



Kommvia Inc. Rates and Policies

Kommvia offers a tremendous value to its clients, both in rate and service. It's important to us that our clients are fully aware of our billing policies and the rates and services that they will be charged for. Please review the following policies and feel free to contact us with any questions or concerns you may have.

Billable Services:

Hourly labor rates are billed at a minimum of one full hour from the moment we begin work, and billed in half-hour increments for each additional quarter-hour thereafter. Overtime charges, where applicable, are 1.5 times our normal hourly rate. Materials (parts) are billed and taxed per the tax rate within the state your business resides.

Because a list of all possible services would be impossible to create, we've created a category called "Remote Support" that covers charges relating to remote programming, phone support, engineering, research, and any and all work done off-site or in any administrative capacity in an effort to assist clients with their technology.

Service Response Time:

On-site service for out-of-service systems: Within 0-3 hours from the time our service department is notified. Clients with a support agreement will be shown due priority and receive service as quickly as our service schedule allows for. Routine CAM work (change/add/move) can generally be scheduled within only a day to a few days from the time you call our service department, depending on our current workload.

Billing Rates:

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| On-site voice systems (phone system, voicemail) repair, modification, and programming | \$89 hourly |
| On-site infrastructure systems (phone and LAN cabling) repair, installation, and modification | \$89 hourly |
| On-site infrastructure systems (phone and LAN cabling) repair, installation, and modification | \$85 per drop plus materials |
| Remote Support | \$59 hourly (1/2 hour minimum) |
| Emergency response charge (same day service for critical outages) | \$105 for the first hour |
| After-Hours (5:00 pm - 6:59 am) and Weekends: One and one half times the hourly rate. | \$133.50 hourly |

FAQ's and Additional Important Disclosures:

Q: "Will we be able to get the same Engineer out to service our account each time? This really helps reduce the time and expense we have to invest reeducating an Engineer who is unfamiliar with our account."

A: Yes. Your account is assigned a Primary Engineer whose time (often billable time) is made more efficient with an intimate and well documented knowledge of your system.

Q: "It isn't uncommon that after a company services our system that another problem is created or that a return trip becomes necessary. Does Kommvia Inc. ensure their work to be free from these residual problems?"

A: Unfortunately we cannot. We do bill for all our time. We have however created a support provision that transfers this responsibility for these instances to us.

Payment Terms:

Payment for services rendered is due and payable at the time service is performed, unless otherwise agreed to. Company check is our preferred payment method.

Service Suspension: Kommvia Inc. will not perform any service, whether it's warranted, critical out-of-service, or otherwise, for a client whose account is placed on credit hold.

Returned Checks:

If a check is refused by the bank, we will assess a \$15 service charge.

Cancellations:

All will agree: time is our most valuable asset. Please provide at least 24 hours' notice if you will need to reschedule or cancel a service appointment.

Thanks for choosing Kommvia!

We are very grateful to serve you and our community.