

Retainer Plans

Six Feet Up offers commercial support for a variety of open source technologies. The following “use it or lose it” plans describe the scheduling options available **during business hours** based on hours per month, response and resolution time.

| On Standby Support | | No support hours included |
|------------------------|--|---------------------------|
| \$200 per month | Six Feet Up maintains development and testing environments with your code up and running. Work can therefore begin immediately if a problem arises without the need for setup. | |

| Priority Scheduling | 1 day response time/ Work scheduled within 5 business days | | | | | |
|--------------------------|--|---------|---------|---------|---------|---------|
| | A | B | C | D | E | F |
| Monthly Fee | \$330 | \$825 | \$1,550 | \$2,325 | \$3,000 | \$6,750 |
| Number of hours included | 2 | 5 | 10 | 15 | 20 | 50 |
| (hourly rate) | (\$165) | (\$165) | (\$155) | (\$155) | (\$150) | (\$135) |

| Rushed Scheduling | 4 hour response time / Work scheduled within 3 business days | | | | | |
|--------------------------|--|---------|---------|---------|---------|---------|
| | A | B | C | D | E | F |
| Monthly Fee | \$350 | \$875 | \$1,700 | \$2,550 | \$3,200 | \$7,500 |
| Number of hours included | 2 | 5 | 10 | 15 | 20 | 50 |
| (hourly rate) | (\$175) | (\$175) | (\$170) | (\$170) | (\$160) | (\$150) |

| Urgent Scheduling | 1 hour response time / Work scheduled within 1 business day | | | | | |
|--------------------------|---|---------|---------|---------|---------|----------|
| | A | B | C | D | E | F |
| Monthly Fee | \$500 | \$1,250 | \$2,400 | \$3,360 | \$4,600 | \$10,500 |
| Number of hours included | 2 | 5 | 10 | 15 | 20 | 50 |
| (hourly rate) | (\$250) | (\$250) | (\$240) | (\$240) | (\$230) | (\$210) |

| Emergency Scheduling | 15 min. response time / Work scheduled within 4 bus. hours | | | | | |
|--------------------------|--|---------|---------|---------|---------|----------|
| | A | B | C | D | E | F |
| Monthly Fee | \$600 | \$1,500 | \$2,900 | \$4,350 | \$5,600 | \$13,000 |
| Number of hours included | 2 | 5 | 10 | 15 | 20 | 50 |
| (hourly rate) | (\$300) | (\$300) | (\$290) | (\$290) | (\$280) | (\$260) |

| “A la Carte” Emergency Scheduling | | Work to start within 5 business days |
|---|--|--------------------------------------|
| \$300 per hour <i>During normal business hours</i> | This is a plan for business emergencies where Six Feet Up has the resources available to address the issue. Resource availability guarantee is not available with this option. | |
| \$350 per hour <i>Outside normal business hours</i> | | |