,258.80	\$5,678.40
20 Hours/ Month	\$2,125.00	\$5,100.00	\$6,800.00	\$1,995.00	\$4,788.00	\$6,384.00	\$2,062.50	\$4,680.00	\$6,240.00
25 Hours/ Month	\$2,539.06	\$6,093.75	\$8,125.00	\$2,424.48	\$5,818.75	\$7,758.33	\$2,506.51	\$5,687.50	\$7,583.33
30 Hours/ Month	\$2,906.25	\$6,975.00	\$9,300.00	\$2,826.25	\$6,783.00	\$9,044.00	\$2,921.88	\$6,630.00	\$8,840.00
35 Hours/ Month	\$3,226.56	\$7,743.75	\$10,325.00	\$3,200.31	\$7,680.75	\$10,241.00	\$3,308.59	\$7,507.50	\$10,010.00
40 Hours/ Month	\$3,500.00	\$8,400.00	\$11,200.00	\$3,546.67	\$8,512.00	\$11,349.33	\$3,666.67	\$8,320.00	\$11,093.33
45 Hours/ Month	\$3,750.00	\$8,943.75	\$11,925.00	\$3,865.31	\$9,276.75	\$12,369.00	\$3,996.09	\$9,067.50	\$12,090.00
50 Hours/ Month	\$4,166.67	\$9,375.00	\$12,500.00	\$4,156.25	\$9,975.00	\$13,300.00	\$4,296.88	\$9,750.00	\$13,000.00
60 Hours/ Month	\$5,000.00	\$9,900.00	\$13,200.00	\$4,655.00	\$11,172.00	\$14,896.00	\$4,812.50	\$10,920.00	\$14,560.00
70 Hours/ Month	\$5,833.33	\$9,975.00	\$13,300.00	\$5,172.22	\$12,103.00	\$16,137.33	\$5,347.22	\$11,830.00	\$15,773.33
80 Hours/ Month	\$6,666.67	\$9,600.00	\$12,800.00	\$5,911.11	\$12,768.00	\$17,024.00	\$6,111.11	\$12,480.00	\$16,640.00
90 Hours/ Month	\$7,500.00	\$10,546.88	\$14,062.50	\$6,650.00	\$13,167.00	\$17,556.00	\$6,875.00	\$12,870.00	\$17,160.00
100 Hours/ Month	\$8,333.33	\$11,718.75	\$15,625.00	\$7,388.89	\$13,300.00	\$17,733.33	\$7,638.89	\$13,000.00	\$17,333.33
110 Hours/ Month	\$9,166.67	\$12,890.63	\$17,187.50	\$8,127.78	\$13,167.00	\$17,556.00	\$8,402.78	\$12,870.00	\$17,160.00
120 Hours/ Month	\$10,000.00	\$14,062.50	\$18,750.00	\$8,866.67	\$12,768.00	\$17,024.00	\$9,166.67	\$12,480.00	\$16,640.00
160 Hours/ Month	\$13,333.33	\$18,750.00	\$25,000.00	\$11,822.22	\$16,625.00	\$22,166.67	\$12,222.22	\$16,250.00	\$21,666.67
1 Hourly Base	\$200.00	\$300.00	\$400.00	\$200.00	\$300.00	\$400.00	\$200.00	\$300.00	\$400.00
1 Discounted Base	\$160.00	\$240.00	\$320.00	\$160.00	\$240.00	\$320.00	\$160.00	\$240.00	\$320.00

- A Tiered support / regular Assistance for normal Operation with 50% rollover During regular business hours 9am-5pm EST
- B Development and Tiered support during extended business hours Mo-Fr 7am to 11pm EST, Sat 9am-5pm, 50% rollover
- C Tiered Support during any other time, 50% rollover