



Connecting the Dots to the Cloud™

Packet Fusion, Inc. Labor Rate Increase Announcement

Effective March 1, 2020, Packet Fusion Inc. will be increasing our Labor Rates as noted below.

Customers with an Active Maintenance Contract

- Rates will increase to \$145.00 per hour for labor during business hours, and \$217.50 per hour for afterhours.
- This increase will take effect upon renewal of your maintenance agreement with Packet Fusion.

Customers on a Time and Materials Basis

- Rates will increase to \$195.00 per hour for labor during business hours, and \$292.50 per hour for afterhours.
- This increase will take effect on March 1, 2020
- Support will be limited to best effort availability
- Support will be billed on a Time & Material basis with a 2-hour minimum, including ALL travel time (when applicable) to and from site in 30-minute increments.
- Customers will be asked to acknowledge T&M billing via case update reply, prior to support being provided.

Hourly Rate Schedule

PACKET FUSION LABOR RATE TABLE		
	Maintenance Support Rate	Non-Maintenance Support Rate
Business Hours (7 AM - 5 PM PST)	\$145.00	\$195.00
After Hours	\$217.50	\$292.50