



ABT's Technical Support Fees:

- ✓ Tech Support \$84.95 hr. billed in 15 min. increments
- ✓ Professional Services \$136.95 hr. billed in 15 min. increments
- ✓ Software Development \$189.95 hr. billed in 15 min. increments
- ✓ Systems Engineering (Including Network Eng) \$189.95 hr. billed in 15 min. increments
- ✓ Consulting \$210.00 hr. billed in 15 min. increments
 - After Hours Support is billed at 1.5 x Appropriate Rate
 - On-Site Support is billed at 1.5 x Appropriate Rate plus Travel/Expenses and Project Materials
 - If both 2 x Appropriate Rate.

Travel Per Diem-

ABT shall be reimbursed for actual and reasonable out-of-pocket expenses of its employees and consultants (such employees and consultants, the "ABT Professionals") and other expenses authorized by Client in advance incurred in performance of the Services, including coach air travel, lodging and a per diem allowance based on the Federal Per Diem Rates set by the United States General Services Administration (the "GSA") for ABT Professionals who perform at least eight (8) hours per day of local billable Services. ABT Professionals traveling out-of-town shall be reimbursed for coach air travel, auto rental, lodging and a per diem meal allowance based on the Federal Per Diem Rates set by the GSA. ABT Professionals shall be reimbursed for automobile mileage when performing Services outside one hundred (100) miles round-trip from any such ABT Professional's local branch office. Travel time for ABT Professionals shall be charged to Client at fifty percent (50%) of ABT's applicable rate schedule.

TECH SUPPORT Monday - Friday 5:00 a.m. – 5:00 p.m. (Pacific Time Zone)

e-mail Help@myabt.com Phone 888-422-3400 option 1 (Also for after hours support)

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Folsom, CA 95630

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