LEGACY CLIENT CONTRACT EXPIRATION NOTICE

<u>The deadline to migrate legacy block-hour contracts is set for Dec 31, 2022.</u>

To streamline all services and contracts, we're moving away from all legacy RMM contracts formally and will no longer support any legacy contracts (without prior written approval by Vikram).

What do you need to know:

There are two contracts supported post this deadline, Silver or Gold (these already include the 2023 pricing increases):

- **Silver contracts** will cover any support and configurations for the RMM. **Price is** ==$1575/month== effective Jan 1, 2023
- **Gold contracts** will cover any custom development in addition to the support & configuration for the RMM. (Dev is limited at up to 10 hours per request, else this becomes a chargeable project). **Price is** ==$2575/month== effective Jan 1, 2023

<u>**To the Account Management Team:**</u> Please see that these conversations are had around the ending of any legacy contracts and urge clients to switch before December 2022. Once your partners approve the new plan, please or if you need further information, please email [contracts@provaltech.com,](mailto:contracts@provaltech.com) and the team will send them new agreements.

<u>To the Service Ops Team:</u> Please ensure that any contracts that come through for upgrades are promptly followed up, emailed out, and updated within the Autotask PSA system with the new attachment when the contract is signed.

<u>To the Automation Team:</u> Please stay vigilant as to which contracts the client is on through this end of the transitionary period.