



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 more hours per month be utilized for 2 consecutive months, the Customer is automatically upgraded to the next tier monthly contract. Should the hours per month utilized fall below the next lower tier for 2 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)
Tier 1	\$300.00	Not Included	3	\$300.00
Tier 2	\$500.00	Not Included	5	\$500.00
Tier 3	\$750.00	Not Included	7.5	\$750.00
Tier 4	\$1,000.00	\$250.00	10	\$1,250.00
Tier 5	\$1,500.00	\$375.00	17.5	\$1,875.00
Tier 6	\$2,000.00	\$500.00	25	\$2,500.00
Tier 7	\$2,500.00	\$625.00	32.5	\$3,125.00
Tier 8	\$3,000.00	\$750.00	40	\$3,750.00
Tier 9	\$3,500.00	\$875.00	47.5	\$4,375.00
Tier 10	\$4,000.00	\$1,000.00	55	\$5,000.00
Tier 11	\$4,500.00	\$1,125.00	62.5	\$5,625.00
Tier 12	\$5,000.00	\$1,250.00	70	\$6,250.00
Tier 13	\$5,500.00	\$1,375.00	77.5	\$6,875.00
Tier 14	\$6,000.00	\$1,500.00	85	\$7,500.00
Tier 15	\$6,500.00	\$1,625.00	92.5	\$8,125.00
Tier 16	\$7,000.00	\$1,750.00	100	\$8,750.00
Tier 17	\$7,500.00	\$1,875.00	107.5	\$9,375.00
Tier 18	\$8,000.00	\$2,000.00	115	\$10,000.00
Tier 19	\$8,500.00	\$2,125.00	122.5	\$10,625.00
Tier 20	\$9,000.00	\$2,250.00	130	\$11,250.00

Services included in contract:

Support Services

- Regular Computer and Server Maintenance
- Support Calls:
 - Mon. to Fri. – 7am to 7pm
 - Calls outside above hours are recorded as double time
- Onsite Service Calls:
 - Mon. to Fri. – 7am to 7pm
 - 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

- MRTG (Bandwidth/Speed) Graphing
 - Upon request
- Direct Connection to CaffComm Systems Support Network For Network Monitoring and Troubleshooting
- Planning and Development Consulting Services As required (Limited to 5% of Averaged Hours/Month Included in contract tier)