



Technical Support Plans

Support Plans:

Plan	Blocks	Discount	Regular Price	Actual Cost	Savings
Bronze Plan	10 blocks	0%	\$500.00	\$500.00	\$0.00
Silver Plan	25 blocks	5%	\$1250.00	\$1187.50	\$62.50
Gold Plan	50 blocks	8%	\$2500.00	\$2300.00	\$200.00
Platinum Plan	100 blocks	10%	\$5000.00	\$4500.00	\$500.00

Support charges are \$50.00 per block. A Support Block is considered to be a 15-minute block of time, or a fraction thereof.

(For example, a phone call that lasts 28 minutes would be considered 2 Support Blocks.)

Advantages of Support Plans:

- ◆ Help budget support calls
- ◆ Eliminate paying multiple invoices for support
- ◆ Save money
- ◆ Plans do not expire

Per Incident Call

A one-time incident support call at \$200.00 for the first hour, or any fraction thereof. If the call takes longer than an hour, you will be charged an additional \$50.00 per 15-minute block of time.