



**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	< 1 hour
Availability (9 AM - 7 PM CST)	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Sun
After-hours availability (7 PM - 9 AM CST)	+ \$50 / hr add'l	+ \$50 / hr add'l	limited	included
Weekend availability (holidays excluded)	+ \$100 / hr add'l	+ \$100 / hr add'l	+ \$ 25 / hr	included
<b><u>ON-SITE:</u></b>				
On-site Support / Training / Labor	\$ 1,400 / day	\$ 1,250 / day add'l	\$ 1,000 / day add'l	3 days (24 hrs) included
On-site Travel Expenses (if needed)	See below	See below	See below	1 on-site visit per year
Personal car mileage	IRS rate	IRS rate	included	included
Dallas Airport Parking	Actual cost	Actual cost	included	1 - 4 days included
Rental car + gas	Actual cost	Actual cost	Actual cost	1 - 4 days included
Meals	Actual cost	Actual cost	included	1 - 4 days included
Lodging*****	Actual cost	Actual cost	Actual cost	1 - 3 nights included
Airfare****	Actual cost	Actual cost	Actual cost	Domestic Round-trip**** included
<b><u>SOFTWARE:</u></b>				
Sage PFW Software Updates(2)	no longer available	no longer available	no longer available	no longer available
BatchMaster Enterprise or Formulator(2)	Maintenance plan recommended	Maintenance plan recommended	Maintenance plan recommended	Maintenance plan recommended
Crystal Report modifications	\$ 175 / hour	5	15	50
Custom Crystal Report writing	\$ 175 / hour	3	8	25
Microsoft Access Reports writing***	\$ 175 / hour	1	5	15
		(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)	<b>\$ 175 / hr as needed</b> Due upon Receipt	<b>\$ 3,500 / year</b> 1-year Prepaid	<b>\$ 5,500 / year</b> 1-year Prepaid	<b>\$ 17,500 / year</b> 1-year Prepaid
Terms (recurring VISA / MC)	-	-	\$ 2,800 / bi-annual	\$ 3,000 / bi-monthly or
Terms (check / VISA / MC / ACH / wire)	-	-	\$ 2,800 / bi-annual	\$ 8,800 / bi-annual
Auto Renewal(1)	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 hourly rate or the daily on-site rate for the respective plan (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), 9 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 Business Care plan is no longer available due to Sage Software shutting down Sage PFW on March 31, 2014.  
Maintenance plans for other software packages are highly recommended.
- (3) If monthly or semi-yearly amounts are not paid as agreed for the SILVER & GOLD plans, then the SLA will revert to the PAYG plan  
Problem resolution is not guaranteed, as some issues may be related to software issues that only the respective developers can fix, and as such, we highly recommend that all customers are current with the software developer's maintenance plan (except Sage PFW, for which no further fixes are available as of March 31, 2014).
- Unused items can not be carried forward to the next pan year
- Please sign in the appropriate plan column and return original copy to us (please retain a copy for your records).