

ComputerScape Network Company

## Billing Sheet

*Effective February 1, 2019*

1. **Billable Time:** Any and all time spent on-site (excluding breaks) is billable. Additionally, any and all time spent off-site performing research or remote administration is also billable. Time will be billed as follows:
  - a. On-site workstation support and training is billed at \$125 per hour for the first consultant, \$100 per hour for each additional consultant.
  - b. On-site server and network hardware support is billed at \$125 per hour for the first consultant, \$100 per hour for each additional consultant.
  - c. Off-site research and remote administration is billed at \$125 per hour.
  - d. Telephone support is billed at \$100 per hour.
2. **Billing Time Increments:** Billable time is accumulated in the following increments:
  - a. On-site support is billed in half-hour increments.
  - b. Off-site research and remote administration is billed in quarter-hour increments.
  - c. Telephone support is billed in quarter-hour increments if support call exceeds 10 minutes per day or is outside normal business hours. Calls less than 10 minutes per day during normal business hours are complimentary.
  - d. E-mail support is free, provided additional research (see above) is not required.
3. **Minimum Billable Time:** The minimum amount of billable time, whether used or not, is as follows:
  - a. On-Site support requires a 1 hour minimum.
  - b. Off-Site support requires a 15 minute minimum.
  - c. Telephone support requires no minimum.
4. **After Hours / Emergency Service:** A half hour surcharge will be applied to unscheduled services outside normal business hours. A one hour surcharge will be applied to on-site emergency services which require a consultant to abandon a current project.
5. **Reimbursable Items:** Any hardware or software items purchased out of pocket for client are reimbursable for the price of purchase. A copy of the original receipt for purchases can be provided upon client's request.
6. **Parts Pickup:** A fee of \$25 may be assessed for obtainment and/or delivery of hardware or software required for an appointment.
7. **Travel:** Travel time to and from client site is not billable. However, any additional travel will be billed at \$75 per hour.
8. **Parking:** Parking is unconditionally reimbursable.
9. **Flat-Rate Projects:** Some projects may be billed at a pre-agreed flat rate, provided the scope of the project does not change.
10. **Terms:** All invoices are due within 30 days of receipt, unless prior arrangements have been made.
11. **Disputed Items:** Any disputed item on an invoice must be contested within 30 days of receipt. Disputed items are not due until the dispute has been resolved. However, all undisputed remaining items are still due within the aforementioned 30 days.