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|  | CUSTOMER CLASSIFICATION | | |
| BENEFIT | PM | TSP | STANDARD |
| **Preventative Maintenance.** Requested machines are PM’d annually, with full documentation noting any issues found and follow up recommendations. | **x** | **-** | **-** |
| **Service terms**. Payment terns of 10% 10NET30 on any service work performed by CNC Technical Services personnel throughout the year. | **x** | **-** | **-** |
| **Full email and phone support.** Customers will still be able to call in their service requests, but will also have access to a new service email address they can use to send technical questions and receive priority response. | **x** | **x** | **See Note 3** |
| **Access to our website’s Technical Reference Library (TRL).** Customers will find certain technical manuals and documentation, general troubleshooting techniques and other information that is available 24 hours a day, 7 days a week. Note: requires login username and password to access. | **x** | **x** | **-** |
| **Enhanced Documentation.** We will share certain documentation to customers via email that we typically would not provide before. Also, any standard manuals we have electronically will be provided at no additional cost. | **x** | **x** | **Limited/ may require a charge** |
| **Preferred status.** Whether it is in response to an email request or the need for us to come out for a service call, customers will benefit from priority response. | **x** | **x** | **-** |
| COST | See Note 1 | See Note 2 | See Note 3 |

Note 1: The cost is calculated based on the annual premium to perform the PMs for the requested machines. To calculate the monthly rate, we determine the total cost to perform all the PMs requested, then take a 10% discount off the total and divide that by 12 to achieve the monthly rate. This monthly rate is due on the 15th of each month.

Note 2: The cost is $50/month billed at time of sign up, paid through end of year and renewed annually in January thereafter.

Note 3: Customers will still be able to contact us for technical support via phone and email, but their requests will be processed after all the requests from **PM** and **TSP** customers have been processed. Also, there will be a charge of $50/hr for any service requests that requires at least ½ hour of time to process.