

Annual Support Contract Matrix

	Silver	Gold	Platinum
Email	YES	YES	YES
Telephone	YES	YES	YES
Instant Messenger ¹	NO	NO	YES
Guaranteed Response Time	Next business day	4 Hour	1 hour
Support Incidents per Month ²	5	10	Unlimited
M-F 9AM-6PM EST	YES	YES	YES
After Hours Support	NO	NO	YES
Single Contact ³	YES	YES	NO
Remote Access	YES	YES	YES
Monthly Database Maintenance	NO	NO	YES
Contract Duration	1 Year	1 Year	1 Year
Annual Cost	<i>For current pricing , please contact us</i>		

¹ Instant Messenger - Platinum contract customers will be provided with an MSN Instant Messenger address to contact FTG Support Staff

² Support Incidents Per Month - Silver and Gold contract customers will be charged normal hourly rates for additional support incidents

³ Single Point Contact - Only one person is authorized to request support. Platinum contract customers are not limited to a single contact person.