

EXHIBIT "B" - FTI MAINTENANCE OPTIONS

[Applies Following Warranty Period]



Check one of the options below:

		Maintenance Package	Price
Option 1	BEST IN SAVINGS (AND DOWNTIME) - MONTHLY PM PLAN	<p style="text-align: center;"><u>Contracted Maintenance Agreement:</u></p> <p>FTI will provide on-site outage repair with a 4 hour response time and once a month on-site preventative maintenance support for all system components included in the plan. This price includes shipping and insurance, and the telephone use of FTI technical support.</p>	<ol style="list-style-type: none"> 1. 15% of total retail price of equipment per month. 2. \$95.00 per hour portal-to-portal plus all out-of-pocket expenses for all additional requested service calls. 3. 12 month minimum contract.
Option 2	BEST IN SAVINGS (AND DOWNTIME) - ANNUAL PM PLAN	<p style="text-align: center;"><u>Contracted Maintenance Agreement:</u></p> <p>FTI will provide on-site outage repair with a 4 hour response time and once a year on-site preventative maintenance support for all system components included in the plan. This price includes shipping and insurance, and the telephone use of FTI technical support.</p>	<ol style="list-style-type: none"> 1. 10% of total retail price of equipment per month. 2. \$95.00 per hour portal-to-portal plus all out-of-pocket expenses for all additional requested service calls. 3. 12 month minimum contract.
Option 3	NEXT BEST IN SAVINGS (AND DOWNTIME)	<p style="text-align: center;"><u>Contracted Maintenance Agreement:</u></p> <p>FTI will maintain a stock of each of the non-hardware pieces of equipment in the network for immediate overnight delivery to troubled site. Turn-around time – 24 hours. This price includes shipping and insurance, and the telephone use of FTI technical support.</p>	<ol style="list-style-type: none"> 1. All-inclusive price is 10% of total retail price of equipment per month. 2. 12 month minimum contract.
Option 4	BETTER IN SAVINGS (AND DOWNTIME)	<p style="text-align: center;"><u>Non-Contracted Expedited Maintenance:</u></p> <p>FTI will expedite repairs on non-warranted and ship repaired equipment priority overnight to troubled site. Turn-around time approximately 3 to 4 weeks from date of receipt at FTI. This price includes shipping and insurance, and the telephone use of FTI technical support during the repair period.</p>	20% of total retail price of equipment per incident.
Option 5	LOWEST PRICE ALTERNATIVE (RESULTS IN 6 TO 8 WEEK DOWNTIME)	<p style="text-align: center;"><u>Non-Contracted Repairs:</u></p> <p>FTI will ship non-warranted non-functional electronics via FedEx 3-day once repaired to troubled site. Turn-around time approximately 6 to 8 weeks from date of receipt at FTI. The price does NOT include shipping, insurance, or telephone use of FTI technical support.</p>	TBD once equipment is examined by FTI; shipping and insurance will be invoiced separately.
Option 5A	ALTERNATE SOLUTION	<p style="text-align: center;"><u>Non-Contracted Equipment Rental:</u></p> <p>FTI will rent electronics (subject to availability) to troubled site, shipping the requested equipment priority overnight, while non-warranted non-functional equipment is at FTI for repair under the "Non-Contracted Repairs" –or- the "Non-Contracted Expedite Maintenance". This option includes the telephone use of FTI technical support during the rental period.</p>	10% of the total retail price of the requested electronics per month OR .7% of total retail price of requested electronics per day, portal to portal shipping & insurance will be invoiced separately.
Option 6	<p>No thank you, I wish not to enter into any type of maintenance agreement at this time. I realize that if I wish to obtain telephone technical support from FTI regarding my network, it will be billed on a per incident basis with a charge of \$24/quarter hour with a quarter hour minimum. I further understand that any charges for FTI telephone technical support or equipment repair will be charged on a major credit card at the time of service.</p>		\$24/quarter hour with a quarter hour minimum charged to a major credit card at time of service.

NOTE: Maintenance Agreement excludes Acts of God such as Lightening, flood and fire, or any other circumstances reasonably beyond the control of FTI including, but not limited to, weather, war, riots, strikes, or acts or omissions of User or Vendor.