

Type of Service	DigiCare Support™ Bronze ²	DigiCare Support™ Silver ²	DigiCare Support™ Gold ³	DigiCare Support™ Platinum ³
Tier 1: Help Desk Services	Discount: 0.00% \$125.00	10.00% \$112.50	20.00% \$100.00	30.00% \$87.50
Tier 2: Technical Support	\$150.00	\$135.00	\$120.00	\$105.00
Tier 3: Engineer / Specialist Support	\$175.00	\$157.50	\$140.00	\$122.50
Other Service Options				
Less than 15 minutes to resolve (max 2 remote calls / month)	50% Discount	50% Discount	100% Discount	100% Discount
Tier 1: Help Desk Services	\$62.50	\$56.25	FREE!	FREE!
Tier 2: Technical Support	\$75.00	\$67.50	FREE!	FREE!
Tier 3: Engineer / Specialist Support	\$87.50	\$78.75	FREE!	FREE!
4 Hour Response to Onsite Calls (2 Hour Minimum Applies)	150% Escalation	150% Escalation	0% Escalation	0% Escalation
Tier 1: Help Desk Services	\$187.50	\$187.50	\$100.00	\$87.50
Tier 2: Technical Support	\$225.00	\$225.00	\$120.00	\$105.00
Tier 3: Engineer / Specialist Support	\$262.50	\$262.50	\$140.00	\$122.50
After Hours Emergency Onsite Calls (2 Hr Min for Onsite plus Travel)	150% Escalation	150% Escalation	0% Escalation	0% Escalation
Tier 1: Help Desk Services	\$187.50	\$187.50	\$100.00	\$87.50
Tier 2: Technical Support	\$225.00	\$225.00	\$120.00	\$105.00
Tier 3: Engineer / Specialist Support	\$262.50	\$262.50	\$140.00	\$122.50
Holiday Emergency Onsite Calls (2 Hr Min for Onsite plus Travel)	200% Escalation	200% Escalation	0% Escalation	0% Escalation
Tier 1: Help Desk Services	\$250.00	\$225.00	\$100.00	\$87.50
Tier 2: Technical Support	\$300.00	\$270.00	\$120.00	\$105.00
Tier 3: Engineer / Specialist Support	\$350.00	\$315.00	\$140.00	\$122.50

Notes:

- Pricing above is based on contractual values and do have minimum requirements. Terms and Conditions apply.
- 1 Hour Minimum charge for onsite response, plus any travel time for all services, except for Other Service Options which have different minimums as per above.
- 2 Hour Minimum charge for onsite response, plus any travel time.
- Some exceptions do apply. Always verify your billable rate before requesting services.
- Project-based contracts are excluded from this rate sheet, and will be billed accordingly.
- This rate sheet is DigiCare's official posted rates, and applies to all DigiCare customers effective immediately.
- All batch hour rate purchases are subject to the tier's terms and conditions, and automatically expire after 12 months. All plans automatically renew upon hour exhaustion, unless cancelled in writing prior to expiry.