

Open Support Rates

Effective December 1, 2007

Service Type	\$/Hour	Minimum Billing	Increments
Weekday Support Hourly rate for responding to a service issue on the phone or in person during the week, excluding holidays. Call as often as you like for answers on any support subject or issues over an hour, and be billed for just one hour. If we are unavailable to respond to your call, we will respond within 24 business-day hours. If available, we can remotely control your machine to better service the issue.	69.00	1 Hour	30 Minutes
On-site Service Charge This charge is to cover costs relating to an on-site service issue response.	45.00 (Each occurrence)		
Emergency Response Charge One-time charge to respond to a service issue within two hours, anytime.	149.00 (Each occurrence)		
Weekend/Holiday* Support Hourly rate for phone, remote or on-site response during holidays and weekends	109.00	1 Hour	30 Minutes
FileMaker Pro Services Hourly rate for program development. Receive a voucher for one hour of FREE programming for every five hours billed.	49.00	1 Hour	1 Hour
Training Services We can train your general or technical staff one to one, or in group sizes up to 20 persons. Please check the DES Training Brochure for curriculum Please allow up to two weeks to schedule the session. Training materials and user PCs are an additional charge- contact DES to estimate the total cost.	39.00	1 Hour	1 Hour

Services provided do not guarantee a resolution of an issue, only that DES will put forth a best-effort to resolve an issue. If a service call goes beyond the 1st hour, we will provide an estimate of the additional time required to complete an issue and recommend the most cost- effective action to resolve the issue. Upon resolution of the issue, DES will research methods of prevention or reoccurrence of that issue unless otherwise specified. Analysis of why an issue occurred can reduce or prevent future down time and service expense. If the resolution of an issue is beyond DES' expertise, we will seek your authorization to obtain assistance of manufacturer recommended support or a specialist at additional cost. During this process, DES will supervise the operation to resolution. In either case, 3rd party support will separately bill Client for their services

***Holidays:**

New Year's Eve, New Year's Day, Memorial Day (Last Monday in May), Independence Day, Labor Day, Thanksgiving Day, Christmas Day