



## **Travel Standard Support Contract Overview**

- Daily Rate                      \$600 / Day
- Onsite                              8 hours / Day
- Per Diem                          \$49.50 / Day

### **Other expenses**

Transportation, rental car and lodging is covered by client.

### **Other Charges**

Build charge on assembled components includes hardware and software included on invoice. All configuration and software charges specific to location are charged based on time and materials.

### **Billing**

Work is invoiced and payment received prior to reservations being made. This covers estimated expenses only. This is based on the information available at the time. Additional expenses would be covered in an additional invoice. Our technicians are consultants; their experience allows them to quickly and accurately respond to an issue starting with the least expensive and/or most likely chance for a swift resolution. Billing is done on a time and materials basis. Past due invoices are subject to a 5% late fee. Server and workstation builds are done with 50% in advance and the balance at time of delivery. Canceled orders where hardware has already been ordered are subject to a 20% restocking fee.

### **Workstation and Server**

An initial and annual update can be performed on each workstation and server IT Business Labs supports. The estimated time needed is one hour per workstation and two hours per server. The purpose of this service is to bring the Bios, drivers, software updates and services packs up to current levels which will assist in stabilizing the computing environment.

### **Software licensing**

IT Business Labs will advise on all requested software licensing compliance issues. The client is responsible to assure that all software licensing is in compliance with all guidelines.

### **Data Integrity:**

IT Business Labs will take reasonable steps to assure that no client data is lost or corrupt. The client is responsible to assure that all client data is not lost or corrupt.

### **Data Backup:**

IT Business Labs will advise on all requested data backup issues and apply any strategies the client decides on. The client is responsible to assure that all client data is backed up.

### **Holidays**

IT Business Labs observes the following holidays:

New Year's Day  
Martin Luther King Day  
Washington's Birthday or President's Day  
Memorial Day  
Independence Day  
Labor Day Monday  
Veteran's Day  
Thanksgiving and the following Friday  
Christmas Eve  
Christmas

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