



## COMMERCIAL PRICING – EXHIBIT II

4265 Okemos Road – Suite A  
Okemos, MI 48864  
517-349-4900  
www.gracon.com

### ANNUAL SUPPORT AGREEMENT

|  |            |
|--|------------|
| Multiple Server Environment:                           |            |
| - First Server (Network Operating System)              |            |
| - Two Servers (Same NOS) +\$1,085.00                   | \$2,585.00 |
| - Each Additional Server (Same NOS)                    | \$3,670.00 |
|  | \$1,085.00 |
| Single Server Environment:                             |            |
| - One Site/One Single Server Operating System Coverage | \$2,085.00 |
| LAN Extra Care Hours                                   |            |
| - 16-hour minimum @ \$112.00 per hour                  | \$1,792.00 |
| - Available only with signed Annual Support Agreement  |            |

### ADDITIONAL SUPPORT OPTIONS

|   |          |
|---|----------|
| Management Consulting (Hourly)  | \$275.00 |
| Advanced Engineering Work (Custom Programming)  | \$195.00 |
| Network Consulting – \$195.00 Hourly/ \$390.00 Initial Charge--No Agreement (On-site Consulting: 2-Hour Minimum Charge) | \$390.00 |

### ANNUAL SUPPORT AGREEMENT BENEFITS

(Benefits only apply to those servers listed on Exhibit I of the Annual Agreement)

|  |  |
|--|--|
| - Reduced hourly rates                   | - 2 Hour Response Time   |
| - Server Health Check – 2 times per year | - Access to GSI Secured Web Site   |
| - Event Driven System Alerts             | - Daily Backup Alerts  |
| - Pre-emptive Alerts to Disk Usage       | - Loss to Critical Applications/Servers  |
| - Policy Driven Reporting & Alerts       | - Memory Utilization Monitoring  |
| - Processor Spikes Notifications         | - Customized Management/Audit Reports  |
| - Virus Alerts                           | - Product Warranty Expiration Notices (items purchased from or with the assistance of GSI) |

### NOTICES

Travel will be charged one-way, port-to-port, at the applicable hourly billable rate.

Out of pocket expenses, such as travel, lodging, etc. will be billed separately.

A 48-hour notice of an appointment cancellation is required, or a 2-hour charge will be assessed.

Time logs are sent electronically every other week if there are any charges against your hourly agreement.

**SIGN  
HERE**

Client Initials: MAZ



## COMMERCIAL PRICING – EXHIBIT II

4265 Okemos Road – Suite A  
Okemos, MI 48864  
517-349-4900  
www.gracon.com

### TECHNICAL SERVICE AGREEMENT

#### Technical Service Hours

- 24 Hour Minimum Purchase @148.00 per hour
- Available only with signed Technical Service Agreement

\$3,552.00

### ADDITIONAL SUPPORT OPTIONS

#### Management Consulting (Hourly)

\$275.00

#### Advanced Engineering Work (Custom Programming)

\$195.00

#### Network Consulting – \$195.00 Hourly/ \$390.00 Initial Charge--No Agreement (On-site Consulting: 2 Hour Minimum Charge)

\$390.00

### TECHNICAL SERVICE AGREEMENT BENEFITS

- |  |                                  |
|--|----------------------------------|
| - Reduced hourly rates   | - 8 Hour Response Time           |
| - Product Warranty Expiration Notices (items purchased from or with the assistance of GSI) | - Access to GSI Secured Web Site |

### NOTICES

Travel will be charged one-way, port-to-port, at the applicable hourly billable rate.

A 48-hour notice of an appointment cancellation is required, or a 2-hour charge will be assessed.

Out of pocket expenses, such as travel, lodging, etc. will be billed separately.

Time logs are sent electronically every other week if there are any charges against your hourly agreement.

Client Initials:

*MAB*