Scope of Services

The services and offerings in the scope of services below are applicable to monthly subscription or hourly customers of F3IT.

Any technical support, triage, or other inquiries may be subject to hourly fees outlined below for both subscription and non-subscription customers.

All pricing, offerings, and scopes effective as of 3/1/2024.

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SERVICES COVERED & NOT COVERED UNDER YOUR F3IT SUBSCRIPTIONS

From time to time, locations paying F3IT Subscriptions may need additional services performed. Below is a list of the types of work that F3IT is able to and is unable to perform:

(Note: F3IT may not be performing all services directly. F3IT maintains a roster of "best in class", reputable partners to perform services not performed by F3IT)

With your subscription, F3IT will:

- Install Toast supported and sold hardware, such as:
  - Network Hardware (switches, routers, access points, modular plugs/keystone jacks [terminations], terminals, handhelds, KDS, printers.)
- Run network lines under 100ft
  - Due to building codes, F3IT may not run cabling in walls, or in ceilings.
    - F3IT does have a cabling contractor at our disposal should these services be needed. Pricing will be quoted prior to any work performed.
- Core POS Training
  - Staff, Admin, Kitchen, etc.
- Ad-hoc troubleshooting around Core POS Software and its supported hardware.

With your subscription, F3IT will not (but may refer/subcontract to trusted partners):

- Perform general construction related tasks, such as:
  - Drilling holes in ceilings, floors, walls, and other structures/objects such as countertops or prep lines without written permission.
  - Run Electrical wiring, coolant lines, service wiring
- Provide Non-POS Product Support on (F3IT will submit a ticket to Toast Support for the following topics):
  - Toast Payroll
  - Toast APIs
  - Toast XtraChef
  - Integrations that connect to Toast
- Install or support the following:
  - Security systems (Biometric, keypad, surveillance, etc.)
  - VOIP Service (Market Area)
  - ISP Hardware & Service (Modems, routers, etc.)
- Review, negotiate, or be able to answer inquiries around POS Vendor fees, partner fees, invoices, or subscription charges (CC Fees, Monthly POS Charges, or invoices for software, module, or hardware orders)
- **Note: Contractual agreements may be amended to provide services outside what is listed above. These are handled on a case by case basis, and are subject to F3 Technologies final approval.**

ENGAGING F3IT SUPPORT TEAM

- Monthly subscription customers can engage the F3IT support team by email, phone, or SMS.
  - *Note, that email requests take lower priority than SMS/Phone calls. In the event your request is URGENT, please call or text in vs. email. All tickets are seen on a first come, first serve basis, and routed based on urgency.*

- Non subscription customers can engage the F3IT support team by email, phone, or SMS and will be charged an hourly remote rate as defined in **F3IT PRICING MATRIX**
  - *Note, that email requests take lower priority than SMS/Phone calls. In the event your request is URGENT, please call or text in vs. email. All tickets are seen on a first come, first serve basis, and routed based on urgency.*

F3IT SUPPORT DESK HOURS

All hours and definitions as of 3/1/2024. Hours and definitions subject to change, with or without written notice.

F3ITs definition of Weekday and Weekend Hours for F3IT Customers
- **Weekday Hours** are defined as: 8:00 AM Eastern to 11:00 PM Eastern
  - *Excluding all federally observed holidays.**

- **Weekend Hours** are defined as: 9:00 AM Eastern to 11:00 PM Eastern
  - *Excluding all federally observed holidays.**

- *While unlikely, these hours are subject to change with or without notice.*

* Federally observed holidays have a limited on-call staffing. In the event your locations have issues arising on a federally observed holiday, please CALL or TEXT into our support team for immediate assistance.

IF NETWORKING OR POS ISSUES ARISE

- Customers may **call or text** F3IT for support during support desk hours of operation as defined above.
  - *In the event that a call, email or text comes in on weekends or After/Off-Hours, or on Federally Observed Holidays, it may be prioritized for response the next business day. Note that email requests take lower priority than SMS/Phone calls. In the event your request is URGENT, please call or text in vs. email. All tickets are seen on a first come, first serve basis, and routed based on urgency.*

- You and your teams may **email** into F3IT during support desk hours of operation.
  - *In the event that an email comes in on weekends or After/Off-Hours, or on Federally Observed Holidays, it may be prioritized for response the next business day. Note that email requests take lower priority than SMS/Phone calls. In the event your request is URGENT, please call or text in vs. email. All tickets are seen on a first come, first serve basis, and routed based on urgency.*

F3IT ONSITE/REMOTE/HELPDESK

APPOINTMENT HOURS

F3ITs definition of Service Windows for F3IT Customers
- **Weekday Hours** are defined as: 8:00 AM Eastern to 11:00 PM Eastern
  - *Excluding all federally observed holidays.**

- **Weekday After hours** are defined as: 11:00 PM Eastern to 8:00 AM Eastern
  - *Excluding all federally observed holidays.**

- **Weekend Hours** are defined as: 9:00 AM Eastern to 11:00 PM Eastern
  - *Excluding all federally observed holidays.**

- **Weekend After hours** are defined as: 11:00 PM Eastern to 9:00 AM Eastern
  - *Excluding all federally observed holidays.**

- *While unlikely, these hours are subject to change with or without notice.*

* Federally observed holidays and weekends have a limited staffing. In the event your locations have issues arising on a federally observed holiday, please CALL or TEXT into our support team for immediate assistance.

F3IT SERVICE REGIONS

Service regions as of 3/1/2024. Service regions are subject to change, with or without written notice. Larger format image available upon request.
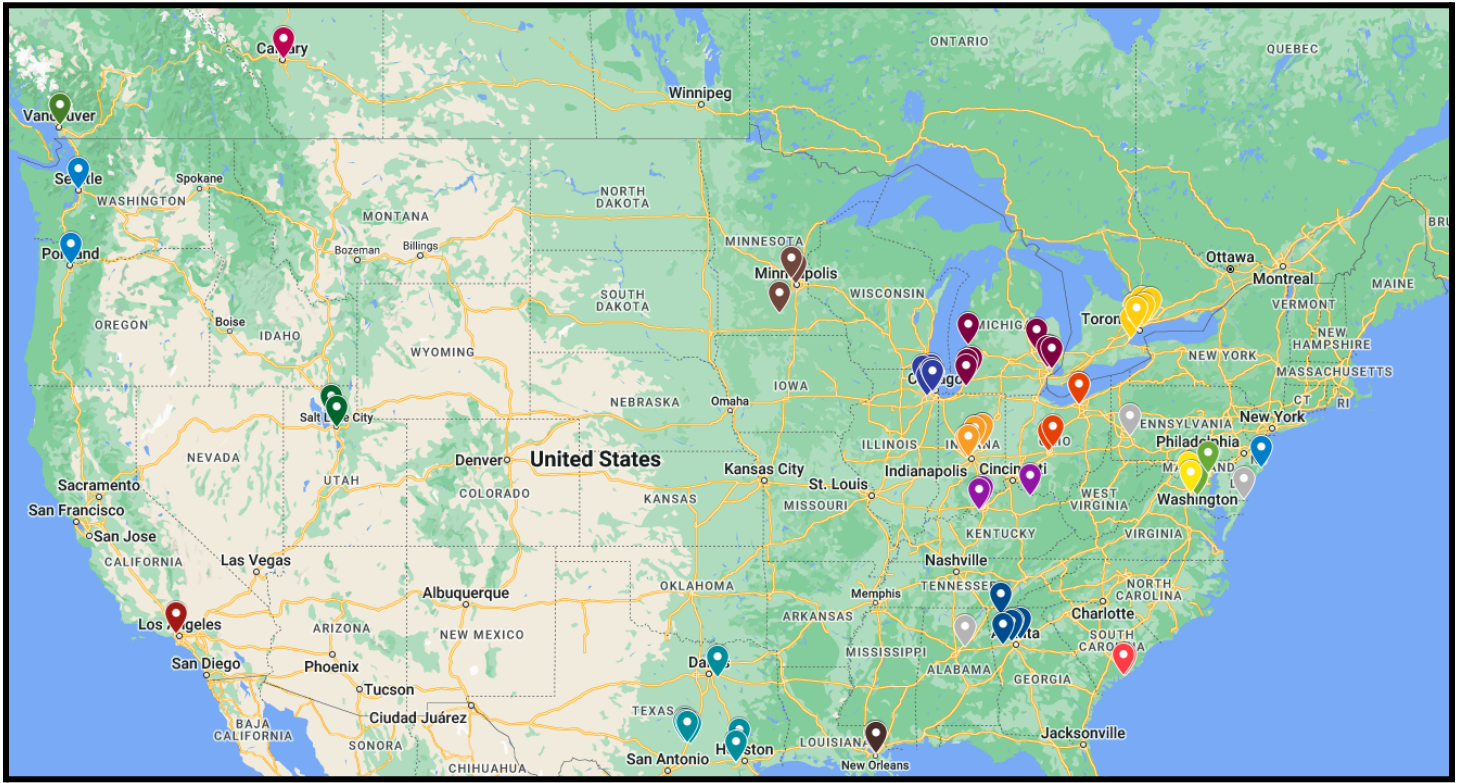
ONBOARDING WITH F3IT

As part of their 1 Year F3IT Subscription commitment, all customers are required to go through an onboarding process to F3IT. Outlined below are some of the key milestones/deliverables of that call:

- Initial Kickoff call with F3ITs Customer Relationship Management (CRM) team and your relevant parties to review your purchased subscriptions, & hardware, and address any questions you may have.
- Discuss any 3-6 month project timelines you may have with your POS System & POS Network, as well as business plans that may impact either, if applicable.
  - *Note: Some services/projects may result in additional fees/charges. F3IT will create a proposal and provide any and all associated costs with said projects.*
- Schedule an onsite site inspection
  - During the site inspection, F3IT will:
    - Conduct a site walkthrough with the POC
    - Label all POS related cabling, networking equipment, and devices, if necessary
    - Test, trace, and verify connectivity meets POS standards if necessary.
    - Discuss implementation of F3IT hardware, if applicable.
    - Establish equipment age and functionality to assess potentially immediate infrastructure needs.
    - Assess any immediate needs to fix/replace/upgrade networking or POS hardware.
    - Photograph, port map, and network topology map your business to help aide in troubleshooting remotely should issues arise.
  - Upon completion, F3IT will provide a written summary of their Initial Site Inspection with any pertinent information.

- For customers wishing to convert their network to F3ITs, we will work with you to coordinate a date and time to perform a migration of your network infrastructure to F3ITs control.
  - ***You must contact Toast Networking Support after connecting with our CRM team to begin the switch to Self Managed with Toast. This will require you to complete documentation indicating you're choosing to have someone other than Toast manage your network. This process may take time to complete, and will prevent F3IT from taking ownership of your network if not completed.***

- In consideration of the intricacies involved in supporting POS systems across multiple locations, customers with numerous establishments within their organization are hereby advised that all locations may be required to be covered under F3IT support.
  - The comprehensive nature of support provided by F3IT for POS systems necessitates the inclusion of all associated locations within a customer's organization. This requirement

ensures consistent and effective support services across the entirety of the customer's business operations.

- Customers with multiple locations are thus obligated to enroll all relevant establishments under the F3IT support framework to guarantee seamless assistance and maintenance for their POS systems.
- Failure to comply with this directive may result in potential gaps in support coverage for specific locations within the customer's organization.

F3IT NETWORKING COVERED SERVICES & SCOPE

The following support will be provided to you and your locations when purchasing any F3IT Networking Support SKUs:

1. Any network infrastructure that is implemented by F3IT and as such will be maintained, monitored, supported, and managed by F3IT.
    a. This is includes all Routers, Switches, Access Points and other networking hardware that is deployed by F3IT
    b. This does not include 3rd party networking infrastructure, regardless of F3IT Networks connection to it.
2. F3IT is not responsible for 3rd party networking components, services, or hardware that is not sold by or supported by F3IT. F3IT will provide best effort support and direction the following:
    a. 3rd Party Tablet Troubleshooting (networking connectivity excluded)
    b. 3rd Party Security systems, biometric systems, camera systems
    c. Back office/manager office devices, such as computers
    d. Location music systems, A/V Systems, etc.
    e. In the event F3IT cannot troubleshoot and/or resolve your issue, you may need to contact the 3rd party to try to resolve the issue.
3. Networks deployed by F3IT for you are subject to restrictions set forth by F3IT, such as allow lists, filtering, failover rules, and other methods to ensure a fast, compliant, and secure network environment.
    a. It is highly recommended that customers have either a cellular backup device that they own or purchase a failover solution from F3IT to ensure 100% network uptime (outside of power loss)
4. In the event that F3IT is unable to resolve covered issues via F3IT Phone Support, F3IT will assess the impact and either:
    a. Set a service appointment for a remote technician to assist. The SLA F3IT has for our Remote Triage is **72 Hours.**
        i. In the event that Remote Triage is unsuccessful, F3IT will dispatch a technician to come onsite with **72 Hours of an unsuccessful Remote Triage attempt.**
    b. Set a service appointment for an onsite technician to assist In the event that your locations' network is **"Hard Down"** (meaning your F3IT Supported network is completely offline), F3IT will prioritize a technician appointment as soon as possible for both remote and onsite appointments. If the root cause was determined to be a true failure/issue with the network and/or F3IT deployed hardware, all fees will be waived.

F3IT employees, or F3 Technologies are unable to store ANY customer hardware under ANY circumstances.

F3IT POS SUPPORT COVERED SERVICES & SCOPE

The following support will be provided to you when purchasing any F3IT POS Support SKUs:

1. **POS Equipment Troubleshooting**
   a. Hardware based troubleshooting for POS Supported and sold Printers, Terminals, and Handhelds
      i. *Note: In the event you do not have F3IT Networking Support, our support scope is limited due to F3IT not being able to monitor or manage your network. We will provide best effort support, however, you may still need to speak with your MSP/POS company for further networking issues.*

2. **POS Equipment Installation***
   a. Remote installation services will be included, free of charge.
      i. F3IT requires a 48 hour SLA to schedule a remote installation appointment. Any appointments with <48 hour SLA are subject to fees as outlined in **F3IT PRICING MATRIX**
   b. Onsite requests for installation and other ad-hoc services may have up to a **10 business day SLA and will have a discount of 20% of standard hourly rates as defined in F3IT PRICING MATRIX applied.**
      i. For Toast POS Customers, F3IT requires your site follow Toasts' Site Readiness Guide. This means that:
         1. All construction is completed, and preferably, certificate of occupancy has been issued.
         2. All cabling, power, and countertops are installed and ready for device installation.
            a. This means every end of a home run is terminated in accordance with EIA/TIA 568B termination standards
               i. F3IT reserves the right to charge for every termination that is required to complete the installation at the customers expense. If questions arise, please contact F3IT directly to have any questions addressed prior to installation.
            b. F3IT will not drill into countertops. It is recommended to have all grommet holes, mounting equipment, etc. completed prior to installation.
         3. There is at least one (1) port to connect to on the locations modem/router
         4. If the location has a managed services provider, one port on their managed switch/modem needs to be available to install.
         5. Static IP information needs to be provided to F3IT prior to the installation.
         6. Photos and/or a remote site inspection may be requested from F3IT

3. **Core POS Configuration changes/troubleshooting of such configurations**

4. **Data Entry for Core POS**
   a. Payment types, Jobs, Permissions, Employees, etc. - changes that take typically less than an hour to complete.

5. *Ad-hoc questions and troubleshooting of all things related to your supported Core POS system*
6. *Facilitation of POS Vendor support tickets, if F3IT Is unsuccessful in troubleshooting and resolving.*
7. *POS Menu Support*
   a. Facilitation of menu clean up and streamlining to support accurate reporting and integration connections.
   b. MLM Menu implementation, significant Menu work/updates, Net-New Menu builds, and other sizable menu updates (LTOs, Seasonal/event menu creation, etc.) require a 60 day lead time and notice to F3IT to complete.
      i. Any menus to be implemented in less than 60 days may be subject to one-time rush fees to accommodate the request.
      ii. Timeline and facilitation of menu build will be owned by F3IT.

* - Dedicated **onsite** installation, training, and go-live services require payment in addition to your current F3IT subscription. Remote services are included, free of charge.

BI-YEARLY REMOTE SUPPORT OFFERING

In **month 6** of your yearly F3IT subscription, F3ITs CSM team will reach out to schedule and conduct a remote 2-hour "Bi-Yearly review" appointment. During this call, our CSM team will review with you and your team:

- Questions, comments, and concerns you and your team may have.
- Review any products and services you and your team may have questions about.
- Discuss your satisfaction with F3IT, our services, and products, and ways we can improve, if applicable.
- Discuss the next 3-6 months of your business, and how F3IT can assist in deployment and/or make recommendations, if applicable.
- Remotely check on all on-premise equipment to ensure it is functioning to vendor specification and configuration by way of remote dashboard verification and on-premise verification with each location's Point of Contact "POC".
- For customers with a POS Support package, we will schedule a up to 4 hours of remote training to you and your staff on the following:
   - POS Usage
   - Admin Pages
   - Troubleshooting/Offline Mode
- In the event this training is not utilized or requested, no refunds or credits will be applied to billing.

LOCATION EXPANSION OFFERING

- You are entitled to implementation discounts per site expansion as described in the **F3IT PRICING MATRIX**
  - Each site will be required to purchase SKU: **EXPANDFEE** to cover network visits, migrations, etc. as defined under ONBOARDING WITH F3IT.
  - All POS provided HW must be and delivered prior to scheduling an installation appointment
    - F3IT reserves the right to ask for photographs of the location, tracking information of POS hardware, and other documentation in order to confirm the site is ready for installation. This is to prevent any cancellation fees or impartial installs that would require a follow up visit.
  - Pending complexity of the project and the F3IT device procurement required, lead times for a cost-effective deployment may require up to 30 days lead time (this is handled on a case by case basis, and will be clearly defined by F3IT)

LOCATION RATE DISCOUNT OFFERING

- As an F3IT Subscription customer, customers are entitled up to a 20% discount on all pricing outlined in the F3IT PRICING MATRIX as a benefit. **Note: your account must be in good standing with no unpaid invoices in order to receive your discount. Failure to keep your subscription current may result in forfeiture of said 20% discount benefit.**

CANCELING SERVICE & CHANGE OF OWNERSHIP

- The business seller is obligated to formally notify F3IT Billing through the F3IT Support Desk regarding the updated billing information for the individual(s) assuming responsibility for the location currently under the provision of F3IT services.

- Failure to provide such notification shall render the original contract signer liable for all associated early termination fees. Should the new ownership decide not to continue utilizing F3IT services, the original contract signer may also be held responsible for early termination fees.

- F3IT requires a 30-day notice for all cancellations, including but not limited to:
  - Early termination of the contract.
  - Non-renewal of subsequent 1-year contracts.
  - Change of ownership where the original signatory is no longer assuming responsibility for the location.

- This notice aims to ensure a smooth transition of responsibilities and mitigate any potential financial implications arising from service termination or change of ownership.

APPOINTMENT RESCHEDULING/CANCELLATION FEES & LEAD TIMES

- From time to time, things happen! We understand that - with that being said, in order to ensure all customers are provided the best possible service experience, and that our technicians are dispatched in a timely manner, F3IT does have a cancellation structure. Our fees and timing table are listed below:

In-Market Onsite Appointments and all Remote Appointments

Greater than 48 hours from appointment start	$0 cancellation fee
24-48 from scheduled appointment start	$150 cancellation fee
< 24 hours from scheduled appointment start	$250 cancellation fee

Travel, Out-of-market Onsite Appointments

5+ days from scheduled appointment start	$0 cancellation fee, travel fees kept as travel credit (additional travel fees for reschedule may apply)
2 - 5 days from scheduled appointment start	$250 cancellation fee, travel fees kept as travel credit (additional travel fees for reschedule may apply)
< 2 days from scheduled appointment start	$500 cancellation fee, travel fees kept as travel credit (additional travel fees for reschedule may apply)

- **Note**: **Cancellations and rescheduled appointments are subject to new SLAs and availability of technicians. If an appointment is canceled/rescheduled, you run the risk of not having onsite support services and remote services may be the only available option.**

- **For Travel Appointments that are rescheduled or canceled, the initial trip fees will be held as a credit and used against rebooked travel for the rescheduled appointment.**
    - **F3 will attempt to book all travel within that initial payment; however additional travel fees may be applied based on airfare, hotel, and other travel costs increases.**
    - **There will be no refunds for travel costs once paid.**

F3IT PRICING MATRIX

*Note: All pricing as of 3/1/2024. Prices subject to change. Discounts/volume pricing (if applicable) are not reflected in the below pricing. Initial Hardware costs are not included in these prices, however, the configuration, management, and updates are included in your monthly subscription. Hardware fees cannot be broken down to a monthly repayment structure.

Hourly & Trip Fees - Support

SKU	Name	Description	Pricing (USD)
Remote Hourly SKUs - 2 Hr Minimum			
HRLYMENUTST	POS Menu Support Hourly Fee	Hourly Rate for Non-MLM POS Menu Services only.	**$100/Hour**
MLMHRLYTST	POS MLM Menu Support Hourly Fee	Hourly Rate for MLM - POS Menu Services only.	**$300/Hour**
RMTHRLY	Remote Weekday Support, Hourly Fee	Standard Hourly Remote Support Rate.	**$75/Hour**
WKNDRMTHRLY	Remote Weekend Support, Hourly Fee	Remote Weekend Support Hourly Rate.	**$150/Hour**
AFTERHOURRMTHRLY	Remote After hours support, Hourly Fee	Remote After Hours Support Hourly Rate.	**$150/Hour**
HOLIDAYRMTHRLY	Remote Holiday Support, Hourly Fee	Remote Holiday Support Hourly Rate.	**$150/Hour**
MENUDEPOSIT	Non-refundable deposit for Menu Work	Deposit for major menu work	**Varies**
Onsite Hourly SKUs - 2 Hr Minimum, excluding drive time			
OSHRLY	Onsite Weekday Support, Hourly Fee	Onsite Weekday Support Hourly Rate.	**$150/Hour**
WKNDOSHRLY	Onsite Weekend Support, Hourly Fee	Onsite Weekend Support Hourly Rate.	**$200/Hour**
AFTERHOUROSHRLY	Onsite After hours support, Hourly Fee	Onsite After Hours Support Hourly Rate.	**$250/Hour**
HOLIDAYOSHRLY	Onsite Holiday Support, Hourly Fee	Onsite Holiday Support Hourly Rate.	**$300/Hour**

	Trip/Rush Fee SKUs		
INMKTTRIP	Onsite Travel Fee, in Market	• Travel fee to cover customer support visit in non F3IT Serviced Regions (Service Address is 1 - 150 miles from Resource) • F3 Service regions are defined by F3IT resources in markets. • Any restaurant location between 1 - 150 miles from an F3 Resource is subject to this fee to cover travel costs.	**$250 Per Trip**
OUTOFMKTTRIP	Onsite Travel Fee, out of Market	• Travel fee to cover customer support in non F3IT Serviced Regions (Service Address is Over 150 Mile from resource) • F3 Service regions are defined by F3IT resources in markets. • Fees may include mileage, lodging, and/or airfare fees. • All Out of market travel fees must be approved by customer and F3IT before being invoiced. • Any restaurant location over 150 miles from an F3 Resource is subject to this fee to cover travel costs.	**Varies per trip**

Implementation Day Rates - Not Support

		Implementation SKUs	
TSTIMPOUTMKT	Out of Market Implementation 1st Day (8 Hours) 7A - 11P (M-F)	• Implementation Day rate for customers launching a new location. • Rate applicable to customers > 150 miles from a dedicated F3 Resource • Day Rate is defined as 8 hours. This can be used for installation, training, Go-Live, or add'l implementation needs for Toast POS rollout. • Rate covers all travel for Implementation.	**$1500 1st Day**
TSTIMPOUTMKTWKD	Out of Market Implementation 1st Weekend/Overnight Day (8 Hours) 11P - 7A (M-F) Sat-Sun	• Implementation Day rate for customers launching a new location. • Rate applicable to customers > 150 miles from a dedicated F3 Resource • Day Rate is defined as 8 hours. This can be used for installation, training, Go-Live, or add'l implementation needs for Toast POS rollout. • Rate covers all travel for Implementation.	**$2000 1st Day**
TSTIMPINMKT	In Market 1st Implementation Day (8 Hours) 7A - 11P (M-F)	• Implementation Day rate for customers launching a new location. • Rate applicable to customers < 150 miles from a dedicated F3 Resource • Day Rate is defined as 8 hours. This can be used for installation, training, Go-Live, or add'l implementation needs for Toast POS rollout.	**$1000 1st Day**
TSTIMPINMKTWKD	In Market 1st Weekend/Overnight Implementation Day (8 Hours) 11P - 7A (M-F) Sat-Sun	• Implementation Day rate for customers launching a new location. • Rate applicable to customers < 150 miles from a dedicated F3 Resource • Day Rate is defined as 8 hours. This can be used for installation, training, Go-Live, or add'l implementation needs for Toast POS rollout.	**$1500 1st Day**
TSTIMPSUBDAY	Additional Implementation Day (8 hours)	• Additional day (8 Hours) to be leveraged for all Toast POS Implementation needs (Training, Installation, Go Live)	**$1000 Add'l Day**
TSTIMPSUBDAYWKD	Additional Weekend Implementation Day (8 hours)	• Additional day (8 Hours) to be leveraged for all Toast POS Implementation needs (Training, Installation, Go Live)	**$1250 Add'l Weekend Day**

Subscription Fees, One Time Charges

SKU	Name	Description	Pricing (USD)
One Time Fees - Subscription Customers			
SETUPFEE	New Customer One Time Setup Fee	Initial onboarding and network conversion fee. This fee is required for project management and if applicable, convert your network management from TOAST to F3IT. This fee covers the following: - Initial customer onboarding to F3IT - Initial On-site inspection - Initial POS System Inspection - Project coordination during your F3IT Subscription for F3IT related work.	**$500** **One-Time for first location w/ F3IT Networking** **$300** **One-Time for first location w/o F3IT Networking**
EXPANDFEE	New Customer One Time Setup Fee - Add'l locations	Initial network conversion fee for add'l locations. This fee is required to convert your network management from TOAST to F3IT. This fee covers the following: - Initial customer onboarding to F3IT - Initial On-site inspection - Project coordination during your F3IT Subscription for F3IT related work.	**$500** **One-Time for second location and beyond w/ F3IT Networking** **$300** **One-Time for second location and beyond w/o F3IT Networking**
CABLINGFEE	Passthrough SKU for Cabling charges	Used for invoicing F3IT customers cabling fees.	**Up to 50' - $150** **51' - 150' - $200** **151' - 295' - $325**
TERMFEE	Cable Termination Fee	Fee for terminating cables to modular/keystone terminations	**$25/termination**
ERLYCANCEL6FEE	6+ Month Remaining Early Cancellation Fee	Customers canceling with 6+ months of their contract remaining - 75% of 1 Year commitment charge	**75% of remaining 1 Year commitment**

		Customers canceling with 3-6 months of their contract remaining - 50% of 1 Year commitment charge	**50% of remaining 1 Year commitment**
ERLYCANCEL3FEE	3-6 Month Remaining Early Cancellation Fee	Customers canceling with 3-6 months of their contract remaining - 50% of 1 Year commitment charge	**50% of remaining 1 Year commitment**
ERLYCANCEL2FEE	2-3 Month Remaining Early Cancellation Fee	Customers canceling with 2-3 months of their contract remaining - 25% of 1 Year commitment charge	**25% of remaining 1 Year commitment**
UNDER24HRCANCELFEE	Site Visit Cancellation Fee <24 Hours	Fee for canceling scheduled F3IT Appointments within 24 hours of date/time	**$250 Per cancellation**
OVER24HRCANCELFEE	Site Visit Cancellation Fee 24<96 Hours	Fee for canceling scheduled F3IT Appointments within 24-96 hours of date/time	**$0**

Subscription Fees, Monthly Recurring

SKU	Name	Description	Pricing (USD)
Monthly Subscription Fees - Network Support Only			
FULLNETSUP1YR	1 Year F3IT Subscription: FULL Network Support. No POS Software Support	1 year subscription for F3IT to manage your businesses' network. No device troubleshooting included. Hardware fees not included. Customers with POS Systems are required to use SKU **TSTNETPOSSUP1YR** if they wish to have network support. F3IT does not manage POS networks that the POS is not supported by F3IT.	**$300 Monthly**
Monthly Subscription Fees - POS & Network Support			
TSTNETPOSSUP1YR	1 Year F3IT Subscription: TOAST POS Product & Network Support for up to 10 devices	1 year subscription for TOAST POS & Network Support for up to 10 TOAST Devices (Each KDS, each Handheld, and each Terminal device each count as 1 device). This subscription is required to have F3IT support your TOAST POS Software AND manage your TOAST POS Network.	**$500 Monthly**

		Excludes support for 3rd party systems & hardware.	
TSTNETPOSSUPADD 10	1 Year F3IT Subscription Add-on: TOAST POS Product & Network Support for up to 10 Add'l devices. *Note: Large device count (>50) may require custom pricing.	Add support for up to an additional 10 TOAST POS Devices (Each KDS device, each Handheld device, or each Terminal device count as 1 device). This subscription is required to have F3IT support up to an add'l 10 TOAST POS Devices (Requires TSTNETPOSSUP1YR.) Excludes support for 3rd party systems & hardware	**$100 Monthly**
Monthly Subscription Fees - POS Support Only			
TSTPOSSUB1YR	1 Year F3IT Subscription: TOAST POS Product Support Only. No TOAST POS Network Support for up to 10 devices	1 year subscription for F3IT to provide TOAST POS Support only. No TOAST POS Network Support. This SKU requires you to have your own networking support team for TOAST POS. This subscription may require read-only level access to your network with your MSP.	**$300 Monthly**
TSTPOSSUBADD10	1 Year F3IT Subscription Add-on: TOAST POS Product Support only for up to an 10 Add'l devices *Note: Large device count (>50) may require custom pricing.	This subscription is required to have F3IT support up to an add'l 10 TOAST POS Devices. No TOAST POS Network Support. (Requires TSTPOSSUB1YR.) (Each KDS device, each Handheld device, or each Terminal device count as 1 device).	**$100 Monthly**

Monthly Subscription Fees - LTE Failover and other Services (Required for ALL F3IT customers under F3IT network management)			
PC31	Large deployment PC31 Failover Device	PC31 Failover Device. 2GB of Failover/Data for all F3IT Managed Networks w/more than 10 terminals. 2 Year Subscription Required. Data usage over 2GB/mo charged at $15/GB.	**$300 one time fee, $85/monthly**
PC15	Small deployment PC15 Failover Device	PC15 Failover Device. 2GB of Failover/Data for all F3IT Managed Networks w/less than 10 terminals. 2 Year Subscription Required. Data usage over 2GB/mo charged at $15/GB.	**$100 one time fee, $85/monthly**
LTE300	300GB Capacity for F3IT	Upgrade your F3IT LTE Package to 300GB of Data	**$35**

	Failover Device	Capacity. Requires an F3IT LTE Subscription to add-on.	**Monthly**
LTEUNL	Unlimited LTE Service Capacity for F3IT Failover Device	Upgrade your F3IT LTE Package to an unlimited Data Capacity. Requires an F3IT LTE Subscription to add-on.	**$65 Monthly**
LTEOVER	Overage Charge - >2GB Used	Overage fee charged for going over 2GB on **PC31 & PC15**	**$15/GB**
WAVESPOT	Wavespot Subscription	Transform your WiFi into Wavespot's Social Hub & make marketing plug and play. Customers log into your WiFi with a social network and instantly receive rewards, coupons, and emails based on their visits. We know relationships start on premise, let us help you build them.	**$35 per F3IT access point per month**
F3PO	F3 3rd Party Online Ordering Aggregator Service	F3s 3rd Party Online Ordering Aggregation Service for connecting Toast to UberEats, DoorDash, and Grubhub	**$100 per month per location**