



## Professional Services Schedule

### **Scheduled/Retainer Consulting**

**\$125 per hour**

- Minimum period of consulting is three (3) consecutive months with eight (8) or more hours of scheduled consulting per month.
- Each visit must be a minimum of two hours.
- All consulting must be performed between the hours of 8:00am and 5:00pm, Monday through Friday, excluding holidays.
- No travel time is charged.

### **Level I Support**

**\$150 per hour**

- Basic consulting scheduled at least forty-eight (48) hours in advance
- All consulting must be performed between the hours of 8:00am and 5:00pm, Monday through Friday, excluding holidays.
- Work is performed at the primary business location the client has specified in its agreement with IAG.
- No travel time is charged.

### **Level II Support**

**\$200 per hour**

- Emergency telephone or on-site consulting support that requires a same day or next day response.
- All consulting must be performed between the hours of 8:00am and 5:00pm, Monday through Friday, excluding holidays.
- Also includes all consulting performed during normal hours at a location other than the primary business location, including home-based offices.
- Travel time is charged for an on-site visit.

### **Level III Support**

**\$250 per hour**

- Telephone or on-site consulting support after business hours.
- Consulting is performed on weekdays after 5:00pm, on weekends or on official company holidays.
- All consulting requiring an on-site visit will be charged a minimum of two hours.
- Also includes all consulting performed after hours at a location other than the primary business location, including home-based offices.
- Travel time is charged for an on-site visit.

### **Projects**

**\$125 to \$250 per hour**

- Specific planning and consulting services that result in a significant change in technology, infrastructure or location (includes network designs, project planning, research, relocation planning and support, etc.).
- All project work is quoted on a per project basis.