

SD-CyberOffice Price Sheet

A minority of CyberOffice users are paying solely the \$10/mo minimum, because they are but partially harnessing the features. Among those harnessing more intensively, fees can accumulate more significantly. If you're using about half the features but doing so intensively, you'll likely average about \$10/mo per tech. Extensive RoboCalling can add significantly.

Actual per-item fees are as follows:

- Scenario 1: .90/website-originated, scheduled service request
- Scenario 2: .35/email-triggered first-time appointment (on already-existing job)
- Scenario 3: .25/email-triggered follow-up appointment
- Scenario 4: .15/completed confirmation resolution, plus .01/item that included tech-pic
- Scenario 5: .01/month/pending job, .30 for first JobStatus view, .10 for each view after¹
- Scenario 6: .01/Tech-Tracking appointment, .30 for first view, .10 for each view after
- Scenario 7: .30/Online Survey completed by user
- Scenario 8: 5.00/ER-Event with Full-Fee-Collected
- Scenario 9: .10/RoboCall that direct-integrates to a confirmation resolution)²
.05/text-message
- Scenario 10: .10/tech-is-on-his-way RoboCall that completes to call recipient
- Scenario 11: .10/post-completion RoboCall that completes to call recipient
- Scenario 12: .01 per small Kudos view, .05 per large Kudos view

Some of our very large clients have indicated they'd prefer a flat-rate setup. We sympathize, but nevertheless believe where there is a natural mechanism for measuring rate-of-use, it's more equitable to charge on that basis — especially in fairness to smaller users.

One thing we do not want you to do is look at this schedule and worry that, with intensive use, your bill may develop into something outrageous. That won't happen. We promise!

Why?

Quite simply, we've deliberately structured these fees to make them a fraction of what you'll save (via greater accuracy and reduced personnel cost) on each and every transaction. They are also a minute fraction of the increased amounts you'll earn from growing business, because of happier and more impressed customers. Every time one of those little fees accrues, in other words, you can say "Ka-Ching, that's more money in the bank for me."

For such reason, the more you end up spending via CyberOffice (since you know every cent is accompanied with greater earnings) the happier you should be.

Regardless, please don't worry about the unknown. We will *never demand* any amount in payment. Prior to running your charge each month, we email you a statement that details your transactions. You always have the option to tell us to charge you nothing (of course, if you don't wish to pay, we may not continue your service).

Bottom line: we want you to run to the hilt with this, absent any worry over cost. If you ever find it's not worth every penny, simply don't pay us a thing, and end the service. It's that simple.

¹ Note that while your system will constantly update the on-line status records, this charge will be imposed just once per month, for jobs that were active during the month. Please note also that all scenarios are optional, you can pick and choose, per preference (and of course pay only for what's used).

² Please note this structure makes our per call price much lower than competitors. Typically, they will charge .10 for each call that completes, regardless of whether it produces an actionable result. Our experience is that approximately 4 calls complete per actionable result, meaning the competitors, in effect, are charging approximately \$.40/actionable result, versus our mere \$.10. Of course, their results are also not auto-integrated as are ours. You also do not pay the added confirmation fee, in our system, where the actionable result of a robo-call is one that connects the customer through to your office for voice communication; it's only with direct confirm or cancel via the automated prompts.