

Computer Support Contract options

	Contract Types			
	Non-Contract	Base	Maintenance	Critical Services
Hourly Rate	\$90/Hour	\$80/Hour	\$80/Hour	\$80/Hour
Nights & Weekends Rate	\$135/Hour	\$120/Hour	\$120/Hour	\$120/Hour
Minimum Hours	N/A	4 Hours	10 Hours	25 Hours
Guaranteed Response Time (in Business Hours)	N/A	8 Hours	8 Hours	8 Hours
			4 Hours (\$200 option)	4 Hours (\$200 option)
			2 Hours (\$500 option)	
Normal Business Hours	Mon-Fri, 8-5	Mon-Fri, 8-5	Mon-Fri, 8-5	Mon-Fri, 8-5
Discount for online hosting services (e.g. web, email, backup)	(no discount)	25%	50%	50%
Pre-Arranged Nights & Weekends	✓	✓	✓	✓
Scheduled Maintenance Protocol			✓	✓
Parts Warehousing (Negotiated Pricing)				✓
24x7 Direct Access to On-Call Engineer				✓

Effective 28 Feb 2008