



ISLAND TECHNOLOGIES TERMS OF SERVICE

Thank you for choosing Island Technologies as your business solutions provider. Our long lasting relationships with our clients are testimony to the quality of service we provide and the strong customer relationships we have built over many years. We appreciate the opportunity to work together and look forward to exceeding your expectations.

Island Technologies provides many services to support your business. These services include: consulting and support for your business and IT operations, web and ecommerce consulting, design and development, database consulting, design and development and procurement and integration of the best hardware and software solutions to support your current and long-term business goals.

Fees

There will be minimum 2 Hour charge for a first time consultation and/or service call. All work is billed in quarterly hour increments at our normal hourly rates, as stated below. In addition to our hourly rate for onsite appointments, we bill travel time. Travel time is billed at \$31.25 per ¼ hour, portal to portal. "Portal to Portal" is the time it takes to travel from the last client to your location.

Island Technologies operates between 9am – 6pm, Monday thru Friday. All work performed outside of these hours including weekends and holidays is considered overtime. Weekday and Saturday overtime appointments are billed at 150% of our normal rate; Sunday and Holiday overtime appointments are billed at 200% of our normal rate.

Consulting Services

Rates for Business Consulting are as follows:

- | | |
|---|----------------|
| - Business strategy and solutions | \$150 per hour |
| - Website and ecommerce solutions | \$150 per hour |
| - Database and Infrastructure design solutions | \$150 per hour |
| - IT infrastructure planning and design solutions | \$150 per hour |

Technical related services are as follows:

- | | |
|--|--------------------|
| - General Computer and Consulting services | \$125 per hour |
| - Server or Systems Engineer | \$150 per hour |
| - Drive/Data Recovery | Quote upon Request |
| - General System and/or Group Training | Quote upon Request |

Web & eCommerce Services

- HTML, Flash \$125 per hour
- PHP, MySQL Programming \$125 per hour
- Email Campaigns \$125 per hour + deployment fees
- Website Design Quote upon Request
- Island's eCommerce solution Quote upon Request

Website & eCommerce Hosting and Email Services

- Refer to the website for latest pricing:
<http://islandtechnologies.net/pages/hosting.htm>

Database Programming

- FileMaker Database Programming \$125 per hour
- Database Programming \$125 per hour

Cabling Services

A pre-field on-site visit is required to determine cabling needs. Minimum site visit charge may be required; minimum site visit charge, 2 hours.

- Cable Installation \$85 per hour
- Network Design \$150 per hour

Administrative Support

Tasks provided under Administrative support includes, but not limited to:

- Contacting ISP for upgrades, changes, moves; \$75 per hour
registering equipment warranty, requesting
warranty replacement of defective products,
assisting with misc non-technical/administrative
client requests.

The Emergency Response Rate is billed at a rate of 2 times the normal hourly rate when a client requests an "Emergency" appointment. An emergency is defined as an extreme problem with your computer systems resulting in an unacceptable level of downtime or immediate support is requested.

Island Technologies charges a cancellation fee if you cancel an appointment with less than 24 hours notice. Cancellations must be communicated via email to cancellations@islandtechnologies.net or via phone to (818) 832-2310. If a cancellation is made after hours, it must be made via email to ensure your message is routed to the appropriate team member. Cancellations with less than 24 hours notice will result in a charge of 50% the length of booking, as estimated by the consultant. If consultant is en route for the appointment, you will be billed travel time.

Island Technologies does provide a fixed –fee or retainer services agreement. These arrangements are agreed to in advance and in writing. If you require such an arrangement please contact our office; we have many cost effective options to choose from; which include discounted rates.

Billing Procedures & Payment of Fees

Payment for Hardware, Software and/or Accessories is due upon receipt. Invoices are itemized and must be paid within thirty days of the date of the invoice unless other payment arrangements are agreed to in writing. A finance charge of 1.5% per month (18% per annum) will be assessed on all invoices past due thirty days (60 days from the date of invoice).

These Terms of Service may be modified at any time by Island Technologies and you agree to those modifications. Please go to our website at <http://www.islandtechnologies.net/terms> to view the latest version.

Once again thank you for choosing Island Technologies as your IT service provider. We look forward to doing business together.

Acknowledged and agreed to by:

Authorized Representative Name _____ Title _____

Authorized Representative Signature _____