

Customer Loyalty Program

Company Background

NSI is dedicated to providing excellent customer service and world class IT support services at the best price.

We believe that the above statement is very important to our customers. This statement is what separates us from the rest of the IT service companies that are out there. Most IT service companies have a very difficult time providing all three of these elements.

As part of our on going dedication to provide excellent customer service, we have developed a **Customer Loyalty Program** to reward our customers for their continued support and for trusting us to manage all their IT needs.

Please review our customer loyalty discount table below to see what category your business falls into. If you have any questions or need more information on the Customer Loyalty Program, please contact us at (951) 795-9784 or email us at www.nsi-ca.com/email-us.html

Table 1 – Customer Loyalty Discount Percentage Chart

Customer Invoice Quantity	Year 1 Discounts	Year 2 Discounts	Year 3 Discounts	Year 4 Discounts	Year 5 Discounts
1	3.00%	7.00%	11.00%	15.00%	19.00%
2	3.25%	7.25%	11.25%	15.25%	19.25%
3	3.50%	7.50%	11.50%	15.50%	19.50%
4	3.75%	7.75%	11.75%	15.75%	19.75%
5	4.00%	8.00%	12.00%	16.00%	20.00%
6	4.25%	8.25%	12.25%	16.25%	20.25%
7	4.50%	8.50%	12.50%	16.50%	20.50%
8	4.75%	8.75%	12.75%	16.75%	20.75%
9	5.00%	9.00%	13.00%	17.00%	21.00%
10	5.25%	9.25%	13.25%	17.25%	21.25%
11	5.50%	9.50%	13.50%	17.50%	21.50%
12	5.75%	9.75%	13.75%	17.75%	21.75%
12 and above	6.00%	10.00%	14.00%	18.00%	22.00%

Terms: Service Contracts that are invoiced and paid monthly will be counted as credit towards the total invoice quantity. Any invoices over \$15,000.00 will have special discounts applied. Customer loyalty is determined on the first invoice in which the customer database entry was created to the date of the next invoice (some restrictions apply). Customers that have one invoice in year 1 can not jump to 7% in year 2. Year 5 discounts are grandfathered in at 22% regardless of invoice quantity.