



## Onsite Technical Support\* Rate Schedule

This document details the standard policy for onsite technical support and troubleshooting\* provided by Cornerstone Technical Group ("CTG") personnel for products purchased from CTG. The following Rate Schedule is based on time and material services within the United States:

\$185.00 / hour straight time during normal business hours  
(Mon-Fri 8:00A.M-5:00P.M. EST)

\$278.00 / hour overtime  
(Outside normal business hours and Saturdays)

\$370.00 / hour premium time  
(Sundays and CTG scheduled Holidays)

Special project rates are available depending on work scope and schedule requirements

### Additional Terms:

- Field services subject to CTG Terms and Conditions.
- The first 1-4 hours will be billed as 4 hours.
- Customer will be billed for all travel time (portal-to-portal) at straight time rates.
- All travel expenses will be billed at cost.
- Expendables, tools, supplies, and test equipment required for the job will be billed at cost.
- A cancellation fee of not less than 4 hours will be billed for cancelled orders. This fee is to cover time and expenses incurred in preparation and scheduling for the field services.
- Standby time will be billed per the above rate schedule. Standby time includes all time spent at the customer's site not working as a result of circumstances beyond CTG control.

### Explanation of Typical Travel Expenses:

- Hotel Based on Holiday Inn, Comfort Suites or Marriott Courtyard single occupancy rate.
- Per Diem (Food, telephone, etc.).
- Economy Level Parking Lot Daily Rate.

\*On site technical support may include the following:

- Training on how to program, maintain, wire, specify, retrofit, choose and install products that we represent.
- Start up assistance for products that we represent.
- Troubleshooting services for products that we represent.
- Consulting services regarding the use of products that we represent and their integration into systems.

\*On site technical support does NOT include the following:

- Writing programs for customers.
- Turnkey installation services for integration projects.
- Training or other services for products that we do not represent.
- Building machines or integrating systems composed of products that we do not represent.
- Installing products.



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