Technical Support Levels & Rates:

IP PBX Support, Inc.

Support Levels:

Level 1:	Level 2:	Level 3:	Maintenance Emergency Level:
No Charge Included:	Standard Paid Option	Advanced Paid Option	To Be Determined
Tips, Advice, Light Adds, Moves, Changes	See Rate Chart for details	See Rate Chart for details	Case Specific

Rate Charts:

Rate 1:	Rate 2:	Rate 3:	Rate 4:	Rate 5:
\$150 ^{.00} / hr	\$120 ^{.00} / hr	\$80 ^{.00} / hr	\$39 ^{.00} / hr	Flat Rate
Specialty Rate (Factored)	Advanced	Remote Support	One-Time "Incident Fee"	Other
Rush Emergency Priority	On-Site One-Way Travel Parking / Tolls Extra	Adds Moves Changes	Adds, Moves, Changes	To Be Determined (Case Specific)