



THE MILLER GROUP

TECHNOLOGY SOLUTIONS

Time & Materials Agreement

Statement of Work

Payment Terms

After signing this Agreement, you must provide us with a copy of company check, bank ACH information or valid credit card to set up in our Invoice Portal (your “electronic method of payment”). Credit card payments are assessed a 3% surcharge.

If your payment is late: (1) it accrues interest at 1.5% per month and (2) you authorize us to receive payment via your chosen electronic method of payment.

If your payment is more than 30 days late, we will suspend services upon 24 hours’ notice to you via e-mail to the e-mail address listed above. If suspended, service will be restored within four (4) hours from receiving payment of your balance in full.

All hardware/software totaling over \$1,500 will be immediately invoiced with NET 15 terms.

We will not provide any additional services or charge you any additional fees (i.e. outside the scope of services for your Monthly Base Rate) unless we have discussed with you and you approve them.

The Miller Group Time & Materials Support: Scheduling & Delayed Response Times Acknowledgment

The Miller Group will accommodate all requests as quickly as possible based upon resource availability. We staff our service department based on the number of devices and users we have under our Managed Services Clients and all other requests will be handled after these clients have been addressed. Average response times for Time and Materials Clients are listed below:

- 4-8 Business Hours for remote support requests
- 2-3 Business Days for onsite support requests
- 2-3 Business Days for hardware quotes

An expedite fee of one (1) billable hour will be assessed for remote support if needed sooner, however is based on The Miller Group resource availability.

A request can be made by sending an email with the request details to helpticket@themillergroup.com. A confirmation of email receipt will be sent back with your support ticket number for reference.

The Miller Group Time & Materials Support: Hourly Rates & Service Hours

Timelines and hourly minimums are (all times are Central Standard Time):

- Standard Hours: Monday thru Friday (7:00 am – 5:30 pm)
- After Hours / Weekends: Monday thru Friday (5:31 pm-6:59 am), Saturday and Sunday

T&M Remote Support hourly rates:

- Standard Remote Support Rates: \$175.00/hr
- After Hours / Weekend: \$225.00/hr
- All time will be billed in 15 min increments

T&M Onsite Support hourly rates:

- Standard Rates: \$175.00/hr + \$45 travel fee (minimum of 1 hour)
- After Hours / Weekend: \$250.00/hr + \$45 travel fee (minimum of 2 hours)
- All time will be billed in 15 min increments
- Must be within 50 miles of The Miller Group's Office

T&M Consulting Services hourly rates:

- Standard Rates: \$175.00/hr
- After Hours / Weekend: \$225.00/hr
- All time will be billed in 15 min increments

Upon creating a support ticket, the customer agrees to all applicable charges incurred.

The Miller Group Time & Materials Support: What requests can be handled as T&M?

The Miller Group can handle a variety of Time & Materials requests on a reactive basis to include but not limited to:

- Basic computer repairs (virus removal, hardware replacements, wipe and reload OS)
- Basic network administration (if granted appropriate access)
- Basic computer application troubleshooting
- Basic network configurations and troubleshooting
- New computer installation and configuration
- New network equipment installation and configuration
- Basic email troubleshooting
- Basic printer troubleshooting
- Office 365 management (given appropriate Admin access)

To establish a remote connection, we will need to coordinate with the user to set up a remote session. You will be asked to go to The Miller Group's website and click on the Remote Login button to download the remote session tool to start the support session.

****Disclaimer: The Miller Group reserves the right to determine whether any request is to be classified and treated under the guidelines listed above or if additional charges will apply.**

The Miller Group Time & Materials Support: What requests will NOT be handled as T&M?

As part of a Time and Materials Support Agreement, The Miller Group will not be responsible for or provide the following services to include but not limited to:

- Dedicated service engineer / technician
- Onboarding / auditing services
- Account management or consulting services

- Current network or system setup documentation
- 24/7 monitoring, patching or updating for any workstations, servers, or networking equipment (hard drive space/failure notifications, internet uptime, security and power management)
- Preventative computer maintenance tools (antivirus, web filtering, disk clean up, temp files removal, disk defragmentation, OS patching and updating)
- Proactive IT consulting services (IT budgeting, planning, IT strategy, IT optimization)
- Data backup management and monitoring
- Project management services
- IT security services
- Remote access capabilities
- Vendor Support
- Mass software deployment (without our management agent, we don't have access to manage your devices in mass)

****PLEASE NOTE: The Miller Group does provide the above comprehensive services and priority support in the form of monthly support agreements (<https://themillergroup.com/plans>). If you are interested, please contact The Miller Group by calling (314) 822-8090 or email chadmiller@themillergroup.com for more information.**

Acceptance

By accepting this agreement, you understand you are complying with and agreeing to the terms and conditions set forth in the Master Service Agreement (<https://www.themillergroup.com/msa/>) on The Miller Group's website.