



DESCRIPTION OF RATES AND FEES

Definition of Terms

Business Hours

Communiweb's business hours are from 8:30 – 5:30 Monday through Friday, with the exception of recognized Florida State and national holidays.

After Hours

Any hours that fall outside the standard business hours of 8:30 – 5:30 M-F constitute "after hours." This includes work done on weekends.

Emergency Hours

Emergency hours are a request – from the client – to fix an emergency within 4 hours or less.

Holiday Hours

Holiday hours apply to Florida State and nationally recognized holidays.

Retainer

A retainer is a pre-payment for a defined period of hours on a contractual monthly basis.

Remote Support

Remote Support is when Communiweb configures, maintains, or troubleshoots problems offsite.

Hourly Rate

The hourly rate is \$125, billable in fifteen (15) minute increments with a minimum of one (1) hour for onsite visits. Offsite rate (e.g., research, proposal creation, offsite configuration and setup, etc.) will be billed in 15-minute increments with no minimum.

Phone Support

Phone support is free for the first seven minutes, and then charged at the normal hourly rate in fifteen-minute increments.

Pre-Paid Bundle Packages

Pre-paid bundle packages have a 10% discount and are purchased in blocks of 20 hours.

Travel Rate

All travel within a 25-mile radius from downtown Orlando requires no additional charge. Travel required beyond that 25-mile radius will be charged based on travel time.

After Hours/Weekend Support

Support outside of normal business hours are billed at one-and-a-half times (1.5x) the hourly rate.

Emergency Support

Emergency support will be billed at twice (2x) the hourly rate.

Remote Support

Remote Support is charged in 15-minute increments with no minimum. Business hours and rates apply as listed above. It is highly recommended that you establish remote support for your organization. If you do not currently have remote support enabled, please contact Communiweb Communications to discuss how to do so.

Holiday Support

Work done on state- and nationally-recognized holidays will be charged at three times (3x) normal hourly rate.

Retainer/Long-Term Contracts

Retainers and long-term contracts are available on a case-by-case basis. Additional discounts and terms are available for these arrangements.

Proposals

Proposals constitute a utilization of Communiweb's professional skills and advice and will be charged at the hourly rates listed above.

What You Receive**Summary of Work Accomplished**

The summary of the work accomplished will include not only an itemization of all the work completed, but also an assurance that the work is functioning properly. The client will be required to provide a signature from an approved signatory that the work has been finished to satisfaction. Summaries will include not only an explanation for the problem (for future reference), what steps were taken to rectify the situation, but also any outstanding issues that need to be addressed in the future.

Invoices in a Timely Manner

Invoices will be printed, emailed, or mailed to you for work done on the Friday of the week where work was completed.

The Most Advanced, best-trained and most knowledgeable consultants available

Communiweb spends tens of thousands of dollars every year to ensure that you have the most up-to-date experience and knowledge at your company's disposal. This ensures that you have the latest valid information about your systems and your solutions.