



## ISLAND TECHNOLOGIES TERMS OF SERVICE

Thank you for choosing Island Technologies for your selective IT needs. 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 IT consultation and support, web and database programming, and computer equipment and supplies. As a service business we charge for the time we spend to provide you the best solution.

### **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.

### **IT Consulting Services**

Rates for Technical and Consulting 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 Services**

- |                          |                                  |
|--------------------------|----------------------------------|
| - HTML, Flash            | \$125 per hour                   |
| - PHP, MySQL Programming | \$150 per hour                   |
| - Email Campaigns        | \$125 per hour + deployment fees |
| - Website Design         | Quote upon Request               |

### **Website 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 in addition to the 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 without advance notice. Advance notice is considered to be within 2 hours of the scheduled appointment time, if an appointment was made that same day. Appointments confirmed more than one day in advance, require 24 hour notice. Our cancellation fee is equal to 25% of the scheduled billable hours or the on-site minimum, whichever is greater.

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 \_\_\_\_\_