

Service Support Options

1. **Per Incident** – hourly rates at the normal onsite rate.

Benefits:	Drawbacks:
No commitment by the client of hours to be used.	Highest cost per hour of all support contracts.
	Lowest priority of all support options.
	No “On Call” or “Weekend” hours.
	Travel charges are not included.
	No preventative maintenance unless specified by the client.

2. **Prepaid Hours** – block of hours paid in advance and used on an as needed basis. Hours don’t expire; the customer uses the hours until they are gone.

Benefits:	Drawbacks:
Lower cost per hour than the “Per Incident” support option.	Higher cost per hour than the “Maintenance Contract” support option.
Higher priority than a “Per Incident” hours.	No “On Call” or “Weekend” hours.
	Travel charges are not included.
	No preventative maintenance unless specified by the client.

3. **Maintenance Contracts** – scheduled visits to the site at a contracted hourly rate. The visits occur at the frequency specified by the client and on the time of day, day(s) of week, or day(s) of month set forth by the client.

Benefits:	Drawbacks:
Lower cost per hour than the “Prepaid Hours” or “Per Incident” support options.	Banked hours can be lost at the end of the contract period if not used.
Highest level of priority of all support options.	
Assurances are made of “On Call” and “Weekend” hours, their rates and conditions.	
Travel charges are included within the scheduled visits stipulated in the contract.	
Preventative maintenance is performed during the scheduled visits.	