

TECHNICAL SUPPORT RATES AND TRIP FEES

| Service Levels | Time & Materials Agreement | Block Hour Agreement |
|--|--|--|
| Training/Research Support | \$95.00 per Hour | \$80.00 per Hour |
| Level I Technical Support | \$95.00 per Hour | \$80.00 per Hour |
| Level II Technical Support | \$110.00 per Hour | \$95.00 per Hour |
| Level III Technical Support | \$125.00 per Hour | \$110.00 per Hour |
| Emergency Technical Support | \$150.00 per Hour | \$150.00 per Hour |
| Flat-Rate Trip Charge (less than 50 miles) | \$10.00 per Technician per Occurrence | \$10.00 per Technician per Occurrence |
| Trip Charge (more than 50 miles) (Round Trip) | \$0.65 per Mile per Technician per Occurrence | \$0.65 per Mile per Technician per Occurrence |

Block Hour Agreement Savings:

- **Level I Technical Support Savings: \$15.00 per hour**
- **Level II Technical Support Savings: \$15.00 per hour**
- **Level II Technical Support Savings: \$15.00 per hour**