

Gold

- Remote Diagnostics (Monday-Friday 8-5 CST, excluding holidays)
- On-site Hardware Support – Parts and Labor (Monday-Friday 8-5 local time, excluding holidays)
- On-site Software Support – Labor (Monday-Friday 8-5 local time, excluding holidays)
- Travel Expenses included for support visits. (Monday-Friday 8-5 local time, excluding holidays)
- After hours Remote Diagnostics, Hardware Support and Software Support at hourly rates.
- After Hours Support - \$375.00 per hour. 1 hour Minimum.
- Holiday and Weekend Hours Support - \$500.00 per hour. 1 hour Minimum.

Silver

- Remote Telephone Software Support Only (Monday–Friday, 8–5 CST, excluding holidays)

NOT INCLUDED –

Hardware is not included - Customer is responsible for cost of parts required for any / all repairs.

Onsite technical support is not included and will be billed at our standard hourly rates:

- Business Hour Onsite Support - \$250.00 per hour. 1 hour Minimum.
- After Hours Onsite Support - \$375.00 per hour. 1 hour Minimum.
- Holiday and Weekend Hours Support - \$500.00 per hour. 1 hour Minimum.
- Customer pays all travel expenses.

Platinum

- Remote Diagnostics (24 hours/7 days a week including holidays)
- On-site Hardware Support – Parts and Labor (24/7 excluding holidays)
- On-site Software Support – Labor (24/7 excluding holidays)
- Travel Expenses included for support visits.