

Technical Support Programs

KACO's provides three technical support programs as described below. Programs can be modified to fit a customer's individual needs, however, modifications must be in writing and have prior agreement.

Time and Materials

- Customers are billed for actual hours spent providing hardware, software, network and other support.
- Hardware and other materials at current pricing.
- Current per visit *Service Call Fee* (30 minute times the current hourly service rate)
- Service calls within the county of operation are charged a *Service Call Fee*. Outside the county of operation a *Service Call Fee* plus actual travel time in 15 minute increments.
- Third priority response time

Pre-Purchased Support Blocks

Customers pre-pay for support hours by purchasing block of hours in 10, 20, 50 or 100 hour blocks.

- Current hourly rate - Monday through Friday form 8am to 5pm.
- Purchases of 50 hour blocks are discounted at 5% of current hourly rate. Purchases of 100 hour blocks are discounted at 10% of current hourly rate.
- Hours used outside of normal business hours are redeemed at 1.5 times actual hours.
- Hardware and other materials at current pricing.
- Second priority response time.

Technical Support Agreement

KACO will custom design a support agreement to meet the customer's needs but they generally will include hardware, software and network onsite and telephone technical support. Hardware and other materials are billed at current pricing. Rates and services are contracted for on an annual basis. **KACO** can provide onsite part time or full time support. Customers with a *Technical Support Agreement* receive first priority response time.