

RATES / PRICING as of 07-14-2020

Standard Rates

- **Advanced Labor:** \$120/hour – servers, firewalls, routers, and managed switches
- **Standard Labor:** \$100/hour – desktops, printers, and cabling
- **Overtime:** 50% above standard rates

Travel Charges (per technician)

- **Local:** \$30 in Lauderdale and Colbert counties
- **Non-Local³:** Mileage is \$1.50 per mile roundtrip

Business Hours Emergencies and Same-Day Service

- **Emergency Upgrade Fee** is **required** when:
 - Clients under an **On-Demand/Hourly Support Agreement** request same-day service
 - Clients under a **Managed Services Agreement** request to escalate a non-critical ticket to P1-Critical status
 - Non-critical issues related to **Ally Voice, Internet, and Cellular** are requested to be escalated to P1-Critical status
- **Emergency Upgrade Fee:** \$50 per remote ticket, \$100 per on-site ticket
- **Hourly:** Same as Standard rates
- **Travel Charges:** Same as standard rates

After-Hours and Holidays²

- **Technical support** is **free** and available 24/7/365 for **Ally Voice, Internet, and Cellular services**
- **Emergency Upgrade:** \$50 per remote ticket, \$100 per on-site ticket
- **Hourly:** Double standard rates
- **Travel:** Double standard rates

Minimum Billing Increments

- **Local On-site⁴ Service:** (1) One-hour minimum
- **Non-Local On-site⁴ Service:** (2) Two-hour minimum
- **Remote Support⁵:** (30) Thirty-minutes minimum (half-hour)
- **Rounding:** Times are rounded up to the nearest quarter-hour (billed in (15) fifteen-minute increments)

¹Business Hours are 8 am to 5 pm central, Monday through Friday, except Holidays. All other times are considered after-hours and are outside normal business hours.

²Emergency Upgrade and After-Hours Emergency Support will never be charged on the same service request. Holidays are not considered business hours. Ally Communication Holidays can be found here:

<https://allyadvantage.com/resources/downloads/>

³Non-Local is the servicing of a location that is located outside of these Alabama counties:
Lauderdale County and Colbert County

⁴On-site support is when an Ally Communication employee travels to a customer's location

⁵Remote support is all support provided that does not require a visit to the customer's location

Ally Communications, LLC reserves the right to adjust pricing/rates and terms without advance notice, as part of its current pricing schedule.