

PREPAID CONSULTING HOURS



Network Consulting Services, inc. offers prepaid blocks of consulting hours. These hours are offered at a discounted rate so clients can have access to our world-class technology consultants without having to pay higher standard rates, request individual scoping documents, or budget for individual projects. In addition, these hours may be used for any technology the client uses that NCSI supports.

Program Outline:

- Unused time in the block of hours will expire 1 year from the date of purchase, are non-refundable, and will not roll over. No exceptions.
- Scheduled Regular business hours, The hours will be billed against the block in minimum increments of 2 hours at contracted rates.
- Scheduled after hours will be billed against the block in minimum increments of 2 hours at 1.5 times the contracted rates
- Emergency and scheduled holiday hours will be billed against the block in minimum increments of 2 hours at 2 times the contracted rates.
- If Project Management is necessary, it will be billed at .5 times the hourly rate.

Purchase Details:

Service blocks are purchased in advance, similar to a retainer. Prepaid blocks are entered into our system and are valid for 1 year from the purchase date. For any services or work completed, we simply deduct the time from the remaining block balance. Prepaid hours can be used for virtually any service we typically provide, including projects, upgrades, migrations, outage support, general server issues, patches, planning and strategy, and more.

When you need help, you just call. Since the services have been paid in advance, everything is ready to go without the hassles of approving a purchase order.

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Benefits:

By purchasing a VIP Prepaid Service block, you receive the following additional benefits:

- No need to budget for minor incidentals or other services since they are already prepaid.
- Our remote access methodologies allow us quick, secure, and convenient access to your system.
- Our strong partnership with key technology vendors provides us with an excellent escalation channel for critical issues or defects.
- Our technicians work as part of your team and make your technology needs their top priority.
- You have direct access to NCSi Representative, who will know your system, your environment, and your business. You'll never have to work with entry-level helpdesk. Plus there is no waiting on hold or in a queue.



NETWORK CONSULTING SERVICES, INC.

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