

		Per Incident	Enhanced Membership			
			Copper	Silver	Gold	Platinum
Unlimited Incidents		N/A	24 annually	✓	✓	✓
Hour Limit Per Break/Fix Incident*		N/A	2 Hour Cap	2 Hour Cap	2 Hour Cap	3 Hour Cap
Portal access- submit & track 24/7		✓	✓	✓	✓	✓
Priority Response Hours (SLA)**		N/A	16	8	4	2
Service Delivery Manager		N/A	N/A	Annual	Quarterly	Monthly
User & Security Setup	New User onboarding: setup & permissions		✓	✓	✓	✓
	New User Orientation Training (4 hours)			✓	✓	✓
ISV & Environment Management	ISV Solutions Support (Preferred ISVs)		✓	✓	✓	✓
	Sandbox setup (ISV setup excluded)		✓	✓	✓	✓
Learning & Training	Annual webinars & learning resources	✓	✓	✓	✓	✓
	Live training (up to 8 hrs on core modules)				✓	✓
Reporting & Assessment	1 custom report/yr – Jet or Power BI (8 hrs)				✓	✓
	Annual remote assessment & findings report					✓
Discounted Rate for Out-of-Scope Work		N/A	NAV/BC Discounted to \$5/hour off our current rate			
Billing		On Demand	Monthly	Monthly	Monthly	Monthly
Term		None	12 Months	12 Months	12 Months	12 Months
Pricing		\$350 per hour one-hour minimum; then billed in 15-min blocks	\$6,600 annual \$550/mo	\$9,600 annual \$800/mo	\$24,000 annual \$2,000/mo	\$39,600 annual \$3,300/mo

\*Unlimited incident submissions; each capped at max hours, then billed at T&M rate

\*\*Applies to break/fix support during business hour