



Salsgiver, Inc.
www.salsgiver.com

301 Fifth Street - Freeport, PA 16229 - (724) 295-1970

Company:

Attn:

Subject: Service / Network Maintenance Contract

Date: Wednesday, April 25, 2007

Salsgiver, Inc. Service / Maintenance Contract (SLA)

- **Basic plan** - \$425.00/month with a 1 year term upon acceptance
 - 5 hours of scheduled network service per month is included*
 - If contract exceeds 5 hours within a month, Salsgiver, Inc. will continue to service/maintain at a billed hourly rate of \$85.00
- **Advanced plan** - \$750.00/month with a 1 year term upon acceptance
 - 10 hours of scheduled network service per month is included*
 - If contract exceeds 10 hours within a month, Salsgiver, Inc. will continue to service/maintain at a billed hourly rate of \$75.00
- **Premium plan** - \$975.00/month with a 1 year term upon acceptance
 - 15 hours of scheduled network service per month is included*
 - If contract exceeds 15 hours within a month, Salsgiver, Inc. will continue to service/maintain at a billed hourly rate of \$65.00

*Additional info:

- All hours are deducted on a per technician basis.
- SLA hours: Mon-Thurs 8am-10pm, Fri 8am-6pm, Sat Noon-4pm (Phone only), Sun 4pm-8pm (Phone only)
- If called within these hours we will be on site within three hours if the issue is declared by the customer to be an emergency, or the visit is not charged. Penalty not to exceed 10 hours of labor.
- SLA hours can be scheduled beyond the normal stated hours if needed, but will be deducted/charged at 2x the normal rate.
- Additional customary fees may be added for items such as materials, software licenses, public parking fees, etc.

I want to thank-you for the opportunity to bid our services. If you have any further questions please do not hesitate to call me directly at (724) 295-1970 x 101.

John Montgomery - Salsgiver, Inc.

This proposal is good for sixty (60) days after the date issued.

Selected Plan (check one) ___Basic ___Advanced ___Premium

ACCEPTED _____ DATE _____