

Retainer and Support Plans

Plans	A	B	C	D	E	F	G
Retainer Priority Hours							
<i>Scheduled within 5 business days</i>	0	2	5	10	15	20	50
Retainer Rate	N/A	\$150	\$150	\$150	\$150	\$160	\$175
Retainer Fee	\$200 [1]	\$300	\$750	\$1,500	\$2,250	\$3,200	\$8,750

[1] Only includes the maintenance of client's Trac, DEV, TESTING, and STAGING instances.

Rushed SLA Hours							
<i>4h response time</i>							
<i>3 business day resolution</i>	N/A	2	5	10	15	20	50
Hourly Rate	N/A	\$175	\$175	\$175	\$175	\$200	\$225
Monthly Fee	N/A	\$350	\$875	\$1,750	\$2,625	\$4,000	\$11,250

Urgent SLA Hours							
<i>1h response time</i>							
<i>1 business day resolution</i>	N/A	2	5	10	15	20	50
Hourly Rate	N/A	\$225	\$225	\$225	\$225	\$250	\$275
Monthly Fee	N/A	\$450	\$1,125	\$2,250	\$3,375	\$5,000	\$13,750

Emergency SLA Hours							
<i>15 min response time</i>							
<i>4 business hour resolution</i>	N/A	2	5	10	15	20	50
Hourly Rate	N/A	\$275	\$275	\$275	\$300	\$325	\$350
Monthly Fee	N/A	\$550	\$1,375	\$2,750	\$4,500	\$6,500	\$17,500

Business Continuity SLA Hours	No
<i>1h response time outside normal business hours</i>	Commitment
Outside US Holidays Hourly Rate	\$250
During US Holidays Hourly Rate	\$300

Definition of Normal Business Hours:

Monday-Friday, 8am-5pm ET, excluding US holidays.

List of US Holidays:

New Years Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving (Thursday and Friday) and Christmas Day. When holidays fall on a weekend, the holiday is observed on the closest week day.

Definition of "Response Time"

A response is defined as:

- The acknowledgement the issue has been received
- An initial status has been given (e.g. "this issue needs to be investigated" or "this issue needs to be addressed through system change")

Definition of "Resolution Time"

Resolution is defined as:

- Resolution of the issue if it can be addressed without a change to the system (i.e. without a release)
- For issues that require a system change, resolution is when the technical explanation and the estimated effort is given and Client is informed that this must be done through a system change.