

## Contract Rates

Contract Rates allow you to lock our bill rates at up to a 20% discount. Contract Rates are based on a pre-paid commitment to ComPro. The pre-paid commitment is applied as a credit to your account with ComPro and is applied to your monthly services invoice. Once the pre-paid commitment has been exhausted our bill rates will revert to our Regular Rate Schedule. Contract Rates take affect upon receipt of payment for same. Payments for Contract Rates are non-refundable and must be paid prior to work being started. Any currently outstanding balance due to ComPro must be paid in full prior to commencement of Contract Rates.

## Contract Rate Schedule

<b>Commitment Amount/ Discount %</b>	<b>Support</b>	<b>Administration</b>	<b>Engineering</b>
\$0.00 / 0%	\$90.00 per Hour	\$100.00 per Hour	\$150.00 per Hour
\$500 / 2.5%	\$87.75 per Hour	\$97.50 per Hour	\$146.25 per Hour
\$1,000 / 5%	\$85.50 per Hour	\$95.00 per Hour	\$142.50 per Hour
\$2,000 / 12%	\$79.20 per Hour	\$88.00 per Hour	\$132.00 per Hour
\$4,000 / 15%	\$76.50 per Hour	\$85.00 per Hour	\$127.50 per Hour
\$6,000 / 20%	\$72.00 per Hour	\$80.00 per Hour	\$120.00 per Hour

The following are examples of some common tasks as they pertain to our rates:

### Engineering

- Network Operating System (NOS) Installations
- NOS Configuration for new devices  
(i.e. Disk Drives, Servers, Tape Drives, Mobile Device Implementation)
- Network Software Installations and Updates  
(i.e. Exchange, Virus Software, Backup Solutions, Multi-user Programs)
- Firewall/Router Programming & Configuration
- MS Access Programming
- Database Administration (DBA) Work
- NOS Security
- Web Site Design and Programming
- Remote Access Setup and Configuration
- Network Device Additions  
(i.e. Tape Drives, Network Scanners, Servers, Network Attached Storage)

### Administration

- Review of Backup, System, Security and Virus Logs
- Backup/Restore Functions and Maintenance
- Creation & Deletion of User IDs & E-Mail Addresses
- Login Script Changes
- NOS Updates from Operating System Provider (i.e. Microsoft Updates)
- Phone System Modifications
- Voice Mail Modifications
- Network Maintenance
- Remote Access Configuration & Support

### Support

- Desktop and End User Support
- Desktop Software Installations & Updates
- Mobile Device Setup
- Workstation Setup and Configuration
- Single Workstation Backup
- Website Updates

## Business Support Plans

<b>Plan</b>	<b>Services Included</b>	<b>Highlights</b>
Full Support	<p>24 hour monitoring of server and critical server processes (requires static public IP address). 1 / 8 hour Emergency Service Response time for all server failures (one hour from 8 am to 5 pm M-F, eight hour outside those hours and on holidays).</p> <p>Weekly review of all servers' system, security and backup log files with corrections and fixes as necessary (up to 2 man hours / month).</p> <p>Weekly review and installation of all needed software and operating system updates.</p> <p>One hour response for all help calls placed via our main phone number or our support website between 9 am and 4 pm M-F, 8 hour response outside those hours and on holidays.</p>	<p>\$200.00 / Week</p> <p>24x7 monitoring 1hr/8hr Response for all calls</p>
Business Support	<p>4 / 8 hour Emergency Service Response time for all server failures (four hour response between 8 am and 5 pm M-F, next business day (NBD) response outside those hours and on holidays).</p> <p>Weekly review of all servers' system, security and backup log files with corrections and fixes as necessary (up to 2 man hours / month).</p> <p>Weekly review and installation of all needed software and operating system updates</p> <p>One hour response for all help calls placed via our main phone number or our support website between 9 am and 4 pm M-F, NBD response outside those hours and on holidays.</p>	<p>\$100.00 / Week</p> <p>4hr/NBD response for network/server emergency calls</p> <p>1hr/NBD response for support calls</p>

All support calls are billed on an hourly basis at your current rate at the time the call is addressed.

## Regular Rate Schedule

Engineering	\$150/Hr
Administration	\$100/Hr
Support	\$90/Hr