

SUPPORT SERVICES (FEE OPTIONS)



ODI offers a variety of support options, including: time and materials service, discounted pre-paid blocks of service, support contracts, and more. Whatever support method you choose, our technicians are available 24/7 to ensure that you always receive the highest quality technical support and unparalleled customer service.



TIME AND MATERIALS – ODI technicians are available on a time and materials hourly basis. (Travel time is not charged to service locations within ODI's 15-minute radius.) Unless previously approved, all services are billed C.O.D. and payment is required at the time of service. To apply for other payment terms, contact us to fill out a Credit Application. Current hourly rates are:

In-office	\$75 per hr (1/2 hr min.)
On-site Standalone	\$85 per hr (1hr min.)
On-site Networking	\$95 per hr (1hr min.)
Programming	Starting at \$105 per hr*
Emergency	A \$75 surcharge, plus \$10 addl per hr will be added to the above standard rates for emergency support.

DISCOUNTED PREPAID SERVICE BLOCKS – Purchase a block of service hours, at a discounted rate, and use them as you would a 'time and materials' service call. When the hours are expended, purchase another block to continue your support services.

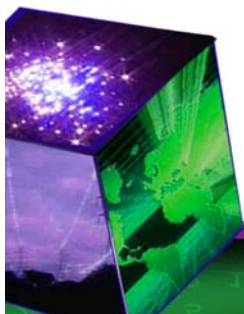
Block (discount % – approximate)	Std. Onsite (\$85)	Std. Networking (\$95)	Std Pgmng (\$105)
30+hr blocks (5% disc.)	\$80.50 per hr	\$90.50 per hr	\$100.00 per hr
60+hr blocks (10% disc.)	\$76.50 per hr	\$85.50 per hr	\$95.00 per hr
120+hr blocks (15% disc.)	\$72.50 per hr	\$80.50 per hr	\$89.50 per hr

SUPPORT CONTRACTS – ODI offers support service contracts. Budget technical support fees in advance and avoid unforeseen expenditures. An ODI representative will provide you with a fixed quote for monthly or quarterly service fees (based on the # of workstations, operating systems & equipment). ODI provides unlimited support services for your network, operating system, hardware, etc. Replacement hardware is provided at cost plus 15%, under the terms of this contract*.



(NOTE: Coverage also available for full cost of replacement hardware.)

FIXED PRICE SERVICE QUOTES – For larger programming projects, network implementations, and other services, ODI offers fixed price quotes. Provide us with details regarding the service and/or equipment you require, and an ODI representative will be happy to create a Fixed Price Quote for you free of charge!



www.ODIConsulting.com

Innovative Computing Solutions for Tomorrow's Technology...