

## Technical Support Field Service Pricing Policy

### Pricing List

- Field Service - Technical Support Specialist per hour

Service Type	Rate
Travel	\$100
Overtime Travel	\$150
On-site	\$150
Overtime On-site	\$200

- Consultation, Training, and Implementation Support – Applications Engineer per hour

Service Type	Rate
Travel	\$100
Overtime Travel	\$150
On-site	\$250
Overtime On-site	\$300

- All travel expenses are billed to the customer.
- Travel time is billed at the specified rates.
  - Travel is charged from 1 hour prior to a flight from the technician's home city, until arrival at a hotel or customer site.
  - Travel time includes a single 1 hour meal break for every 9 hours of travel, rounded up to the next whole number of breaks.

For example:

4 hours of travel - 1 hour break

9 hours of travel - 1 hour break

10 hours travel - 2 hour break

- Return travel is charged from the time technician leaves the customer site (in cases where they go directly from the plant to the airport), or from 1 hour prior to departure (when the technician goes from the hotel or anywhere other than the customer site) to the time the plane lands in the traveler's home city.

- Travel Hours
  - Standard travel hours are Monday through Thursday 5:00 AM to 9:00 PM and Friday 5:00 AM to 6:00 PM.
  - Overtime travel hours are Monday through Thursday 9:00 PM to 5:00 AM and Friday 6:00 PM to Monday 5:00 AM.
- Site Overtime is charged:
  - When in one day the technician works more than 8 hours.
  - When the technician is on-site before 6:00 AM or after 9:00 PM Monday through Thursday.
  - When the technician is on-site any time between Friday 6:00 PM and Monday 6:00 AM.