

07/23/2001

## Terasyn\* Pricing List

<b>Retainer Rate</b>				<ul style="list-style-type: none"> <li>- Minimum Charge (4 Hours/month)</li> <li>- Charging Increment (15 Minutes)</li> <li>- Minimum Per Call Charge (1 Hour)</li> <li>- Minimum Per Call Charge is Waved for Remote Support</li> <li>- Minimum Charge for Off Hours** Support (2 Hours)</li> <li>- Off Hours rate is 1.5 times the hourly rate</li> <li>- Standard Response Time (8 working Hours)</li> <li>- Emergency Response Time (Under 4 Hours) are charged at 2.0 Rate</li> <li>- Unused hours are not rolled over to next month</li> <li>- If customer chooses to terminate Retainer contract early: - the rate will revert to the Project Hourly Rate for all billable hours incurred to-date</li> </ul>
	<b>3 Month</b>	<b>6 month</b>	<b>12 month</b>	
<b>Hours/month</b>				
4-12	\$150	\$140	\$130	
13-24	\$140	\$130	\$120	
25-40	\$130	\$120	\$110	
41-80	\$120	\$110	\$100	
81-120	\$110	\$100	\$90	
121-160	\$100	\$90	\$80	
161-200	\$90	\$80	\$70	
201+	\$80	\$70	\$60	

<b>Project Rate</b>		<ul style="list-style-type: none"> <li>- Minimum Charge (4 Hours/month)</li> <li>- Charging Increment (15 Minutes)</li> <li>- Charge for work which needs to happen Off Hours** is 1.50 times the hourly rate</li> </ul>
<b>Hours/job</b>	<b>Hourly Rate</b>	
4-8	\$225	
9-16	\$200	
17-24	\$175	
25-32	\$150	
33-40	\$140	
41-80	\$130	
81-160	\$125	

\* Terasyn is a subsidiary of World Wide Web Developer Services, Inc.

\*\* Off Hours from 9:00PM to 6:00AM weekdays, Saturday, Sunday and Holidays