

**Base rate** = published monthly package price before discounts

**Supported customer** = Customer seat for which whitelabel support applies

**Standard Ticket rate** = \$100

Package	Monthly Price	Included Ticket Count	White-Label support included supported customers
Budget	\$250	2 + \$50 / additional Ticket Standard rate applies above 5 Tickets	1 + \$100/additional supported customer <b>This offering has no discounted base rate</b>
Basic	\$500	5 + \$100/ additional Ticket 1K Ceiling upgrades to next tier	3 + \$50/additional supported customer
Standard	\$1000	15 + \$100/ additional Ticket 2K Ceiling upgrades to next tier	7 + \$50/additional supported customer
Pro	\$2000	30 + \$100/ additional Ticket	10 + \$50/additional supported customer

Custom Packages can be negotiated

#### Add-ons:

- After Hours Availability | 2x Standard Ticket Rate (Emergencies only 30min SLA)
- Project-Based Work: Quoted separately, priced on project

#### Discounts:

- Monthly Retention (MSP only):
  - 10% off base rate <sup>[1]</sup>
- Yearly Retention:
  - MSP: 5% off base rate/supported customer (50% ceiling) <sup>[1-1]</sup>
  - Direct customers: 20% off base rate <sup>[1-2]</sup>
- Charity: 50% off total <sup>[1-3]</sup>
  - MSP: Charity customers do not add to the supported customer count <sup>[2]</sup>

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1. Excluding budget package ↔ ↔ ↔ ↔

2. Including budget package ↔