



SUPPORT AGREEMENT

Flat-Rate Support: \$125.00 per hour

Block-time Plans:

10 Hour Plan	\$100.00 per hour
25 Hour Plan	\$90.00 per hour
50 Hour Plan	\$80.00 per hour

ALL REASON SUPPORT AGREEMENT OPTIONS INCLUDE THE FOLLOWING:

REASON contracts are valid for one year. Contract expires when hours are depleted and all hours must be used within a 12-month period.

Hourly rate starts when engineer leaves for your site and ends when they are finished and have work order signed by customer. No separate trip charge within the 7 County Metro area. Trip charges will be billed both ways for customers outside the 7 County Metro area.

Standard Service (Customer callback within 1 hour) available from 8 a.m. through 5 p.m. M-F.

Scheduled service is available evening and weekends with prior approval. After Hours Support Rates: 1.5 x hourly rate (Defined as before 8 a.m. or after 5 p.m., M-F and all day Saturday.) Sunday and Holiday Rates: 2 x hourly rate (Defined as Sunday 12:01 a.m. to 8:00 a.m. Monday and all National Holidays).

Telephone Support

Telephone Support for all service issues.

Billing: **15 minute minimum – actual time billed after 15 minutes, rounded to the nearest 15 minutes.**

On-Site Support

Billing: **2-hour minimum – actual time billed in 30 minute increments after second hour.**

- Downtown Minneapolis and St. Paul add \$10.00 per trip.

EMERGENCY SERVICES
 Technician on-site within 2.5 hrs.
 8 am – 5 pm, Monday – Friday
RATE: 2 x the hourly rate with a two-hour minimum per incident

ALL REASON SUPPORT AGREEMENT HOURS MUST BE PAID IN FULL PRIOR TO CONTRACT BEING ACTIVATED

REASON Support Agreement holders will be notified when approximately 80% of their hours have been used.

Once a REASON Support Agreement plan expires, customer has one week to purchase a new REASON Support Agreement or support hours will be billed at the hourly rate of \$125.00 until a new REASON Support Agreement plan is purchased.

REASON does not make any warranty, express or implied, with respect to the services rendered by its personnel or the results obtained from their work. In no event shall REASON be liable for consequential, incidental or indirect damages, or for acts of negligence that are not intentional or reckless in nature. Either party may bring no action, regardless of form, arising out of the services under this agreement, more than one (1) year after the date of completing the services. Customer agrees that REASON's liability hereunder for damages, regardless of the form or action, shall not exceed the total amount paid to REASON for services under this agreement.

REASON must approve any changes in writing. There are no refunds on REASON Support Agreement plans. During the term of and for a period of one year following any support and maintenance agreement between REASON and Customer., Customer shall not directly or indirectly, recruit, hire, engage, solicit, assist anyone else in the solicitation of or otherwise transact business (either as an employee, independent contractor, or consultant), with any REASON employees. In the event Customer violates this section, Customer shall pay REASON an amount equal to the total annual compensation which such person(s) were earning at REASON, or the total annual compensation which Customer pays such personnel, whichever is greater. We look forward to your partnership and serving you.

** IF you chose not to purchase a pre-paid Support Agreement, you may pay the regular rate of \$125.00 per hour, due when the job is complete or the end of the business day whichever comes first. It is your (the customers) responsibility to make sure payment is issued to the engineer before he/she leaves your site.

Company Name: _____

Contact Name: _____

Phone: _____

Fax: _____

Address: _____

City/State/Zip: _____

Sales Person: _____

Date: _____

Customer Signature: _____

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