

Monthly Serviceplan Rates

Servicelevel	Regular (3 Month billing / 6 Month minimum)			Annual Contract Prepaid			Annual Contract 3 Month billing			
	A	B	C	A	B	C	A	B	C	
1 Hours/ Month			\$297.75	\$397.00		\$239.19	\$318.92		\$258.05	\$344.07
2 Hours/ Month	\$351.79	\$591.00	\$788.00	\$282.60	\$474.77	\$633.03	\$311.92	\$512.20	\$682.93	
3 Hours/ Month	\$523.66	\$879.75	\$1,173.00	\$420.67	\$706.73	\$942.31	\$464.31	\$762.45	\$1,016.60	
4 Hours/ Month	\$692.86	\$1,164.00	\$1,552.00	\$556.60	\$935.08	\$1,246.77	\$614.33	\$1,008.80	\$1,345.07	
5 Hours/ Month	\$859.38	\$1,443.75	\$1,925.00	\$690.36	\$1,159.81	\$1,546.42	\$761.98	\$1,251.25	\$1,668.33	
6 Hours/ Month	\$1,023.21	\$1,719.00	\$2,292.00	\$821.98	\$1,380.93	\$1,841.24	\$907.25	\$1,489.80	\$1,986.40	
7 Hours/ Month	\$1,184.38	\$1,989.75	\$2,653.00	\$951.45	\$1,598.43	\$2,131.24	\$1,050.15	\$1,724.45	\$2,299.27	
8 Hours/ Month	\$1,342.86	\$2,256.00	\$3,008.00	\$1,078.76	\$1,812.32	\$2,416.43	\$1,190.67	\$1,955.20	\$2,606.93	
9 Hours/ Month	\$1,498.66	\$2,517.75	\$3,357.00	\$1,203.92	\$2,022.59	\$2,696.79	\$1,328.81	\$2,182.05	\$2,909.40	
10 Hours/ Month	\$1,651.79	\$2,775.00	\$3,700.00	\$1,326.93	\$2,229.25	\$2,972.33	\$1,464.58	\$2,405.00	\$3,206.67	
12 Hours/ Month	\$1,950.00	\$3,276.00	\$4,368.00	\$1,566.50	\$2,631.72	\$3,508.96	\$1,729.00	\$2,839.20	\$3,785.60	
14 Hours/ Month	\$2,237.50	\$3,759.00	\$5,012.00	\$1,797.46	\$3,019.73	\$4,026.31	\$1,983.92	\$3,257.80	\$4,343.73	
16 Hours/ Month	\$2,514.29	\$4,224.00	\$5,632.00	\$2,019.81	\$3,393.28	\$4,524.37	\$2,229.33	\$3,660.80	\$4,881.07	
18 Hours/ Month	\$2,780.36	\$4,671.00	\$6,228.00	\$2,233.55	\$3,752.37	\$5,003.16	\$2,465.25	\$4,048.20	\$5,397.60	
20 Hours/ Month	\$3,035.71	\$5,100.00	\$6,800.00	\$2,438.69	\$4,097.00	\$5,462.67	\$2,691.67	\$4,420.00	\$5,893.33	
25 Hours/ Month	\$3,627.23	\$6,093.75	\$8,125.00	\$2,913.88	\$4,895.31	\$6,527.08	\$3,216.15	\$5,281.25	\$7,041.67	
30 Hours/ Month	\$4,151.79	\$6,975.00	\$9,300.00	\$3,335.27	\$5,603.25	\$7,471.00	\$3,681.25	\$6,045.00	\$8,060.00	
35 Hours/ Month	\$4,609.38	\$7,743.75	\$10,325.00	\$3,702.86	\$6,220.81	\$8,294.42	\$4,086.98	\$6,711.25	\$8,948.33	
40 Hours/ Month	\$5,000.00	\$8,400.00	\$11,200.00	\$4,016.67	\$6,748.00	\$8,997.33	\$4,433.33	\$7,280.00	\$9,706.67	
45 Hours/ Month	\$5,323.66	\$8,943.75	\$11,925.00	\$4,276.67	\$7,184.81	\$9,579.75	\$4,720.31	\$7,751.25	\$10,335.00	
50 Hours/ Month	\$5,580.36	\$9,375.00	\$12,500.00	\$4,482.89	\$7,531.25	\$10,041.67	\$4,947.92	\$8,125.00	\$10,833.33	
60 Hours/ Month	\$6,250.00	\$9,900.00	\$13,200.00	\$5,020.83	\$7,953.00	\$10,604.00	\$5,541.67	\$8,580.00	\$11,440.00	
70 Hours/ Month	\$7,291.67	\$10,253.91	\$13,671.88	\$5,857.64	\$8,237.30	\$10,983.07	\$6,465.28	\$8,886.72	\$11,848.96	
80 Hours/ Month	\$8,333.33	\$11,718.75	\$15,625.00	\$6,694.44	\$9,414.06	\$12,552.08	\$7,388.89	\$10,156.25	\$13,541.67	
90 Hours/ Month	\$9,375.00	\$13,183.59	\$17,578.13	\$7,531.25	\$10,590.82	\$14,121.09	\$8,312.50	\$11,425.78	\$15,234.38	
100 Hours/ Month	\$10,416.67	\$14,648.44	\$19,531.25	\$8,368.06	\$11,767.58	\$15,690.10	\$9,236.11	\$12,695.31	\$16,927.08	
110 Hours/ Month	\$11,458.33	\$16,113.28	\$21,484.38	\$9,204.86	\$12,944.34	\$17,259.11	\$10,159.72	\$13,964.84	\$18,619.79	
120 Hours/ Month	\$12,500.00	\$17,578.13	\$23,437.50	\$10,041.67	\$14,121.09	\$18,828.13	\$11,083.33	\$15,234.38	\$20,312.50	
160 Hours/ Month	\$16,666.67	\$23,437.50	\$31,250.00	\$13,388.89	\$18,828.13	\$25,104.17	\$14,777.78	\$20,312.50	\$27,083.33	
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	

	Service levels	Hours (EST)	Mo-Fr	Sat	Sun / Holiday	Response	Solution	Emergency #
A	Tiered support / regular Assistance	Regular	9am-5pm			24-72h	5days	No
B	Development and Tiered support	Extended	7am-11pm	9-am-5pm		4h	1day	Yes
C	Tiered Emergency Support	Anytime	Anytime	Anytime	Anytime	30min	Asap	Yes

Service at other times then for the Service plan you signed up for is prorated and provided when available.
 Same amount of hours as your plan hours are discounted at %20. - All payments are expected before start of Service plan.