

<b>Concierge Plans</b>	<b>Hourly (no plan)</b>	<b>Basic</b>	<b>Standard</b>	<b>Premium</b>
Cost per Month	N/A	\$29.95	\$49.95	\$69.95
Total Value	X	\$450	\$930	\$1534
Annual Prepay Option (5% Savings)	N/A	\$340	\$570	\$795
Hours of Service Included Annually	X	3	5	7
Support Hours				
Value of Support Hours	X	\$450	\$750	\$1050
Discount on support hours	X	10%	20%	20%
Copay per on-site visit	N/A	\$20	\$20	\$20
Discount on hours in excess of plan	X	X	X	20%
Net Effective Discount <sup>2</sup>	0%	20%	35%	45%
Included Features				
Automatic PC Optimization and Tuning	X	X	✓	✓
Send requests for service and remote support	X	X	✓	✓
Discount on additional plan hours	X	X	✓	✓
Remote Support 30 minute minimum waived	X	X	✓	✓
Discounts on Equipment and New Systems	X	X	✓	✓
Number of licenses included for Optimization and Tuning <sup>1</sup>	X	X	1	2
Value of licenses included	X	N/A	\$120	\$240
Webroot Premium Anti-Virus and Malware Protection managed and maintained by us	X	X	✓	✓
Value of Webroot service included	X	N/A	\$60	\$120
Carbonite Remote Backup	X	X	✓	✓
Value of Carbonite backup included	X	N/A	\$62	\$124