

Packet Fusion, Inc. Time & Materials Policy Announcement

Hello,

Effective Monday, October 7th, 2019, Packet Fusion Inc. will be updating our Time & Materials Support Policy as noted below. Packet Fusion will continue to support customers with expired or in-active maintenance agreements under the following guidelines.

Remote Support

- Remote Support will be limited to best effort availability.
- Remote Support will be billed on a Time & Material basis with a 2-hour minimum, followed by 30-minute increments thereafter.
- Customers will be asked to acknowledge T&M billing via case update reply, prior to support being provided.

Onsite Support

- Onsite Support will be limited to best effort availability.
- Onsite Support will be billed on a Time & Material basis with a 2-hour minimum, including ALL travel time 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

Time & Material Rates	
Non-Maintenance Support Rate	
Business Hours (7 AM - 5 PM PST)	\$175
After Hours	\$262.50