



600 REESE LANE, AZLE, TEXAS 76020 WEB: DEALERTECH.COM SUPPORT: SUPPORT.DEALERTECH.COM

DESCRIPTION OF RATES AND FEES

Business Hours

DealerTech's business hours are from 8:30 – 5:30 Monday through Friday, with the exception of recognized National holidays.

After Hours

Any hours that fall outside the standard business hours of 8:30 – 5:30 M-F constitute "after hours." This includes work done on weekends.

Holiday Hours

Holiday hours apply to Nationally recognized holidays as stated below.

Remote Support

Remote Support is when DealerTech configures, maintains, or troubleshoots problems offsite.

Hourly Rate

The hourly rate is \$99, billable in fifteen (15) minute increments with a minimum of two (2) hours for onsite visits. Offsite rate (e.g., research, proposal creation, offsite configuration and setup, etc.) will be billed at a rate of \$74.99 in 15-minute increments with no minimum.

Pre-Paid Bundle Packages

Pre-paid bundle packages have a 10% discount and are purchased in blocks of 20 hours.

Travel Rate

All travel within a 15-mile radius from downtown Fort Worth requires no additional charge. Travel required beyond that 15-mile radius will be charged based on travel time.

After Hours/Weekend Support

Support outside of normal business hours are billed at one-and-a-half times (1.5x) the hourly rate.

Remote Support

Remote Support is charged in 15-minute increments with no minimum. Business hours and rates apply as listed above. It is highly recommended that you establish remote support for your organization. If you do not currently have remote support enabled, please contact DealerTech's to discuss how to do so.

Holiday Support

Work done on state- and nationally-recognized holidays will be charged at three times (3x) normal hourly rate.

Retainer/Long-Term Contracts

Retainers and long-term contracts are available on a case-by-case basis. Additional discounts and terms are available for these arrangements.

Proposals

Proposals constitute a utilization of DealerTech's professional skills and advice and will be charged at the hourly rates listed above.

Invoices in a Timely Manner

Invoices will be printed, emailed, or mailed to you for work done on the Friday of the week where work was completed.

National Holidays are defined as New Year Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Years Eve.

(above rates and descriptions can be adjusted with a 60 day notice because of economic changes beyond our control)