

Technical Support Levels & Rates:

Support Levels:

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

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