

## **DataXL Billing Policy**

- **Terms:**
  - Customer – the party entering this agreement who will submit payment for bills.
  - Agreed upon standard rate – This is per hour, dollar amount which was established between DataXL and customer. DataXL reserves the right to raise this rate with 15 days written notice to customer.
- **Invoicing:**
  - Unless otherwise stated on the invoice, all invoices are due within 15 days of the day the invoice was issued.
  - Failure to pay invoices on time will result in a poor account status. DataXL reserves the right not to service customers whose accounts are not in good standing until the billing issues are resolved.
- **Standard Rate**
  - The standard rate may change in the future, however Customer will be notified of the change in rate upon the next request for service.
  - The current standard rate is \$125/hour.
- **Pricing:**
  - **Telephone:**
    - i. Telephone tech support will be billed at 50% of the agreed upon standard rate (rounded to the nearest 5 minutes) for support that exceeds 15 minutes.
    - ii. If telephone support determines that an onsite call is necessary, DataXL reserves the right and discretion to bill the Telephone support and the Onsite support separately or together.
    - iii. A support issue that spans multiple telephone calls will be billed together.
  - **Email:**
    - i. Email tech support will be billed at a rate of 25% of the agreed upon standard rate for each support issue.
    - ii. A single email may contain multiple questions, each of which will be considered a single and separate support issue.
  - **Documentation:**
    - i. Time necessary to produce documentation will be billed at 50% of the agreed upon standard rate, 50% of the special project hourly rate, or be included in the agreed upon fixed rate for special projects.
    - ii. Documentation time will not exceed 3 hours unless DataXL notifies customer prior to the completion of work.
  - **Special projects:**
    - i. Customer and DataXL will agree upon a rate (either fixed or hourly) prior to the start of work on the project.
  - **Onsite Service:**
    - i. Onsite service will be billed at the agreed upon standard rate.
    - ii. Onsite service calls of up to and including two hours in duration will be billed for two hours of service.
  - **Emergency Service:**
    - i. Emergency service calls are classified as calls where response time is within 24 hours of initial service request.
    - ii. Emergency service will be billed at a rate of 150% of the standard agreed upon rate during the normal work week (Monday thru Friday).
    - iii. Emergency service will be billed at a rate of 200% of the standard agreed upon rate for weekend work. If the client has a normal service contract (monthly, quarterly, or annual) the weekend emergency rate will be specified in the contract or 150% of the contract rate.
    - iv. Emergency service calls of up to and including two hours in duration will be billed for two hours of service.
- **Disputes:**
  - In the event that a bill is disputed, customer will pay the entire undisputed amount and submit written notice describing the dispute to DataXL within 15 days of the receipt of the disputed invoice.
- **Collection of overdue bills:**
  - DataXL reserves the right to use any means available to collect payment for undisputed, overdue bills.