

**Rate Schedule and
 Letter of Engagement**

Please indicate your selection and complete the "Payment Method" section. Fax completed form to 860 233-9627.

Phone Support (with Internet support option)

Peachtree Windows / ACT / Timeslips / Crystal

- \$50 Per Call- 1st 10 min, \$4 ea add'l min
- \$349/yr Unlimited Annual Support Peachtree, Act, Timeslips
- \$599/yr Unlimited Annual Support Peachtree and ESC
- \$99/yr Internet Support Option (Free with annual Support)
- \$399/yr Internet Support Option for ESC only

MAS200/ MAS90 / Peachtree Classic / Peachtree2000

- \$100 Per Call-1st 10 min, \$6 ea add'tl min
- \$1500/yr Unlimited Annual Support MAS90/200
- \$699/yr Unlimited Annual PT Classic / 2000

Syllatrex staff has an average of more than 10 years experience in Best Small Business Products. Syllatrex reserves the right to limit call length especially during peak seasons. "Per Year" plans are valid 1 year from purchase. Emergency support is always given priority service. Additional 10% Discount for each support plan up to a maximum of 30% off.

Training Classes and Internet Training

We guarantee you get the basics the first time or come back within 60 days for free.

- | | | | |
|--------------------------------------------------------------|--------------------------------------------------|----------------------------------------------|-------------------------------------------------|
| Peachtree Complete Accounting and ACT----- | | Timeslips----- | |
| <input type="checkbox"/> \$299 Day 1 Setup | <input type="checkbox"/> \$299 ACT | <input type="checkbox"/> \$299 Billing Cycle | <input type="checkbox"/> \$299 Advanced Reports |
| <input type="checkbox"/> \$299 Day 2 Operations | <input type="checkbox"/> \$299 ACT with PT Link | <input type="checkbox"/> \$299 Introduction | <input type="checkbox"/> \$299 Tips and Tricks |
| <input type="checkbox"/> \$299 Day 3 Forms/Job Cost/ Payroll | <input type="checkbox"/> \$395 Peachtree Crystal | <input type="checkbox"/> \$299 Intermediate | |
- Classroom Special Savings - \$499 for any two days, \$749 for three days (add \$75 for Crystal), Maximum of 4 students per class.
- \$350 One-on-one Client Topic selected date in any software program
 - \$50 Technology Forum 1 member (Free with annual Support)
 - \$100 Technology Forum 3 members
- Held 2 times a year from 8:30-10:45

Timeslips Internet Training

- \$250 Timeslips Billing Cycle
 - \$229 Timeslips e-Consulting 2hrs*
 - \$399 Timeslips e-Consulting 4hrs*
 - \$250 Introduction to Timeslips
 - \$250 Intermediate Timeslips
 - \$250 Intermediate Timeslips
 - \$299 Timeslips Tips/Tricks
 - \$299 Timeslips Advanced Reporting
 - \$299 Timeslips Advanced Reporting
- Call for Internet Demonstrations. Let us train you with our Certified Consultants from the comfort of your office or home.

Consulting Projects, On-Site Visits (plus mileage @ .50 per mile and travel time see below) & Research Services

- Peachtree / ACT / Timeslips / Crystal \$140 /hour, 2 hr min
- ESC Electronic Service \$150 /hour, 2 hr min
- MAS200/ MAS90/ Peachtree Classic / Peachtree 2000 \$175 /hour, 2 hr min

Timeslips – Bill Preparation Services- Bills delivered in print or PDF format

- Setup and Data Conversion \$135 /hour, 2 hr min
- Monthly Time Slip Entry and Bill Preparation \$50 hour, \$200 Monthly min plus delivery charges
- Monthly Mail Box for Slips-by-Phone \$29 month
- Timeslips Annual Software Upgrade and Monthly Data CD delivery \$299 year

Hardware/Networks - System Administration and Telephone Support

- \$50 Per Call 1st 10 Min, 4 ea add'tl min \$140/hr On-site visit, plus travel with 2 hr minimum
- \$399/yr 1-10 Users \$699/yr 1-10 Users with semiannual 2 hr on-site
- \$699/yr 11-20 Users \$990/yr 11-20 Users with semiannual 3 hr on-site

Travel will be billed after each on-site. Semi-annual on-site includes system check, backup verification and virus protection review with management summary and recommendations. Additional 10% Discount for each support plan up to a maximum of 30% off.

Payment Method: VISA Master Card American Express ? Please fax or e-mail paid invoice.

Credit Card Number	Company Name	/
Cardholder Name	Phone	Cardholder Signature
Billing Address	Billing City, State	Billing Zip Code

Payment is required at time services are rendered. I have read & agree to the above terms and rates. Syllatrex is authorized to apply charges to the above credit card for support services requested. Credit card or check accepted for On-sites & classes.

Calls are screened at no charge to you to gain as much information as possible regarding your particular problem in advance. Charges begin after screening when technical support actually commences. Most support calls returned and resolved on the same day or within 24 hours. Syllatrex reserves the right to refuse service. A 25% premium is charged for issues relating to obsolete or out-of-date software, i.e. more than two releases from current product. A 2-hour minimum charge applies to on-sites cancelled with less than 24-hour notice. Special reports or requests are billed a 1 hour minimum research fee with written estimates provided upon completion of research. Travel time is billed 1-way within 50 miles of W. Hartford at \$75 an hour and both ways over 50 miles. Standard Business Hours: Monday – Friday 9am-5pm EST. After hours, holiday, and weekend support is billed with 50% premium over standard rates. NSF check fee \$50. Rates are effective 9/1/2005 and are subject to change without notice.

Syllatrex International Inc.

10 N Main St, Suite 207 West Hartford CT, 06107
(860) 233-3460, (800) 795-5287
Fax (860) 233-9627

**Support Request
Details**

Sage Software Platinum Consultants
2003-2004 Sage Small Business Steering Committee
Celebrating 20+ Years of Service to Small Business
1983 - 2005

Company Name: _____

Contact Name: _____

Phone, Extension: _____

Email Address: _____

Fax: _____

Please describe your problem in as much detail as possible.

Do you have high speed internet? _____

If possible, attach screen images.

Can you send us a backup? _____
