

ExperiSys, LLC - Pricing and Terms

Effective October 1, 2018

General Services Pricing

	<u>Price/Rate(\$)</u>	<u>Per</u>
<i>IT Consulting</i>		
Management Consulting & Project Management <i>(or as quoted)</i>	125.00	Hour
<i>Technical Support Services</i>		
On-site Technical Support Services <i>(Minimum 1-hour Charge)</i>	105.00	Hour
Off-site Technical Support Services <i>(Minimum 1/2-hour Charge)</i>	95.00	Hour
<i>Internet Domain Registration and Website Hosting</i>		
Internet Domain Registration <i>(Actual Registrar cost plus Purchasing Service Fee)</i>	Variable	Domain/Year
Internet Domain Website and E-mail Hosting <i>(Basic full-featured; 5GB Storage; 100GB Transfer; multiple e-mail accounts; more features)</i>	250.00	Domain/Year
Website Design, Development, and Support <i>(Referred to Affiliate)</i>	Per Quote	
<i>Accounting Services</i>		
All Accounting Services	Per Quote	
<i>Miscellaneous Charges</i>		
Purchasing Service Fee <i>(1/2 hour per order minimum charge)</i>	75.00	Hour
After-hours Premium <i>(For Terms, See Below)</i>	50.00	Hour
Travel Time Charge <i>(For Terms, See Below)</i>	50.00	Hour
Charges for Other Services not Mentioned Above	As Quoted	

General Terms

Agreement Required

ExperiSys requires that a Services Agreement be executed before services can begin.

Minimum Charge for On-site Services

Except for simple delivery of purchased items, ExperiSys will charge a minimum of one hour of service based on the applicable rate for the type of service being requested when the service being provided requires travel to a location other than the ExperiSys office.

Minimum Charge for Off-site Services

Except for simple phone, text message, or e-mail communications requiring less than 12 minutes (.2 hour), ExperiSys will charge a minimum of one-half (.5) hour of service based on the applicable rate for the type of service being requested whenever a remote connection to a customer's computer is made or whenever a phone, text message, or e-mail communication is handled.

Travel Time

If travel beyond 25 miles from the ExperiSys office is required by the customer, including for simple delivery of sales items, ExperiSys will charge the Travel Time charge shown in the schedule above multiplied by the actual travel time (limited to a maximum of eight hours per day) for each ExperiSys representative who is required to travel. The travel time charge is in addition to any other expenses listed under "Reimbursement of Expenses".

Billing and Payment Terms

In general, services are billed on the fifteenth day and/or the last day of the month and include services provided since the last invoice period. In special cases, such as large projects or at customer request, services may be billed more frequently. Payment is due by the due date shown on the invoice. By default, ExperiSys will deliver invoices by e-mail to customer's designated contact or, at customer's request, invoices may be mailed or Faxed.

Additionally, reimbursements for purchased items or services may be billed when the items are delivered. If the total amount for items or services ordered at the same time exceeds \$1,000, advance payment may be required.

"Normal Working Hours" for ExperiSys representatives is defined as being from 9:00AM to 5:00PM, Central Time, Monday through Friday, except for ExperiSys holidays. Normal rates apply to all work performed during Normal Working Hours. For work performed at other times, the **"After-hours Premium"** amount will be added to the normal rates unless otherwise agreed in advance. For work started or resumed during Normal Working Hours that continues beyond Normal Working Hours, the After-hours Premium will not apply.

Charges for time-related services are billed and rounded to the nearest six-minute (one-tenth hour) increment.

Purchasing Terms

We purchase computer hardware, software, accessories, supplies and third-party services as a convenience for our customer, not as part of our primary business strategy. If our customer wishes

to make its own purchases, we will be happy to refer the customer to other parties whom we believe are reliable sources for these items and services although we assume no liability or responsibility for our customer's transactions with these parties or for the items or services our customer may purchase from these parties.

If we purchase these items and services as our customer's agent, we will attempt to obtain these items and services at a good price, but not necessarily the best price possible, from sources that we consider to be reliable and cost effective. We will then invoice our customer for reimbursement of our actual cost (including shipping and applicable taxes). Additionally, we will charge a "**Purchasing Service Fee**" covering our actual time spent researching, ordering, tracking shipment, processing payments, and delivering the items, or a minimum charge of 1/2 hour per order of one or more items or services ordered at the same time.

ExperiSys does not provide any warranty or guarantee for any computer hardware, software, accessories, supplies or services which we purchase or arrange while acting as an agent for our customer. All warranties or guarantees are provided solely by the manufacturers, developers, and original service providers of the items or services. ExperiSys will make reasonable efforts as agent for our customer to assist, if possible, in obtaining warranty service and replacements for items ExperiSys purchases and appropriate remedies for service failures.

To prevent misunderstandings, we advise our customers to request quotes from us before authorizing any purchases of items or services. Any applicable sales tax will be calculated and collected for all sales within the State of Oklahoma.

Reimbursement of Expenses

We will invoice our customers for "out-of-pocket" expenses as soon as possible after those expenses are incurred. These expenses include: travel expenses, meals, lodging, vehicle mileage and other incidental expenses incurred specifically for the benefit of our customers, with their knowledge and consent. Travel-related expenses are reimbursable only when ExperiSys representatives are required to travel on our customer's behalf more than 25 miles from the ExperiSys office.

Vehicle mileage will be charged at the applicable rate published by the IRS.

Requirements for Off-site Technical Support Services

For ExperiSys to provide Off-site Technical Support Services for any given Windows-based computer, that computer must meet the following technical conditions:

1. The computer must have a working high-speed Internet connection with a working Internet browser (Internet Explorer, FireFox, Chrome, or Safari) and be running Windows 7/8/8.1/10, or Windows Server 2003/2008/2012/2016.
2. For off-site technical support service while customer personnel are present, customer will initiate the remote technical support session under the guidance of an ExperiSys support representative.
3. For off-site technical support service when no customer personnel are present ("unattended access"), customer must participate in an initial off-site technical support session to set up the unattended access capability and provide ExperiSys the necessary login user name and password for the computer. After the initial set-up, customer's presence should no longer be required as long as the computer is running.