

TECHNICAL SUPPORT RATES AND TRIP FEES

Service Levels	Time & Materials Agreement
Training/Research Support	\$95.00 per Hour
Level I Technical Support	\$95.00 per Hour
Level II Technical Support	\$110.00 per Hour
Level III Technical Support	\$125.00 per Hour
Emergency Technical Support	\$150.00 per Hour
Flat-Rate Trip Charge (Less than 50 miles)	\$15.00 per Technician per Occurrence
Trip Charge (More than 50 miles) (Round Trip)	\$0.65 per Mile per Technician per Occurrence