



**Current Services Pricing (as of Jan. 1, 2011)**

**Hourly Rates**

<i>Standard Phone/Remote/Onsite non-SA Hourly Rate</i>	<b>\$100</b>
<i>Standard Phone/Remote/Onsite SA Hourly Rate</i>	
(after included plan hours, if applicable)	<b>\$90</b>

**Monthly Service Agreements (SA)**

<i>Monthly Phone/Remote Agreement (PRSA)</i>	
Unlimited Phone/Remote Support, standard onsite rate	<b>\$99</b>
 <i>Monthly Phone/Remote/Onsite Support Agreement (CSA2)</i>	
Unlimited Phone/Remote, 2hr Onsite Labor per month included, additional labor hours @ \$90/hr	<b>\$249</b>
 <i>Monthly Phone/Remote/Onsite Support Agreement (CSA4)</i>	
Unlimited Phone/Remote, 4hr Onsite Labor per month included, additional labor hours @ \$90/hr	<b>\$399</b>
 <i>Monthly Phone/Remote/Onsite Support Agreement (CSA8)</i>	
Unlimited Phone/Remote, 8hr Onsite Labor per month included, additional labor hours @ \$75/hr	<b>\$699</b>
 <i>Monthly Phone/Remote/Onsite Support Agreement (CSA16)</i>	
Unlimited Phone/Remote, 16hr Onsite Labor per month included, additional labor hours @ \$75/hr	<b>\$1199</b>

**Notes**

Additional SA plans or modifications available upon request; 2. All pricing is subject to change without prior notice. Only existing SA Clients will be notified in advance of pricing changes; 3. All SA's are subject to a minimum 6-month or 12-month term agreement and subject to an early termination fee calculated based on the remaining months of the mutually agreed upon SA plan length; 4. Payments and deposits can be made via check, cashier's check, or money order; 5. Standard Hourly Rates are based on a one-hour minimum that includes drive time to client location;

