



Appendix A – CaffComm Systems Inc. Monthly Plan Options

Monthly rate is based on the averaged hours per month of support, maintenance and monthly site fee services. Should hours per month be utilized for 3 consecutive months results higher than the next tier, the Customer is automatically upgraded to the next tier monthly contract. Should the hours per month utilized fall below the next lower tier for 3 consecutive months, the Customer is automatically downgraded to the next lower tier monthly service contract.

Plan Options:	Monthly Support Services Cost	Monthly Site Fee Cost	Averaged Hours/Month Included	Total Monthly Contract Cost (Taxes Extra)	Average Cost / Hour (Taxes Extra)
Tier 1	\$150.00 Per Hr	Not Included	Ad Hoc	Ad Hoc	\$150.00
Tier 2	\$550.00	Not Included	4	\$550.00	\$137.50
Tier 3	\$825.00	Not Included	6	\$825.00	\$137.50
Tier 4	\$1,100.00	\$275.00	10	\$1,375.00	\$137.50
Tier 5	\$1,495.00	\$365.00	14	\$1,860.00	\$132.86
Tier 6	\$1,815.00	\$450.00	17.5	\$2,265.00	\$129.43
Tier 7	\$2,200.00	\$550.00	25	\$2,750.00	\$110.00
Tier 8	\$2,750.00	\$685.00	32.5	\$3,435.00	\$105.69
Tier 9	\$3,300.00	\$825.00	40	\$4,125.00	\$103.13
Tier 10	\$3,850.00	\$960.00	47.5	\$4,810.00	\$101.26
Tier 11	\$4,400.00	\$1,100.00	55	\$5,500.00	\$100.00
Tier 12	\$4,950.00	\$1,235.00	62.5	\$6,185.00	\$98.96
Tier 13	\$5,500.00	\$1,375.00	70	\$6,875.00	\$98.21
Tier 14	\$6,050.00	\$1,510.00	77.5	\$7,560.00	\$97.55
Tier 15	\$6,600.00	\$1,650.00	85	\$8,250.00	\$97.06
Tier 16	\$7,150.00	\$1,785.00	92.5	\$8,935.00	\$96.59
Tier 17	\$7,700.00	\$1,925.00	100	\$9,625.00	\$96.25
Tier 18	\$8,250.00	\$2,060.00	107.5	\$10,310.00	\$95.91
Tier 19	\$8,800.00	\$2,200.00	115	\$11,000.00	\$95.65
Tier 20	\$9,350.00	\$2,335.00	122.5	\$11,685.00	\$95.39

Services included in contract:

Support Services

- Regular Computer and Server Maintenance
- Support Calls:
 - Mon. to Fri. – 8am to 6pm
 - Calls outside above hours are recorded as double time
- Onsite Service Calls:
 - Mon. to Fri. – 8am to 6pm
 - Minimum of 1 hour charge
 - Calls outside above hours are recorded as double time with a minimum of a 2 hour charge

Site Fee Services

- Direct Connection to CaffComm Systems Support Network for Network Monitoring and Troubleshooting
- Planning and Development Consulting Services as needed (Limited to 5% of Averaged Hours/Month Included in contract tier)
- All local (areas within Ontario) travel time and cost are all waived
- Special Projects development and implementation during off hours will be integrated into the monthly hours and not incur additional off hour cost