



# PERCONTI DATA SYSTEMS, INC.

*Software Design and Data Systems Consulting*

March 20, 2009

Dear Customer:

As we normally do, we are publishing our rates for the upcoming maintenance period (effective October 1, 2009). More than any other time in our 26 year history, we know that budgets are being slashed across the board, and we are certainly doing our part to help out in that area. **There will be no maintenance increase this year – at any level.** Additionally, we are offering the **ability for customers to move from a fiscal year schedule to a calendar year schedule.** A number of our customers have requested this option so you will see that pricing below – the price is higher as you are paying for 15 months of maintenance (through December of 2010) but the rate is the same and you will be extending the time you get that rate. We are continually striving to meet and exceed the demands of our customers, while keeping maintenance reliable, affordable, and a value to those who continually renew their contracts.

The pricing structure is below:

Plan	# of hours (per month)	Annual Cost	15-Month Cost
Diamond	160 (dedicated)	\$150,000	(already on calendar system)
Platinum	80	\$68,000	\$85,000
Titanium	60	\$56,000	\$70,000
Gold	40	\$42,000	\$52,500
Silver	24	\$30,000	\$37,500
Bronze	12	\$15,000	\$18,750

These hours will be averaged using a rolling average over the course of the year. I will be contacting each of you to try and determine the level you are choosing and the time period.

We would recommend choosing a plan that suits your anticipated needs over the year as well as fits your budget. For recommendations on which plan would be best for you, please call me and we can discuss your options. During these times of thin budgets, keep in mind that there are many things that can be done with you maintenance hours – **training, consulting, and custom changes and reports are all things that can alleviate the strain of reduced staff levels.**

Invoices will be going out at the beginning of September, 2009.

Sincerely,  
Perconti Data Systems, Inc.

Brian Perconti, Sr.

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