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	<i>Kinetic GOLD</i>	<i>Kinetic SILVER</i>	<i>Kinetic BRONZE</i>	<i>No Contract</i>
<b>Monthly Charge</b>	<b>\$450</b>	<b>\$300</b>	<b>\$150</b>	<b>N/A</b>
<b>Kinetic Hours* per Month</b>	4	2.5	1	N/A
<b>Response Time</b>	4 Business Hours	8 Business Hours	16 Business Hours	As Available
<b>Additional Hours - Hourly Rate</b>	\$65 / hour	\$75 / hour	\$85 / hour	\$95 / hour
<b>Help Desk Online</b>	Included	Included	Included	N/A
<b>Phone Support</b>	Included	Included	Included	N/A
<b>Remote Desktop Support</b>	Included - time spent count against Kinetic Hours	Included - time spent count against Kinetic Hours	Included - time spent count against Kinetic Hours	N/A
<b>Network Consulting</b>	\$110 per hour	\$115 per hour	\$120 per hour	\$125 per hour
<b>Contract Length</b>	6 months	6 months	6 months	N/A
<b>After Hours Support**</b>	Not included - charged at \$100 per hour	Not included - charged at \$110 per hour	Not included - charged at \$120 per hour	\$130 per hour
<b>Business Hours</b>	8:00 AM - 5:00 PM			
<b><i>Discount for Full Payment</i></b>	<b>5% discount on advance contract payment</b>			
<b><i>*Kinetic Hours -</i></b>	Scheduled service time. Time can be spent maintaining backups, maintaining servers, completing outstanding issues, attending staff meetings, etc...			
	Schedule of Kinetic Hours is established on a monthly basis.			
<b><i>** After Hours Support</i></b>	Normal Business Hours - 8:00 AM - 5:00 PM - Monday - Friday			
	Increased charge for service request requiring after-hour attention - (project tasks will not be assessed this increased rate)			