

SB Solutions

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All Services may be purchased separately (See separate Pricing Below**)**

Service	Level I	Level II	Level III
Phone/email Support	X	X	X
Online Remote Support Assistance	X	X	X
Program Updates with Logo (Non Customized)	X	X	X
Import Data (One Time at Install)	X	X	X
Custom Billing Statements/Information Sheets	X	X	X
Online Training (As Needed)	X	X	X
Website Integration		X	X
ftp Data Backup		X	X
MS Word Mail Merge Assistance			X
Pictures with Listings			X
Cost Per Year (Multiple Users)	\$ 295.00	\$ 420.00	\$ 495.00
Cost Per Year (Single User)	\$ 195.00	\$ 320.00	\$ 395.00

NOTE: Customized programs add \$100/yr, Weekend Support add \$100/yr

Individual Service Pricing-With No Annual Support

Phone/email support (max 30 minutes)	Varies (\$5-\$25) Per Instance (paid in advance)
Program on CD Priority Mail	\$ 15.00 Each Instance
Import Data	\$ 30.00 Per Table/Spreadsheet
Logo Insertion	\$ 10.00 Per Update
Multi User Setup Assistance	\$ 50.00 One Time Fee Each Update
Program Update Assistance	\$ 30.00 Per update
Custom Billing Statements/Information Sheets	\$ 25.00 Each Request or Update
MS Word Mail Merge Assistance	\$ 25.00 Each Document
Website Integration (Directories/Calendar)	\$ 175.00 Per Year
Website Calendar Integration Only	\$ 50.00 Per Year
Access 2007/2010 Conversion	\$ 25.00 One Time Fee Each Update
ftp Data Backup	\$ 25.00 Per Year
Online Training	\$ 30.00 Per 30 minutes
Pictures/Banners with Listings	\$ 75.00 Per Year
Click Thru Stats	\$ 75.00 Per Year

Custom Programming Fees

Program Customizations (With Support)	\$ 50.00 Per Hour
Program Customizations (Without Support)	\$ 75.00 Per Hour