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## **CUSTOMER FIELD SERVICE & ASSISTANCE VIA MODEM GENERAL RATES & CONDITIONS**

January 1, 2010

### **FIELD SERVICE**

<b>PER DIEM RATE</b>	<b>\$135.00</b>	<b>any 8 hour day, Monday-Friday</b>
	<b>PER HOUR</b>	<b>between 7 AM to 6 PM, including time</b>
		<b>to and from job site</b>
<b>OVERTIME</b>	<b>\$170.00</b>	<b>Regular overtime and all hours</b>
	<b>PER HOUR</b>	<b>prior to 7 AM or after 6 PM and</b>
		<b>all weekend time, including travel</b>
		<b>time to and from job site</b>
<b>TRAVEL AUTO</b>	<b>\$0.65</b>	<b>Auto mileage covering</b>
	<b>PER MILE</b>	<b>company or personal cars</b>
<b>RENTAL CAR</b>	<b>AT COST</b>	
<b>PUBLIC TRANSPORT</b>	<b>AT COST</b>	
<b>STAND-BY &amp; HOLDOVER TIME</b>	<b>SAME AS SERVICE RATE</b>	
<b>MEALS &amp; LODGING</b>	<b>AT COST</b>	<b>Includes all meals and lodging</b>
		<b>to, from and while at job site</b>

### **OFFSITE TECHNICAL ASSISTANCE VIA TELEPHONE/MODEM**

Certain technical problems can be solved through analytical work in our offices and communication via telephone and/or modem

<b>HOURLY RATE</b>	<b>\$ 160.00</b>
<b>Including telephone charge</b>	
<b>OVERTIME</b>	<b>\$ 210.00</b>
	<b>PER HOUR</b>