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## ON-SITE SUPPORT

### \$150 PER HOUR

- Rates are charged in quarter hour increments.
- One hour minimum for onsite service.
- Payment is due upon time service is rendered, or date of issue of invoice. Travel fees will be charged as applicable (see below)

## REMOTE SUPPORT

### \$150 PER HOUR, OR \$12.50 PER 5 MINUTE UNITS

- Rates are charged in 5 minute units. examples:
  - For 10 minutes on the phone, we bill for 2 units (\$25).
  - For 2 minutes responding to an e-mail support request, we bill for 1 unit (\$12.50).
  - For 13 minutes fixing an issue via screen sharing, we bill 3 units (\$37.50)
- Remote Support includes email support, phone calls, research, screen sharing, training, etc.
- Payment is due upon time service is rendered, or date of issue of invoice.

## TRAVEL FEES

Travel fees apply to those clients who are greater than 60 minutes away from our office (Zip code 60618), and are accrued in the following method: round trip mileage between our office and the service site, as calculated by [Google Maps](http://Google Maps), multiplied by the [IRS Standard Mileage Rate](http://IRS Standard Mileage Rate) (currently \$0.51/mile).

## REGULAR OPERATING HOURS

Monday to Friday, 9am to 5pm Central Standard Time. Support outside of these hours is billed at 1.5 X rate during the week and 2X on weekends and holidays.

## CANCELLATION POLICY

Due to the high demand for appointments and our desire to help as many of our clients as possible, we have had to implement a strict cancellation policy: If you cancel with less than 24 hours notice, there will be cancellation fee equal to one hour's rate. Thank you for your understanding.

## PREPAID SERVICE RETAINER

Discounted, prepaid service retainers are available. Prepaid service retainer time is applicable only for Remote Support and On-Site Service, and can not be applied for any costs, materials, or Travel Fees. Prepaid retainers are not transferable to any other party. Unused time will expire one year from purchase date. Prepaid service retainers are not refundable.

**Prepaid Service Retainer – 10 hours \$1350** (effective hourly rate of \$135 per hour, a 10% discount)  
**Prepaid Service Retainer – 20 hours \$2500** (effective hourly rate of \$125 per hour, a 17% discount)

## PAYMENT OPTIONS

Payment is accepted by check, credit card (American Express, Discover, MasterCard, Visa), or cash. All checks must be made out to "UGUtech Consulting, LLC". Credit Card payments can be accepted over the phone, in person, and online via a secure client payment gateway.

A handwritten signature in black ink that reads "Douglas Ward".

Douglas Ward  
UGUtech Consulting, LLC