

Service / Plan	Basic Support	Standard Support	Premium Support
Monthly Hours	5 hours	10 hours	20 hours
Roll Over	Yes, up to 60 hours	Yes, up to 120 hours	Yes, up to 240 hours
Email Support (48-hour response)	✓	✓	✓
Priority Email Support (24-hour response)		✓	✓
Monthly Consultation Call (1 hour)	✓		
Bi-weekly Consultation Calls (1 hour each)		✓	
Weekly Consultation Calls (1 hour each)			✓
Grant Writing Assistance	Up to 2 hours/month	Up to 4 hours/month	Up to 8 hours/month
Grant Editing and Review	Up to 2 hours/month	Up to 4 hours/month	Up to 6 hours/month
Grant Administration Support		Up to 2 hours/month	Up to 6 hours/month
On-demand Support			✓
Dedicated Account Manager			✓
Customizable Training Sessions			Up to 4 hours/month
Additional Hours Discounted Rate		✓	✓
Pricing	Basic Support	Standard Support	Premium Support
Monthly Price	\$150	\$280	\$500
Quarterly Price	\$450	\$840	\$1500

