Module Base Price $299+Support Plan Costs

	Standard *Under 850 Employees*	**Enterprise** *Under 850 Employees*
Onboarding Services		
Onboarding	Self-serve & Video Call	Self-serve & Video Call
Professional Services	SOW	SOW
Customization	Limited	Avaliable
Professional Services Rate	$200 per hour	Includes 4 hours per month
Onsite Private Training	$3,500 per day + materials	$3,500 per day + materials
Support Services		
Support Channels	Ratify Web Support Portal	Phone, Email & Ratify Web Support Portal
Support Hours / Business Hours (CT)	M-F 8am-5pm	24x7 (3 hours support call time per month)
Response Times / Priority Routing	24 hours or less	10 hours or less
Critical Support (System Down)	4 or less hours	1 business hour
Assigned Success Representative	No	Yes
Proactive Case Monitoring	Yes	Yes
Annual Support Review	No	Yes
API Access and Support		
Access to the API	Yes	Yes
API Support/Development	$150 per hour	Included
Benefits and Services		
24x7 Monitoring	Included	Included
Service Notifications	Included	Included
Software Updates	Included	Included
Additonal Monthly (billed annually)	**$100.00**	**$1,000.00**

* Over 850 employees please contact sales@ratifyai.com for module package pricing