



Annual Software Maintenance Plans (SMP)

All POS systems sold by NIT Business Solutions, Inc. include Ninety days FREE enrollment in our Enhanced Software Support Plan (a \$450 value).
 Once this initial service plan expires, users may enroll in a plan of their choice.
 Hourly service fees for users who do not enroll in a support plan are detailed in Table-2.

SERVICES & FEES	Premium	Enhanced	Basic	Discounted	Notes
MONTHLY FEE	\$1,000/STN/SVR	\$150	\$100	\$60	
Software Maintenance Upgrades	Included	Included	Included	Included	Typically 2 to 3 updates per year
Remote support during business hours	Included	Included	Included	50% Discount	Business Hours: 9am -5pm M-F
On-Site Support during business hours	Included	Included	50% Discount	25% Discount	Business Hours: 9am -5pm M-F
Travel Time During business hours	Included	Included	50% Discount	25% Discount	In San Diego County Only.
RM Monitor Service	Included	Included	50% Discount	25% Discount	
Customer Receipts Email Services	Included	Included	50% Discount	25% Discount	
Automated Off-Site Backup	Included	Included	25% Discount	10% Discount	
Onsite Preventive Maintenance	Included Twice a year	Included Once a Year	25% Discount	10% Discount	
1 Hour off-site training classes	Included	Included	25% Discount	10% Discount	Up to 3 staffs per class
Software Version Upgrade	Included	Included, installation billed separately	25% Discount installation billed separately	10% Discount	A new version is released approximately every 18 months
Business Consulting	Included	Included	25% Discount	10% Discount	2 visit per year
Equipment Loaner	Included	Included	25% Discount	10% Discount	
After Hours Remote support	Included	50% Discount	25% Discount	10% Discount	
After Hours On-Site Support	Included	50% Discount	25% Discount	10% Discount	
After Hours Travel Time	Included	50% Discount	25% Discount	10% Discount	In San Diego County Only
Equipment Repair (Labor)	Included	50% Discount	Not Included	Not Included	
Customer Paging via Text Message	Included	25% Discount	Not Included	Not Included	Requires RM Hosting Module
On-Line Ordering Services	Included	25% Discount	Not Included	Not Included	
Equipment Repair (Parts)	Included	Not Included	Not Included	Not Included	
Add-On Modules	25% discount on new software modules	Not Included	Not Included	Not Included	

Table-1



Regular Support and Service Fees

Regular Support and Service Fees for Customers WITHOUT Any SMP				
	Annual or Monthly or Regular Fees	Regular Business Hours: Monday – Friday 9:00am – 5:00pm	After Hours Weekdays: Monday – Friday 5:01pm -8:59am Sat.: 9:00am – 5:00pm	After Hours Weekends, Sunday and Legal Holidays
Software Maintenance Upgrades	\$100 / update			
Remote support		\$75 / 15 Minutes	\$112.50 / 15 Minutes	\$150 / 15 Minutes
On-Site Support		\$300 per Hour (One Hour Minimum) plus Travel Time Charge	\$450 per Hour (One Hour Minimum) plus Travel Time Charge	\$600 per Hour (One Hour Minimum) plus Travel Time Charge
Travel Time Charge		\$50 per Hour (One Hour Minimum)	\$75 per Hour (One Hour Minimum)	\$100 per Hour (One Hour Minimum)
RM Monitor Service	\$60 / Month			
Customer Receipts Email Services	\$40 / Month			
Automated Off-Site Backup	\$365 / Year			
Data Recover Fee		\$2,000 / Incident	\$3,000 / Incident	\$4,000 / Incident
Onsite Preventive Maintenance		\$300 per Hour (One Hour Minimum) plus Travel Time Charge		
1 Hour off-site training classes		\$300 per Hour class		
Software Version Upgrade	Call Dealer, \$800 Minimum			
Business Consulting		\$300 per Hour (One Hour Minimum) plus Travel Time Charge		
Equipment Loaner	\$10 - \$25 / Day			
Equipment Repair (Labor)	Call Dealer			
Customer Paging via Text Message	\$40 / Month			
Equipment Repair (Parts)	Call Dealer			
On-Line Ordering Service	Standard: \$99 / Mn Enhanced: \$149 / Mn			
Add-On Modules	Call Dealer			

Table-2