

SERVICES & FEES	NO PLAN	HELP DESK	PREMIUM	PREMIER
MONTHLY BASE FEE + Includes Server & 1 Term	If Available 1 Hour Min	\$100 (\$100/Site)	\$150 + Terms* (\$10/Term)	\$250 + Terms* (\$10/Term)
Business Hours Weekday Mon- Fri 9am-5:59pm Phone, Remote Support	\$198/HR	✓ (Server remote only)	✓	✓
Weekday Evening & Emergency 6pm-10:59pm Phone & Remote Support	\$250/HR	✓ (Server remote only)	✓	✓
After Hours, Weekend & Holidays Phone & Remote Support	\$300/HR	✓ (Server remote only)	✓	✓
On Site (Travel) Fee Based on Time & Day (above)	\$198, \$250 & \$300	✓ (50% Off)	✓ (Up to 3 visits per quarter)	✓
On-Site Hourly Rate Based on Time & Day (above)	\$198, \$250 & \$300	✓ (50% Off)	✓ (Up to 2 hours per month)	✓
Hardware Repair (Labor) (Scheduled during Business Hours)	\$198/HR	✓ (50% Off)	✓ (50% Off after)	✓
Preventive Maintenance & Service Visits (Scheduled during Business Hours)	\$198/HR	✓ (50% Off)	✓ (Annually)	✓ (Bi-Annually)
Non Point of Sale Software Maintenance	✗	✓ (25% Off)	✓	✓
Point of Sale Upgrades as available Restaurant Manager \$500 Total Touch \$200	✗	✗	✓ RM – 35% Disc TT – 50%	✓ RM – 50% Disc TT – Included
Automated & Monitored Off-Site Backup	✗	✗	✓	✓
Custom Reports Email Service	✗	✗	✓	✓
Equipment Rental/Loaners \$100/Mo/Server \$50/Mo all other Hardware	✗	✗	✓ 50% Off	✓ 1 st month Free
Dial Backup and/or 4G Network Backup	✗	✗	✓ Available	✓ Available
Online Ordering Fees RRN Monthly Fees Discount	✗	✗	✓ 50% Off	✓
Add-On Software Modules (For existing Installations)	✗	✗	✓ 20% Off	✓ 35% Off
Antivirus & Anti-Malware Business Class Protection	✗	✗	✗	✓
Network, Firewall and Router Monitoring	✗	✗	✗	✓
Discounted Hardware Repairs (Parts)	✗	✗	✗	✓ 10%-25% Off
On-Site Backup	✗	✗	✗	✓
Predictive Failure, Hardware Replacement Plan	✗	✗	Available Please Call for a Quote;	Available Please Call for a Quote

* + \$10 per station that covers both software licensing and service/maintenance for each terminal
 Please see reverse side for additional information

Call M-F 9-6 804.332.6956 to schedule an appointment for a "Site Evaluation".
 We will customize a plan for your budget. See reverse side for information concerning our affordable **Hardware Replacement Plan and Payment Options Information.** This document is Valid 30 days after receipt.



Providing reliable & affordable full service information technology solutions since 1996

RRN takes pride in offering the kind of service and support plans **YOU** deserve to fit **YOUR** budget.

Please see reverse side for our Rates and Support Plans at a Glance

Hardware Replacement Plan

Are you interested in a plan that can alleviate unexpected downtime that can cost thousands of dollars, only to be compounded by huge new hardware bills? RRN's Hardware Replacement Plan is amazingly affordable when combined with a Premium or Premier Plan and saves you money over the years. Here is how it works;

- You must have a Support Plan Agreement to carry a Hardware Replacement Plan
- RRN will make a "Site Evaluation" to determine the age and condition of your existing hardware
 - This will tell us approximately how much life is left in your hardware and how we can fit new hardware, by replacing your old, into your budget.
- Old Hardware will be replaced with New as needed and as money accrues in your account
 - In the case of businesses whose hardware is in imminent danger of failure and needs replacement immediately, RRN offers several financial options.
 - **Pay one year in advance for new hardware to be installed immediately, and receive 13 months of Support for the price of 12.**
 - **Leasing Options are available and customized for each business.**
 - **RRN Financing available through Electronic Funds Transfers.**

Customized Rental, Leasing & **RRN** Financing Plans Available

Let **RRN** supply all your needs to run your business efficiently in one monthly, quarterly or yearly payment
Call the office for more information

Payment Options

- Pay a year in advance by Cash/Check for Support, and receive 13 months of support for the price of 12 months
- Pay a year in advance by Cash/Check for Hardware Replacement Plan and begin replacing Hardware immediately
- Quarterly & Bi-Annual Cash/Check Payment Option
 - Checks must be in house within 30 days of invoice date to avoid late fees.
 - Late Fee is \$25 and Support, Service & Maintenance is not available after a 30 day grace period.
 - \$5.00 installment fee will be added to each quarterly payment
- Electronic Debit through your Credit Card Processor – Fees Varies (0% - 3.5%)
- Automatic Credit Card Payments
 - 3% Processing Fee will be added to all credit card payments, Monthly & Quarterly options available.
 - Declined Credit Cards may be considered late payments.
 - Signed Credit Card Payment Agreement is required.

Please call the office to discuss any of our payment options – 804-332-6956

Additional Information

- Site and Hourly Rates
 - non-accumulative and do not add up or transfer to the next quarter or month (non-accruing)
- All Plan hours are billed in 15 minute increments with a \$50 minimum for phone & remote support and .5 hours on site, including any hours or site visits after **FREE** hours and visits are used.
- Please call and schedule appointments during daytime business hours** for all non-emergency work requests
- For all Support and Service calls after 6pm, please call RRN's After Hours Technical Support & Service Phone Number given to you with your agreement
- Premier Customers take precedence during adverse service times (storms, electrical outages etc).
- You may upgrade your Support Plan anytime during the agreement
- Pay FULL Annual Payment - Get 1 month support **FREE!!!!**
- NO Plan Customers
 - Availability not guaranteed / No Plan Retail Rates Apply
 - You may purchase a plan by credit card at any time and receive total benefits of that plan immediately.
 - All support calls (telephone, remote or site) must be paid prior support.
- Holidays include the following: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas