



RVA
POS



RICHMOND
RESTAURANT
NETWORK

804-332-6956 *RichmondRestaurants.Net*

Discounted Support, Service & Maintenance Rate Sheet

Please see RRN Plan Sheets for details of RRN's [Help Desk Support Plan](#), Premium and Premier [Support, Service & Maintenance Plans](#).

We offer a [Scheduled Hardware Replacement Plan](#) and a [Rental Plan](#), Call Us for your plan(s) today.

RRN Support Availability Hourly Support & Service Rates ¹ : Includes Telephone, Remote, & On Site	Help Desk & On-Site HOURS	Support & Service Plan Rates after 50% Discount
Weekday Day Hours	Mon-Fri 9am-5:59pm	\$99.00/hr
Weekday Evening and Emergency Hours	Mon-Thurs 6pm-10:59pm	\$125.00/hr
All Other Hours, including Weekend and Holidays ²	2am-8am availability not guaranteed	\$150.00/hr
Physical Site Visit Rates: per visit ³ In addition to Hourly Rates	Payment must be made prior to service unless RRN has a signed agreement with business requesting support. RRN accepts CASH, Company Checks, Visa, MC and Discover.	
Weekday Day Site Visit	Mon-Fri 9am-5:59pm	\$99.00/ea
Weekday Evening and Emergency Hour Site Visit	Mon-Thurs 6pm-10:59pm	\$125.00/ea
All Other Hours, including Weekend and Holidays ²	2am-8am availability not guaranteed	\$150.00/ea
Extended Range Site Visits over 25mi. Richmond, VA (by Appointment Only)	additional fee per 25 miles travel from office	\$25.00
Surcharge for all Credit Card related support for customers NOT using POS Software approved processor. ⁴	All Hours	\$150.00/ea
¹ RRN PLAN minimum charges, On-Site Service is .5 hours plus applicable Site Visit.		
² Weekend, Holiday & After Hours Support is based on availability & may be available 11PM-3AM for Support Plan Customers		
³ These charges are in addition to hourly rates for On-Site Visits. Once a technician is dispatched, customer is required to pay the Site Visit Fee.		
⁴ These fees will be PAID IN ADVANCE and are in addition to the site visit fee with the same payment terms.		

NO PLAN CUSTOMERS, (NPC):

MUST PAY PRIOR TO OR AT TIME OF SUPPORT, SERVICE OR MAINTENANCE RATES ARE DOUBLE THE 50% DISCOUNTED RATES ON THIS SHEET.

- Minimum Telephone/Remote .25 of Hourly Support & Service Rates
- RRN's Standard Retail Hourly Rates for all No Plan Customers are \$198, \$250, and \$300 respectively.
- Minimum support for a Site Visit is 1 hour (\$198, week day hours), plus site visit fee (\$198, week day hours)
- Availability for support/service not guaranteed for NPC (Only RRN Plan Customers have guaranteed access)
- All support/service calls for NPC's (Telephone, Remote Desktop or On-Site) must be paid prior to or at the time of support/service for NPC's, by a Duly Authorized Employee. Payment may be made by Company Check or Cash
- IF NPC is paying with a Company Credit Card, the card must be listed on the Previously Received & SIGNED by CARD HOLDER "Addendum A" of the "RRN CREDIT CARD USE & CREDIT AUTHORIZATION AGREEMENT". OR the Agreement must be signed by CARD HOLDER ONLY at time of Service/Support. (RRN CC Agreement attached)
- You may purchase an annual plan at any time, even in an emergency, and receive total benefits of that plan immediately, if available. Payment must be immediate and must be for a full year with this option.

RRN Plan 100% & 50% Discounted Rates and Access to Support, Service & Maintenance Only Apply for Customers with a signed Support/Service Plan Agreement and are current on plan payments.

Payments: A 3% fee will be added to all credit card charges. Please see invoice for any additional payment terms.