



Pre-Paid Training Plan Rate Card

Services	Pre-Paid A	Pre-Paid B	Pre-Paid C	Pre-Paid D
Hours*	10 - 20	21 - 40	41 - 60	61+
Price Per Pre-Paid Hour	\$75	\$70	\$65	\$60
List of Training Applications Covered**	OS 9, OSX, Apple iApps, .Mac, AppleWorks, iWork, Microsoft Office	OS 9, OSX, Apple iApps, .Mac, AppleWorks, iWork, Microsoft Office	OS 9, OSX, Apple iApps, .Mac, AppleWorks, iWork, Microsoft Office	OS 9, OSX, Apple iApps, .Mac, AppleWorks, iWork, Microsoft Office
Phone Training Support	Yes / Discounted from pre-paid hours	Yes / Discounted from pre-paid hours	Yes / Discounted from pre-paid hours	Yes / Discounted from pre-paid hours
Bonus Phone Support Time	N/A	30 mins. per year	45 mins. per year	60 mins. per year
Extra Phone Support Minutes	Yes / \$80 per/hr*	Yes / \$80 per/hr*	Yes / \$80 per/hr*	Yes / \$80 per/hr*
Remote Training Support Client included if using OS 10.2 or above. LogMeIn software required for OS 10.4.x – 10.5.x or AIM / .Mac account for OS 10.5.x iChat screen sharing.	\$100.00 per Mac - Remote troubleshooting and training time is discounted from pre-paid hours	\$100.00 per Mac - Remote troubleshooting and training time is discounted from pre-paid hours	\$100.00 per Mac - Remote troubleshooting and training time is discounted from pre-paid hours	\$100.00 per Mac - Remote troubleshooting and training time is discounted from pre-paid hours
Bonus Remote Support Time Included	N/A	N/A	30 mins. per year	30 mins. per year
Additional Remote Training Support	Yes / \$75 per hour extra*	Yes / \$70 per hour extra*	Yes / \$65 per hour extra*	Yes / \$60 per hour extra*
Are the yearly hours transferable	No	No	No	No

*Non pre-paid time or one hour at a time of training time is billed between \$85 and \$125 an hour depending on the application. Your savings are significant when pre-paying for training time.

**If the application is not listed it falls under a specialized application and is only available at the regular training price.