



Service Description	ST Time And Materials	Standard M-F 8am - 5pm	Enhanced 24/7	Premium 24/7
Guaranteed Response Time	Best Effort	4 hours	2 hours	2 hours
- Priority 1 (Emergency) Response time	Best Effort	4 hours	2 hours	2 hours
- Priority 2 (General Service) Response time	24 hours	24 hours	6 hours	6 hours
- Priority 4 (MAC) Response time	4-6 days	24-48 hours	24 hours	6 - 12 hours
Site Documentation	\$110/hr	✓	✓	✓
Preventative Maintenance	\$95/hr	bi yearly	quarterly	monthly
Remote Tier 1 Tech Support	\$65/hr	✓	✓	✓
Remote Tier 2 Tech Support	\$95/hr	✓	✓	✓
No Charge Loaner Systems / Stations while in repair		✓	✓	✓
Remote System Access and changes	\$95/hr	✓	✓	✓
System Programming Backup		✓	✓	✓
Annual Cost / Technology Assessment	\$110/hr	✓	✓	✓
Freight Costs -ordered equipment not in stock	Standard Rates	20% Discount	✓	✓
Service Charge - Tech on site	\$35	\$35	✓	✓
One Time Set Up / Documentation Fee	N/A	\$50	✓	✓
On Site Training	\$75/hr	\$50/hr	✓	✓
On Site Technical Training				✓
Telco Network Liaison Services	\$35/\$65	\$20 / \$55*	✓	✓
Main System components spares in stock			✓	✓
Main System components spares on site				✓
Major Station/Endpoint Spares on site			**	on site
Unlimited On Site Support			**	✓
Minor Moves Additions and Changes	\$95 / hr	\$93/hr	\$88/hr	✓
Discounts on products		3%	6%	11%
Out of Plan Services	\$95-\$125/hr	\$93/hr	\$88/hr	\$85/hr
System Only Monthly Price				X
System / Stations / Cable Monthly Price				

✓ included with package

\* Unless chosen as an additional Network Maintenance Plan to accompany Equipment Plan

\*\* Option

\*\*\* Note that without a full survey Premium Package is only an estimate of recorded inventory.

Note all prices quoted are Standard M-F 8x5 Straight Time. Service provided before 8 am and after 5 pm Monday through Friday, All day Saturday will be billed at Overtime rates. Sunday and Holiday service will incur Holiday Rate charges.