



**PC & Associates**

120 E FM 544, Ste 72  
 PMB 222  
 Murphy, TX 75094-4035  
 Tel: (972) 671-0077

Service Level Agreement

**- PLANS -**

ITEM	PAYG	BRONZE	SILVER	GOLD
<b><u>SUPPORT / TRAINING / CONSULTING:</u></b>				
Phone Support / Training* / Consulting	\$ 175 / hour	included	included	included
E-mail Support / Training* / Consulting	\$ 175 / hour	included	included	included
On-line Support / Training* / Consulting	\$ 175 / hour	included	included	included
Response Time**(0)	< 1 Business Day	< 4 hours	< 2 hours	< 15 minutes
Availability (10 AM - 7 PM)	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Sun
After-hours availability (7 PM - 10 AM)	+ \$50 / hr	+ \$50 / hr	limited	included
Weekend availability (holidays excluded)	+ \$100 / hr	+ \$100 / hr	+ \$ 25 / hr	included
<b><u>ON-SITE:</u></b>				
On-site Support / Training / Labor	\$ 1,400 / day	\$ 1,250 / day	\$ 1,000 / day	4 days (32 hrs) included
On-site Travel Expenses (if needed)	See below	See below	See below	1 on-site visit per year included
Personal car mileage	IRS rate	IRS rate	included	included
Dallas Airport Parking	Actual cost	Actual cost	included	1 - 5 days included
Rental car + gas	Actual cost	Actual cost	Actual cost	1 - 5 days included
Meals	Actual cost	Actual cost	included	1 - 5 days included
Lodging*****	Actual cost	Actual cost	Actual cost	1 - 4 nights included
Airfare****	Actual cost	Actual cost	Actual cost	Domestic Round-trip****
<b><u>SOFTWARE:</u></b>				
Sage PFW Software Updates(2)	Sage ClientCare Optional	Sage ClientCare Optional	Sage ClientCare Req'd	Sage ClientCare Req'd
Crystal Report modifications	\$ 175 / hour	10	20	75
Custom Crystal Report writing	\$ 175 / hour	5	10	25
Microsoft Access Reports writing***	\$ 175 / hour	5	10	25
		(if above exceeded, then PAYG)	(if above exceeded, then PAYG)	(if above exceeded, then PAYG)
Custom programming	TBD	TBD	TBD	TBD
<b><u>PRICE: (3)</u></b>				
Terms (check / VISA / MC / ACH / wire)	\$ 175 / hr	\$ 2,000 / year	\$ 4,000 / year	\$ 17,500 / year
Terms (recurring VISA / MC)	Due upon Receipt	1-year Prepaid	1-year Prepaid	1-year Prepaid
Terms (check / VISA / MC / ACH / wire)	-	\$ 1,050 / 6-months'	\$ 350 / month or	\$ 1,500 / month or
Auto Renewal(1)	Yes	\$ 1,050 / 6-months'	\$ 2,100 / 6-months'	\$ 8,800 / 6-months'
	Yes	Yes	Yes	Yes
<b><u>AGREEMENT ACCEPTANCE:</u></b>				
Customer Signature	_____	_____	_____	_____
Customer Name	_____	_____	_____	_____
Company Name	_____	_____	_____	_____
Date	___ / ___ / 201__	___ / ___ / 201__	___ / ___ / 201__	___ / ___ / 201__

Notes:

- \* Supplemental or follow-up training for existing modules & current employees, add'l cost for new modules & employees at PAYG rate (except for Gold plan)
- \*\* If unavailability for 1 or more days due to other commitments is known ahead of time, we will notify you in advance
- \*\* For Gold plan: you will be contacted in advance if we expect to have limited availability (due to travel and certain other commitments)
- \*\*\* Requires that a licensed copy of Microsoft Access (versions 2003, 2007 or 2010) is installed
- \*\*\*\* Actual cost for round-trip coach seats for PAYG, Bronze & Silver Plans  
 3-4 weeks advance required (last minute arrangements & change ticket fees add'l)
- \*\*\*\*\* Actual cost for mid-priced hotel chain if available nearby (such as: Hampton Inn, Fairfield Inn, LaQuinta, etc)
- TBD = to be determined and quoted separately, on a per project basis
- (0) Availability is based on standard business days Monday - Friday (not counting vacations & official holidays), 10 AM to 7 PM CST
- (1) Agreement will renew automatically each year unless either party contacts the other prior to the renewal date
- (2) Sage ClientCare plan allows for direct support & product updates from Sage; without a current plan, Sage updates are only available for the current version of Sage products that are installed.
- (3) If monthly or semi-yearly amounts are not paid as agreed for BRONZE, SILVER & GOLD plans, then SLA will revert to the PAYG plan