

Research Support:

1. Research Support rates are found in Technical Support Rates & Trip Fees Document.
2. Research Support is provided by appointment with-in (5) business days, as call volume and technician availability allow, Monday thru Friday from 08:00 A.M. to 05:00 P.M. (MST) (Holidays Excluded).
3. Research Support may be provided either On-site or Off-site/Remotely.
4. Research Support On-site Support is billed in (30) minute increments for the initial half-hour and (15) minute increments thereafter.
5. Research Support Off-site/Remote Support is billed in (15) minute increments, and (15) minute increments thereafter.
6. If a technician is required On-site, an additional Flat-Rate Trip Fee will be applied as defined in Technical Support Rates and Trip Fees Document.
7. All on-going work is billed at actual time. Minimum increments do not apply.
8. Research Support for the "CLIENT" and/or a "CLIENT'S" vendor is defined as any hardware/software/general questions answered via phone or e-mail about current technology the "CLIENT" is using, or any potential future products or services the "CLIENT" may be interested in using.

Training Support:

1. Training Support rates are found in Technical Support Rates and Trip Fees Document.
2. Training Support is provided by appointment with-in (5) business days, as call volume and technician availability allow, Monday thru Friday from 08:00 A.M. to 05:00 P.M. (MST) (Holidays Excluded).
3. Training Support may be provided either On-site or Off-site/Remotely.
4. Training Support On-site Support is billed in (30) minute increments for the initial half-hour and (15) minute increments thereafter.
5. Training Support Off-site/Remote Support is billed in (15) minute increments, and (15) minute increments thereafter.
6. If a technician is required On-site, an additional Flat-Rate Trip Fee will be applied as defined in Technical Support Rates and Trip Fees Document.
7. All on-going work is billed at actual time. Minimum increments do not apply.

Level I Technical Support:

1. Level I Technical Support rates are found in Technical Support Rates and Trip Fees Document.

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POLICY CATEGORY: FORMS (GENERAL)
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REVISION NUMBER: R01-18
REVISION DATE: 01/01/2018

2. **Level I Technical Support is provided by appointment with-in (2) business days, as call volume and technician availability allow, Monday thru Friday from 08:00 A.M. to 05:00 P.M. (MST) (Holidays Excluded).**
3. **Level I Technical Support may be provided either On-site or Off-site/Remotely.**
4. **Level I Technical On-site Support is billed in (30) minute increments for the initial half-hour and (15) minute increments thereafter.**
5. **Level I Technical Off-site/Remote Support is billed in (15) minute increments, and (15) minute increments thereafter.**
6. **If a technician is required On-site, an additional Flat-Rate Trip Fee will be applied as defined in Technical Support Rates and Trip Fees Document.**
7. **All on-going work is billed at actual time. Minimum increments do not apply.**

Level II Technical Support:

1. **Level II Technical Support rates are found in Technical Support Rates and Trip Fees Document.**
2. **Level II Technical Support is provided by appointment with-in (2) business days, as call volume and technician availability allow, Monday thru Friday from 08:00 A.M. to 05:00 P.M. (MST) (Holidays Excluded).**
3. **Level II Technical Support may be provided either On-site or Off-site/Remotely.**
4. **Level II Technical On-site Support is billed in (30) minute increments for the initial half-hour and (15) minute increments thereafter.**
5. **Level II Technical Off-site/Remote Support is billed in (15) minute increments, and (15) minute increments thereafter.**
6. **If a technician is required On-site, an additional Flat-Rate Trip Fee will be applied as defined in Technical Support Rates and Trip Fees Document.**
7. **All on-going work is billed at actual time. Minimum increments do not apply.**

Level III Technical Support:

1. **Level III Technical Support rates are found in Technical Support Rates and Trip Fees Document.**
2. **Level III Technical Support is provided by appointment with-in (2) business days, as call volume and technician availability allow, Monday thru Friday from 08:00 A.M. to 05:00 P.M. (MST) (Holidays Excluded).**
3. **Level III Technical Support may be provided either On-site or Off-site/Remotely.**

4. **Level III Technical On-site Support is billed in (30) minute increments for the initial half-hour and (15) minute increments thereafter.**
5. **Level III Technical Off-site/Remote Support is billed in (15) minute increments, and (15) minute increments thereafter.**
6. **If a technician is required On-site, an additional Flat-Rate Trip Fee will be applied as defined in Technical Support Rates and Trip Fees Document.**
7. **All on-going work is billed at actual time. Minimum increments do not apply.**

Emergency Technical Support:

1. **Emergency Technical Support rates are found in Technical Support Rates and Trip Fees Document.**
2. **Emergency Technical Support is provided, Monday thru Friday from 08:00 A.M. to 05:00 P.M. (MST), and Saturday and Sunday from 08:00 A.M. to 05:00 P.M. (MST) (Holidays Excluded) (Based on Technician Availability).**
3. **Emergency Technical Support may be provided either On-site or Off-site/Remotely.**
4. **Emergency Technical On-site Support is billed in (60) minute increments for the initial half-hour and (15) minute increments thereafter.**
5. **Emergency Technical Off-site/Remote Support is billed in (30) minute increments, and (15) minute increments thereafter.**
6. **If a technician is required on-site, an additional Flat-Rate Trip Fee will be applied as defined in Technical Support Rates and Trip Fees Document.**
7. **All on-going work is billed at actual time. Minimum increments do not apply.**
8. **Emergency Technical Support applies to unscheduled requests for immediate response (typically due to mission critical situations).**
9. **A "CLIENT" requesting an immediate response which diverts a technical support technician from other already scheduled tasks, will be billed at Emergency Technical Support Rates.**

Trip Fees:

1. **Trip Fee rates are found in Technical Support Rates and Trip Fees Document.**
2. **For client locations within 50 miles of myODIE.com a Flat-Rate Trip Fee is applied per-technician, per-visit as defined in Technical Support Rates and Trip Fees Document.**

***myODIE.com strives to provide the best possible response time for technical support requests, and therefore, the “CLIENT” may receive a quicker response to Technical Support requests during periods of low call volume. This is done in the interest of good customer service and in no way implies myODIE.com will always be able, or obligated, to deliver immediate response to all Technical Support requests.**

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PAGE 4