

## Innotion's TotalCare Support Packages

	Silver	Gold	Platinum	Platinum PLUS <sup>1</sup>	Enterprise
Monthly Onsite Support (in 4 hour increments)	4	8	24	35	1 Full Time Technician
Monthly Report Support Hours	6	8	16	20	1 Full Time Technician
Additional Onsite Hours (During Business Hours)	\$100/hour	\$90/hour	\$80/hour	\$70/hour	\$55/hour
Additional Remote Hours (During Business Hours)	\$85/hour	\$75/hour	\$65/hour	\$55/hour	\$45/hour
Remote Devices Monitored <sup>2</sup>	1	3	5	5	5
Cost for Additional Device	\$10/month	\$10/month	\$10/month	\$10/month	\$10/month
Commitment	12 Months	12 Months	12 Months	12 Months	12 Months
Activation	\$150	\$100	Waived	Waived	Waived
Monthly Charge	\$895	\$1195	\$2495	\$3995	\$9995

<sup>1</sup>The Platinum PLUS Package includes a dedicated technician on site one day a week for the duration of the contract. This package requires onsite space for technician to work in.

<sup>2</sup>Remote devices are monitored for availability. Additional parameters can be monitored, please ask about your specific requirements.