

### 1. Prevail – Association Management Software™ Monthly License

- Individual Associations \$300/month + \$25/system (including server)
- Multi-Association Organizations & Association Management Companies \$200/month + \$200/database (min. \$600/month)

### 2. Website Maintenance and Hosting Services

- Website Hosting Admin Fee \$25/month \* (includes maximum of 20 email boxes)
- Website Design/Development/Maintenance Services \$100/hour

### 3. Association WebSuite™ Monthly License Fees

- |   | <u>Individual Pricing</u> | - OR - | <u>Package Pricing</u>        |
|---|---------------------------|--------|-------------------------------|
| - Basic Bundle (up to 1,000 records per module)<br>(News, Calendar, Jobs Forum, Classifieds, Related Links) | \$99/month                |        |                               |
| - Input Forms Module  | \$99/month                |        | AWS+1=\$149/month             |
| - Buyers Guide Module   | \$99/month                |        | AWS+2=\$179/month             |
| - e-Bulletin Module   | \$99/month                |        | AWS+3=\$199/month *           |
|   |                           |        | (* includes FREE web hosting) |

### 4. PRIMA® Monthly License PRIMA® & PRIMA2® Monthly License

- |             |   |
|-------------|---|
| \$199/month | Internet tools for your <i>Staff</i> to access Prevail data   |
| \$249/month | Internet tools for your <i>Members</i> , to access profile info,<br>Receipts and CEU history; plus Prevail registration tie-ins |

### 5. Support & Consulting Services

\$100/hour

#### Services **Not** Typically Billed

##### Phone/Email Support

- Short phone calls, 15 minutes or less per call
- Prevail technical support & troubleshooting resulting from software errors
- Basic and intermediate Prevail technical assistance – less than 1 hour per day

##### Software Development

- Non-urgent Prevail enhancements/modifications that you request or suggest
- New Prevail research & development

#### Services **Typically** Billed

##### Phone/Email Support

- Support for all third-party software (Word, Excel, Peachtree, etc.)
- Advanced Prevail technical assistance (any call that is one hour or longer)
- Networking or general system diagnostics and troubleshooting

##### Software Development

- Urgent Prevail enhancements/modifications that you require or suggest
- Custom applications and reports developed exclusively for your organization

##### Other Services

- All on site services & services provided after regular business hours
- Peachtree setup, installation, training, report modifications and troubleshooting
- Prevail and Association WebSuite Training Classes

## Notes

1. All services are billed in fifteen minute increments. Some short phone calls may be omitted from your invoice.
2. All services, including support, are billable in any billing cycle where an account is past due. Payment terms are 'net due upon receipt'.
3. Payment by credit card is available. We currently accept VISA, MasterCard, American Express and Discover. Contact us for details.
4. All on-site services are considered billable. These are services provided at your location, including but not limited to software installation, upgrades, repairs, troubleshooting, configuration, training, consultation, etc. Certain travel expenses may be considered billable for clients located outside of Central Ohio.
5. "Software Development" includes all software development, modifications, enhancements and related tasks, such as designing, debugging, testing and any subsequent modifications which are performed to meet the specific requirements of your organization. This includes enhancements and extensions to the Prevail system, as well as freestanding and integrated applications, reports or file maintenance applications intended for your organization's exclusive use.
6. Prevail is the culmination of thousands of hours of development and is built upon the feedback of our clients. In many instances, your ideas or suggestions are incorporated in Prevail updates at no charge and are provided to benefit others using the system. We refer to those items as "Product Enhancements".

"Product Enhancements" must meet the following criteria:

- The enhancement must provide a universally potential benefit to all other users of the Prevail system.
- The enhancement must fit cohesively within the existing design of the Prevail system.
- The enhancement is not provided immediately to meet an urgent need of a client.

"Software Development" These services are considered billable and meet any of the following criteria:

- It meets a unique need of a client exclusively. (This includes specialized reports, invoicing software, directory generation software, data conversion software, etc.)
- It can be a freestanding program or one that is integrated with Prevail.
- It can be a Prevail enhancement (i.e. Product Enhancement) or modification that you request to be completed immediately or with an urgent priority.