

**Access Business Technologies, LLC (“ABT”)**

850 Iron Point Road  
Folsom, CA 95630-9010



<b>ABT Technical Support And Other Service Fees</b>		
<b>Support or Service</b>	<b>Posted Rate</b>	<b>Minimum Billable Time</b>
Technical support	\$95.00/hour	15-minutes
Professional services	\$150.00/hour	30-minutes
Software development	\$210.00/hour	30-minutes
Systems engineering (including network engineering)	\$210.00/hour	30-minutes
Database and data warehouse development	\$220.00/hour	30-minutes
Consulting: project or development	\$250.00/hour	30-minutes
Consulting: Microsoft engineer incident assist	\$375.00/hour	30-minutes
<b>Note:</b> All fees are billed in 15-minute increments after completing the minimum time.		

**After Hours Rates**

- After-hours support is billed at 1.5 times the posted rate.
- On-site support is billed at 1.5 times the posted rate plus travel, per diem expenses, and project materials costs.
- Work performed after-hours and onsite work is billed at two (2) times the posted rate plus travel, per diem expenses, and project materials costs.

**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. Reference:

<https://www.gsa.gov/travel/plan-book/per-diem-rates>

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.

**Technical Support Hours, Phone, and Email**

Monday - Friday; 5:00 AM to 5:00 PM (Pacific time zone)

e. [help@myabt.com](mailto:help@myabt.com) | p. (888) 422-3400, option 1 (business hours and after-hours support)

**Sales Hours, Phone, and Email**

Monday - Friday; 6:00 AM to 5:00 PM (Pacific time zone)

e. [sales@myabt.com](mailto:sales@myabt.com) | p. (888) 636-5426

All rates are effective March 1, 2021 and posted at <https://www.myabt.com/rates>