



Advanced Intelligence Engineering

Advanced Intelligence Engineering, LLC MANAGED SERVICES PROVIDER AGREEMENT

Client Name: Wheaton Park District

Effective Date:

This Managed Services Provider Agreement ("Agreement") by and between Client (as identified above) and Advanced Intelligence Engineering, LLC ("Advanced Intelligence Engineering" or "AIE") located at the address set forth below, is effective as of the date specified above (the "Effective Date"). The parties agree as follows:

1. Terms of Agreement: The terms of this agreement are governed by the Master Services Agreement (MSA).

- (a) Unless terminated earlier in accordance with (b) below, the initial term of this Agreement shall commence on the Effective Date and terminate thirty-six (36) months thereafter. This Agreement shall automatically renew for successive one (1) year terms unless either party provides the other with notification of termination at least thirty (30) days prior to expiration of the then-current term. The pricing and services of this Agreement shall remain in force for the duration of the initial three (3) year term, and shall be reviewed prior to each successive one (1) term.
- (b) Either party may terminate this Agreement (including any and all Schedules) at any time if the other party: (i) fails to cure any material breach of this Agreement within thirty (30) days after written notice of such breach or (ii) ceases operation without a successor. Termination is not an exclusive remedy and the exercise by either party of any remedy under this Agreement will be without prejudice to any other remedies it may have under this Agreement, by law, or otherwise. Should the Client elect to terminate the agreement before the initial three (3) year term is completed, there will be a penalty fee equal to the charge of one (1) month of the contract's services.
- (c) If either party terminates this Agreement, AIE will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider, if requested by Client. Client agrees to pay AIE the actual costs of rendering such assistance. The Client is responsible for the return of any AIE equipment to AIE's business offices, and any shipping, delivery, handling, or mileage costs associated therewith.
- (c) **Effect of Suspension**
Software as a Service will be unavailable in whole or in part during any suspension. Support will be unavailable in whole or in part, and reduced rates will not apply during a suspension. Fees may continue to accrue during a suspension, and AIE may charge Client a reinstatement fee following any suspension of Managed Services. AIE is not liable for the state of Client's network during a suspension period.
- (d) **Effect of Termination**
Effective immediately upon the termination of this Agreement, support will no longer be available and all AIE software and tools will be permanently removed from Client devices. All Confidential Information and Documentation, including all copies thereof, must be returned to AIE or permanently destroyed. On written request, Client agrees to certify in writing that they are no longer in possession of any Confidential Information or Documentation. All terms of this Agreement that should by their nature survive termination will survive. The Master Services Agreement shall survive a termination of this agreement.



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Client is responsible for costs incurred to terminate services, including, but not limited to, AIE labor and 3rd party labor fees, service and product contract termination fees. If Client and AIE elect to restore terminated services, Client is responsible for all fees associated with re-instating such services. AIE is not liable for the state of Client's network once this Agreement has been terminated.

2. Fees & Payment: AIE invoicing is net 20 day due from date of invoice. Client shall be responsible for all taxes, withholdings, duties and levies arising from the services (excluding taxes based on the net income of Advanced Intelligence Engineering). AIE shall have the right to suspend service if Client has failed to pay any invoice within twenty (20) days following invoice date. Bills unpaid more than 45 days will result in termination of this agreement, and may be sent to a third party collection. Client will be responsible for any legal or collection fees associated with this action.

(a) Setup Fee

Fees will include a one-time account setup fee, as specified in the Pricing Schedule. Setup fee is due before commencement of work. Account setup includes agent loads on network devices, removal of any previous managed service agent devices (e.g. monitoring, antivirus, etc.), setup of backup software, client portal configuration, asset and user report configurations, VISIO, and asset inventory count. This setup fee does not include the configuration of specific files to be backed up. Any additional setup requirements or onsite troubleshooting requested during the setup visit will be billed according to the terms of Appendix C. Account setup fee only covers those account configurations requested and performed during the account setup. Client will be notified by AIE when account setup has been complete.

(b) Monthly Fees

Monthly fees will be billed as outlined in the Pricing Schedule, invoiced to Client on a monthly basis, and will become due and payable per the invoicing terms set forth above. Refer to Appendix C for services covered by the monthly fee under the terms of this Agreement. Any additional Client equipment and/or Client personnel added during the course of this Agreement could affect the monthly fees.

(c) Labor Fees

Hourly rates shall be billed as set forth in the Pricing Schedule and Appendix C. AIE reserves the right to change prevailing rates at any time, with 30 days written notice to Client. Labor is invoiced on a weekly basis, and is due per the invoicing terms set forth above. Client shall be billed for all requested support, including, but not limited to, responses to alerts and Trouble Tickets, end-user support, and changes to account setup or service configuration after the completion of account setup. Any and all services requested by Client that fall outside of the terms of this Agreement will be considered Projects, and will be quoted and billed as separate, individual Services.

3. Means of Contact

Client contact for requested service is initiated by in-person request, telephone call to AIE service desk (630-936-4045, ext. 3), ticket submission through client access portal, or email to designated service email account(s) (support@aie195.com) only.

4. Coverage

All services qualifying under these conditions, as defined by Appendix D, will fall under the provisions of Appendix C. Hardware costs of any kind are not covered under the terms of this Agreement.

(a) Software as a Service

AIE will provide Client with access to professional grade, industry standard IT management tools for backup, antivirus, monitoring, and remote access, as defined by Appendix D.



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This includes ongoing monitoring and security alert services of all devices indicated in the Pricing Schedule. AIE will provide scheduled reports as well as document critical alerts, scans and event resolutions to Client. AIE will provide Client with a client portal to view alerts, remote take control software, automatic patch software, and options for data backup and automatic antimalware. Those backup and antimalware software services that are included in this Agreement are set forth in the Pricing Schedule.

AIE agrees to be a reseller in good standing with the vendors of the software provided. AIE reserves the right to change software vendors at AIE's cost with 30 days' written notice to Client. Patch schedules, alert thresholds, and antimalware settings are set at the time of account setup. AIE reserves the right to change reporting setup at its discretion, with notice to the Client. Any Client requested changes to these settings will incur charges as set forth in Appendix C.

(b) Remote Management / Troubleshooting / Help Desk

AIE will provide Remote End-Point Device Management, Help Desk, and Troubleshooting, and Remote Network & Server Management and Troubleshooting, as defined by Appendix D, at the rates defined in Appendix C.

Support must be requested by the means of contact specified in Section 3 above. Each support request will be assigned a Trouble Ticket number for tracking. Monitoring Services automatically generate Trouble Tickets in AIE's system for alerts. Should a problem be discovered by alert software, AIE will make every effort to resolve the issue in a timely manner.

AIE will respond to Client's Trouble Tickets under the provisions of Appendix A & B. Support for locations and devices covered under this Agreement will be billed at the rates designated in the Pricing Schedule.

(c) Onsite Support

When the Client has requested support on a Trouble Ticket, AIE will make a best effort to solve the problem remotely. If the problem cannot be resolved remotely after one hour of troubleshooting, AIE reserves the sole right to determine if the problem requires an onsite service call for further resolution. Client has the right to decline the service call; if the service call is declined by Client, AIE is not obligated to continue supporting that Trouble Ticket remotely, and shall not be held liable for any damages as a result of Client declining support. In either event, Client is still responsible for all support charges associated with actual work performed.

4. Suitability of Existing Environment: In order for Client's existing environment to qualify for AIE's Managed Services Provider Agreement, the following requirements must be met:

- (a) All servers with Microsoft Windows Operating Systems must be running Windows 2008 Server or later, and have all of the latest Microsoft Service Packs and Critical Updates installed.
- (b) All desktop PC's and notebooks/laptops with Microsoft Windows Operating Systems must be running Windows 7 or later, and have all of the latest Microsoft Service Packs and Critical Updates installed.
- (c) All desktop PC's and notebooks/laptops with Office Suite software must be running Microsoft Office 2007 or later.
- (d) All server and desktop software must be genuine, licensed, and vendor-supported.
- (e) The environment must have a currently licensed, up-to-date and vendor-supported server-based antivirus solution protecting all servers, desktops, notebooks/laptops, and e-mail.
- (f) The environment must have a currently licensed, vendor-supported server-based backup solution that can be monitored, and send notifications on job failures and successes. Client must possess industry-standard backup software within the current or up to one version previous. Hardware must be high speed (e.g. external, network attached, or eSATA/iSCSI). AIE requires evidence of a fully successful backup prior to assuming responsibility for managing the data backup.



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- (g) The environment must have a currently licensed, vendor-supported firewall between the internal network and the Internet.
- (h) All wireless data traffic in the environment must be securely encrypted.
- (i) There must be an outside static IP address assigned to a network device, allowing RDP or VPN access.
- (j) Network, security, and Exchange server diagnostic audit results must comply with minimum standards.

Client has 60 days from contract start date to meet minimum support requirements. Costs required to bring Client's environment up to these Minimum Standards are not included in this Agreement. AIE will work with Client to draft a Statement of Work for any necessary project engagement. Should any hardware or software remain out of compliance past the 60 day window, support for that hardware will be considered an Excluded Service.

5. Excluded Services: This Service Agreement covers only those services defined in Appendix D and selected in the Pricing Schedule. AIE must deem any equipment and services Client may want to add to this Agreement after the effective date acceptable. The addition of equipment and services not listed in the Pricing Schedule at the signing of this Agreement, if acceptable to AIE, shall result in an adjustment to the Client's monthly charges.

Service rendered under this Agreement does not include:

- (a) Support for any device not meeting minimum support requirements as outlined in Section 4 above.
- (b) Support for any device not covered under this Agreement as defined in the Pricing Schedule and Appendix, including devices on the network but not covered under this Agreement, or service and repair made necessary by such a device.
- (c) Operating system upgrades on PCs or end-point devices on existing hardware.
- (d) Any server or network equipment upgrades.
- (e) Labor required to add new devices (virtual or physical) to this agreement (i.e., added workstations, added network equipment, additional servers, network re-architecting, etc.)
- (f) Hardware support for any device outside of vendor warranty.
- (g) The cost of any parts, equipment, or shipping charges of any kind.
- (h) The cost of any software, licensing, or software renewal or upgrade fees of any kind.
- (i) The cost of any 3rd Party vendor or manufacturer support or incident fees of any kind.
- (j) The cost to bring Client's environment up to minimum standards required for Services.
- (k) Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors.
- (l) Service and repair made necessary by the alteration or modification of equipment other than that authorized by AIE, including alterations, software installations or modifications of equipment made by Client's employees or anyone other than AIE.
- (m) Service or repair made necessary by malicious acts on the part of a client employee, or by client failure to follow best practices as clearly recommended by AIE.
- (n) Maintenance or upgrades of applications software packages, whether acquired from AIE or any other source unless as specified in Appendix B.
- (o) Programming (modification of software code) and program (software) maintenance unless as specified in the Appendix.
- (p) Training services of any kind.
- (q) Any services for which the Client requires AIE to possess specific certification.
- (r) Any services AIE considers specialty services or project services. Such services that fall out of scope of this contract will be communicated to Client on a case-by-case basis.

6. Master Services Agreement: This Agreement is entered in conjunction with the Master Services Agreement. If there is any conflict between this Agreement and the Master Services Agreement, this Agreement shall be deemed controlling for its duration.

7. Miscellaneous: This Agreement shall be governed by the laws of the State of Illinois. This Agreement constitutes the entire Agreement between Client and AIE for monitoring, maintenance, and service of all equipment listed in



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Appendix B. Its terms and conditions shall prevail should there be any variance with the terms and conditions of any order submitted by Client.

8. Waiver and Severability: Waiver or failure by either party to exercise in any respect any right provided for in the Agreement will not be deemed a waiver of any further right under this Agreement. If any provision of this Agreement is found by a court of competent jurisdiction to be unenforceable for any reason, the remainder of this Agreement will continue in full force and effect.

9. Limitation of Liability: AIE and its employees are not liable for the condition or function of Client systems before or after work has been performed. In no event shall AIE be held liable for indirect, special, incidental or consequential damages arising out of service provided hereunder, including but not limited to loss of profits or revenue, loss of use of equipment, lost data, costs of substitute equipment, or other costs.

10. Force Majeure: Neither party shall be liable to the other for any delay or failure to perform any obligation under this Agreement (except for a failure to pay fees) if the delay or failure is due to unforeseen events which are beyond the reasonable control of such party, such as strikes, blockade, war, terrorism, riots, natural disasters, and/or refusal of license by the government, insofar as such an event prevents or delays the affected party from fulfilling its obligations and such party is not able to prevent or remove the force majeure at reasonable cost. The party prevented from complying shall make all reasonable efforts to remove such disability within thirty (30) days of giving such notice.

11. Notices and Reports: Any notice or report hereunder shall be in writing to the notice address set forth below and shall be deemed given: (i) upon receipt if by personal delivery; (ii) upon receipt if sent by certified or registered U.S. mail (return receipt requested); or (iii) one day after it is sent if by next day delivery by a major commercial delivery service.



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12. Acceptance of Service Agreement: Accepted and agreed to as of the Effective Date by the authorized representative of each party:

Client	Advanced Intelligence Engineering, LLC
Authorized Signature: _____	Authorized Signature: _____
Date: _____	Date: _____
Name: Michael Benard	Name: _____
Title: Executive Director	Title: _____
Address: 102 E. Wesley St Wheaton IL 60187	Address: 211 E Illinois, Wheaton, IL 60187
Phone: 630-510-4945	Phone: (630) 936-4045



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APPENDIX

A. Service Level Agreements: AIE uses the service priority thresholds listed below for determining target response times. Resolution times are best effort, and in no event will AIE be held liable for failing to meet a target resolution time.

TROUBLE THRESHOLD	PRIORITY	RESPONSE TIME*	ESCALATION THRESHOLD*	RESOLUTION TIME*
General Network Down Internet Down Major Server Down	Critical	1 business hour	2 business hours	ASAP – Best Effort
General Network Impaired Department Down Minor Server Down Major Application Down Major Device Down VIP Down	High	4 business Hours	8 business hours	ASAP – Best Effort
Localized Network Impaired Department Impaired VIP Impaired Any Person Down	Medium	1 business day	2 business days	ASAP – Best Effort
Any Person Impaired Minor Device Down Minor Application Down Required Re-Configurations	Low	2 business days	4 business days	ASAP – Best Effort
Maintenance Upgrades Non-Critical Vendor Calls	When Convenient	2 business days	N/A	Best Effort

*Service Level Agreement terms are defined as follows:

(a) Response Time

“Response Time” is defined as the time within which AIE will make initial contact with Client in regards to a Trouble Ticket. This includes, but is not limited to, an email requesting additional information, a phone call verifying the issue, a scheduled onsite or remote support call, or a notification that work has commenced remotely that does not require direct Client participation. (If this Agreement specifies situations in which Client is required to request support on individual Trouble Tickets before work is performed, Response Time is calculated in those situations from the time Client requests support, not from initial Trouble Ticket creation.)

(b) Escalation Threshold

“Escalation Threshold” is defined as the time at which an unresolved Trouble Ticket without a defined plan for resolution will be escalated to a higher support tier. This does not apply to Trouble Tickets waiting for materials, waiting for response from Client or vendor, or with scheduled remote or onsite service calls. (If this Agreement specifies situations in which Client is required to request support on individual Trouble Tickets before work is performed, Escalation Threshold is calculated in those situations from the time Client requests support, not from initial Trouble Ticket creation.)

(c) Resolution Time



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"Resolution Time" is defined as the time within which AIE will resolve the issue. This resolution may, at AIE's discretion, be a suitable work-around until long-term change that may or may not be covered under this Agreement can be made. AIE reserves the right to work to reduce the trouble thresholds (and therefore, the priority) of the Trouble Ticket as part of the resolution process. Because of the varied nature of situations and networks, AIE does not guarantee any specific Resolution Time, but does guarantee Response Time and Escalation Threshold.

B. Support Tiers: AIE uses the support tiers listed below for determining Trouble Ticket and support request assignments. AIE reserves the sole discretion to determine Trouble Ticket escalation, and will adhere to the Escalation Thresholds set forth in Section A above.

SUPPORT TIER	DESCRIPTION
Tier 1 Support	All support requests begin in Tier 1, where the initial Trouble Ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced engineers.
Tier 3 Support	All support incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced engineers, who have the ability to collaborate with third party (vendor) support engineers to resolve the most complex issues.

C. Support Charges: AIE charges for onsite and remote support as set forth in the table below. Labor rates are listed in the Pricing Schedule. AIE reserves the right to change the rates set forth in the Pricing Schedule with thirty (30) days written notice to Client.

HOURS	SUPPORT	MINIMUM CHARGE
24/7/365	Software as a Service (includes Remote Monitoring)	Included in contract; no additional fees
8am-6pm M-F	Remote End-Point Device Management / Help Desk / Troubleshooting	Included in contract; no additional fees
	Remote Network & Server Management / Troubleshooting	Included in contract; no additional fees
	Onsite Labor	Included in contract; no additional fees
5:31pm-7:29am M-F & Saturdays, Sundays, Holidays*	Remote End-Point Device Management / Help Desk / Troubleshooting	Minimum half-hour charge; subsequent time billed in 15 minute increments; 1.5 times labor rates
	Remote Network & Server Management / Troubleshooting	Minimum half-hour charge; subsequent time billed in 15 minute increments; 1.5 times labor rates
	Onsite Support	Minimum two-hour charge; subsequent time billed in 15 minute increments; 1.5 times labor rates
N/A	Excluded Services	AIE's general Time & Materials rates, or separate project quote where applicable

*Support from 6:01pm-7:59am M-F, and on Saturday, Sunday, and Holidays is only available for Trouble Tickets and incidents meeting the Critical or High Priority Trouble Thresholds. AIE reserves the right to stabilize the situation, reduce the Trouble Threshold, and provide any additional support during regular business hours.



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D. Support Definitions: The following table provides the definitions of support labor listed in Section C: Support Charges. These definitions only apply to the devices listed in the Pricing Schedule, which may be updated from time to time by mutual agreement between Client and AIE.

SUPPORT	DEFINITION
Software as a Service	<p>Access to professional grade, industry standard IT management tools, including ongoing monitoring services for Client servers and end-point devices. Software as a Service included in this Agreement is specified in the Pricing Schedule.</p> <p>At the time of initial contract setup, Client and AIE will mutually determine what monitoring configuration are best suited to the Client's situation. Changes to the configuration after the initial contract setup, including the addition of checks and the addition of servers and end-point devices, is considered Remote Network Management, and may incur additional charges. Available checks include:</p> <ul style="list-style-type: none"> a) Antivirus Update Check b) Backup Check c) Bandwidth Monitoring Check d) Critical Events Checks e) Disk Space Check f) Drive Space Check g) Event Log Checks h) Exchange Store Size Check i) File Size Check j) Hacker Check k) Physical Disk Health check l) PING Check m) Script Checks n) Server Performance Checks o) SNMP Checks p) TCP Service Check q) Web Page Check r) Windows Service Check s) WSUS Check
Remote End-Point Device Management / Help Desk / Troubleshooting	<p>Remote management of workstations and support of end-users. This support does not include training services, and only covers those workstations covered under this Agreement as defined in the Pricing Schedule. Services include:</p> <ul style="list-style-type: none"> a) Manage workstations (including Terminal Services user desktops) b) Manage mobile devices c) Keep service packs, patches, and hotfixes current per company policy d) Ensure Microsoft Office applications are functioning as designed e) Ensure Adobe Acrobat applications are functioning as designed f) Ensure bookkeeping application is functioning as designed g) Ensure Line of Business (LOB) application is functioning as designed h) Provide end-user support for operating system issues i) Provide end-user support for hardware issues j) Provide end-user support for network connectivity issues k) Provide end-user support for application issues
Remote Network & Server Management / Troubleshooting	<p>Remote management of servers and network peripheral equipment. This support does not include training services, and only covers those servers and locations covered under this Agreement as defined in the Pricing Schedule. Services include:</p> <ul style="list-style-type: none"> a) Manage servers (including Terminal Services global server services) b) Check print queues c) Keep service packs, patches, and hotfixes current per company policy



	<ul style="list-style-type: none"> d) Check server event logs and identify any potential issues e) Reboot servers if needed f) Run defrag and check disk on all drives g) Scheduled off-time server maintenance h) Install supported software upgrades i) Determine logical directory structure j) Setup and maintain groups (accounting, admin, sales, etc.) k) Clean and prune directory structure, keep efficient and active l) Check router logs m) Performance monitoring and capacity planning n) Maintain office connectivity to the Internet o) Check firewall logs p) Confirm that antivirus virus definition auto updates have occurred q) Confirm that antispayware updates have occurred r) Confirm that SPAM filtering is updated and filters are current s) Confirm that backup has been performed on a scheduled basis t) Test backups with restores u) Create new directories, shares and security groups, new accounts v) Disable/delete old accounts, manage account policies w) Permissions and file system management x) Setup new users, including login restrictions, passwords, security y) Setup and change security for users and applications within network directory z) Monitor for unusual activity among users aa) Ensure Microsoft Office applications are functioning as designed bb) Ensure Adobe Acrobat applications are functioning as designed cc) Ensure bookkeeping application is functioning as designed dd) Ensure Line of Business (LOB) application is functioning as designed ee) Document software and hardware changes ff) Vendor management
Onsite Support	Any labor (including those services listed above) that in AIE's discretion requires a visit to the client site. This support only covers those locations covered under this Agreement as defined in the Pricing Schedule. This support does not include Excluded Services as defined in Section 4 of this Agreement.



PRICING SCHEDULE
Updated 8/21/2015

A. Monthly Fees: The services and prices listed below have been agreed upon as acceptable to both Client and AIE.

SERVICES	PRICING
<ol style="list-style-type: none"> 1 Unlimited Helpdesk: Troubleshooting, Consulting, and Support 2 Monthly Patch & Security Management for End-User Devices and Servers 3 Routine Server Maintenance 4 Network Backbone Monitoring & Management (Switches, Routers, Firewall) 5 Vendor Management Support (ISP, Printer, Application, H/W & S/W) 6 Managed Antivirus on Computers and Servers 7 Data Backup Management & Monitoring 8 SPAM Filtering on Exchange mailboxes 9 Web Protection on Workstations, including URL Specific Rules and Safe Surfing Protection 10 End-User and Device Monitoring Dashboard Reports for Executive Team Review 	
<p>Monthly Fees Based on Services for Up to the Following:</p> <ol style="list-style-type: none"> a) 31 Servers b) 140 Workstations c) Up to 3 TB local/cloud back-up for critical apps and data d) 1 Headquarters Location: Community Center, 1777 S Blanchard St, Wheaton, IL e) 9 Site Locations: Arrowhead Golf Club, 26W151 Butterfield Rd, Wheaton, IL Clocktower Commons, 100 S Naperville Rd, Wheaton, IL Cosley Zoo, 1356 N Gary Ave, Wheaton, IL DuPage County Historical Museum, 102 E Wesley St, Wheaton, IL Leisure Center, 208 W Union Ave, Wheaton, IL Lincoln Marsh Office, 1001 W Lincoln Ave, Wheaton, IL Northside Family Aquatic Center, North West St, Wheaton, IL Parks Services Center, 1000 Manchester Rd, Wheaton, IL Prairie Office Building, 855 W Prairie Ave, Wheaton, IL f) 42 Cisco Network Devices g) 125 Phones h) Premium for 3 Windows Server 2003 Servers (\$50/month/server) 	\$11,950/Month
OPTIONS	PRICING
Microsoft Office 365 Business Premium for all covered workstations (per workstation) <i>Licensing fee only. Setup and migration for Office 365 will be billed on an hourly basis.</i>	TBD
Additional Per Location Fee	\$50/Month
Additional 5 Workstations	\$175/Month
Additional Server	\$125/Month
Additional 25 Phones	\$75/Month

B. Setup Fee: The services listed below are included in the one-time account setup fee. Account setup fee only covers those account configurations requested and performed during the account setup.

SERVICES	PRICING
<ol style="list-style-type: none"> 1 Agent loads on network devices 2 Removal of any previous managed service agent devices (e.g. monitoring, antivirus, etc.) 3 Setup of backup, antivirus, SPAM filtering, and web protection 4 Client portal configuration 5 Initial asset monitoring configurations 6 Initial reporting setup 	\$10,000



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C. Labor Fees: The services listed below are billed hourly, according to the reduced rates set forth below. Services shall be billed according to the definitions and minimums set forth in the Appendix Sections C & D. Services defined as excluded services in Section 4 of this Agreement shall be billed at AIE’s current prevailing Time & Materials rates.

SERVICES	PRICING
① Remote Workstation Management / Help Desk / Troubleshooting	Included
② Remote Network & Server Management / Troubleshooting	
③ Onsite Support	
④ Excluded Services	\$108/Hr



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