

Note: Access Business Technologies, LLC (“ABT”) is now serving the mortgage and banking industries as *Mortgage Workspace*, an Access Business Technologies company.

Mortgage Workspace ABT Technical Support and Service Fees		
Support or Service	Posted Rate	Minimum Billable Time
Technical support	\$105.00/hour	15-minutes
Professional services	\$165.00/hour	30-minutes
Security operations service	\$195.00/hour	15-minutes
Software development	\$231.00/hour	30-minutes
Systems engineering (including network engineering)	\$231.00/hour	30-minutes
Database and data warehouse development	\$242.00/hour	30-minutes
Consulting: project or development	\$275.00/hour	30-minutes
Due Diligence Documentation Review & Completion	\$275.00/hour	02-hours
Consulting: Microsoft Premier Support	\$415.00/hour	01-hour
Note: We bill all fees 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

Mortgage Workspace (“MWS”) or Access Business Technologies, LLC (ABT) shall be reimbursed for actual and reasonable out-of-pocket expenses of its employees and consultants (such employees and consultants, the “MWS or ABT Professionals”) and other client-authorized expenses in advance, including the estimated service fee, 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 MWS or 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>

MWS or 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. MWS or ABT Professionals shall be reimbursed for automobile mileage when performing Services outside one hundred (10) miles round-trip from any such MWS or ABT Professional’s local branch office. Travel time for MWS or ABT Professionals shall be charged to Client at fifty percent (50%) of the MWS or ABT Professional’s applicable rate schedule.

Technical Support Hours, Phone, and Email for Access Business Technologies or Mortgage Workspace

Monday - Friday; 5:00 AM to 5:00 PM (Pacific time zone)
e. support@myabt.com | p. (888) 422-3400, option 1 (business hours and after-hours support)

Sales Hours, Phone, and Email for Access Business Technologies or Mortgage Workspace

Monday - Friday; 8:00 AM to 5:00 PM (Pacific time zone)
e. sales@mortgageworkspace.com | sales@myabt.com | p. (888) 636-5426