

<p>Basic Plan</p> <p><b>\$159/mo</b></p> <p><small>INCLUDED when processing credit cards with RM Payments!</small></p>	<p>Standard Plan</p> <p><b>\$199/mo</b></p>	<p>Premium Plan starting at</p> <p><b>\$125/mo</b></p> <p><small>pricing determined by #of stations and printers</small></p>
<ul style="list-style-type: none"> <li>24/7 Tech Phone Support</li> <li>24/7 Tech Remote Login Support</li> <li>Data Protection: Cloud and Local Backup</li> <li>Anti-virus/Malware Subscription w/ live Monitoring</li> <li>Software updates including “bug” fixes &amp; patches</li> <li>PCI compliance software updates</li> <li>RM Monitor Remote MGT App and website portal</li> <li>RM Alerts Text/Email Service</li> <li>Customer Receipt Email Service</li> </ul>	<ul style="list-style-type: none"> <li>24/7 Tech Phone Support</li> <li>24/7 Tech Remote Login Support</li> <li>Data Protection: Cloud and Local Backup</li> <li>Anti-virus/Malware Subscription w/ live Monitoring</li> <li>Software updates including “bug” fixes &amp; patches</li> <li>PCI compliance software updates</li> <li>RM Monitor Remote MGT App and website portal</li> <li>RM Alerts Text/Email Service</li> <li>Customer Receipt Email Service</li> <li>50% off Software Version Upgrade</li> <li>Discounted Rates on                             <ul style="list-style-type: none"> <li>• After Hours/Emergency On Site Service Support (\$200/hr - 1 hour minimum)</li> <li>• Equipment Loaners (30 Day)</li> <li>• Travel Time</li> <li>• LogMeIn.com Remote Access for Owners</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>24/7 Tech Phone Support</li> <li>24/7 Tech Remote Login Support</li> <li>Data Protection: Cloud and Local Backup</li> <li>Anti-virus/Malware Subscription w/ live Monitoring</li> <li>Software updates including “bug” fixes &amp; patches</li> <li>PCI compliance software updates</li> <li>RM Monitor Remote MGT App and website portal</li> <li>RM Alerts Text/Email Service</li> <li>Customer Receipt Email Service</li> <li>Software Version Upgrade</li> <li>Discounted Rates on                             <ul style="list-style-type: none"> <li>• After Hours/Emergency On Site Service Support (\$200/hr - 1 hour minimum)</li> <li>• Equipment Loaners (30 Day)</li> <li>• Travel Time</li> <li>• LogMeIn.com Remote Access for Owners</li> <li>• 1 Hour On Site Training</li> <li>• Onsite Bi-Annual Preventitive Maintenance</li> <li>• Add-On Discounts</li> </ul> </li> </ul>

\*All plans are Annual, require a signed contract, and billed via credit card monthly (plus tax)\*

## Labor Rates

	Phone & Remote Support	On Site	Discounted Rates Standard and Premium Plans On Site
Business Hours	\$225/hr (1 hr minimum)	\$200/hr (1 hr minimum)	\$120/hr (1 hr minimum)
After Hours/Holiday	\$450/hr (1 hr minimum) (+ travel time)	\$300/hr (1 hr minimum) (+ travel time)	\$200/hr (1 hr minimum) (+ travel time)

\*Customer's choosing a NON Contract/Per Instance option, MUST have a valid Credit Card on file. We reserve the right to decline technical support to any non-contract customer without a credit card on file.