

## Consulting Services

Contact Management Systems provides consulting, development and support services on-site and remotely via internet/telephone. Travel cost is not charged for on-site service calls within The Greater Sacramento area. Beyond this area, travel will be billed as agreed in advance.

## Hourly Services (No Contract)

- Consulting services are billed immediately upon completion of the project or support ticket as they are used at a rate of \$150 per hour during normal business hours.
- A minimum of 4 billable hours are scheduled for an onsite visit.
- Telephone and online support is billed in one minute increments, as used.

## Retained Services (Contract)

- We offer reduced hourly rates on volume prepaid blocks of time.
- Retainer services customers receive priority technical support response.
- Retainer service hours can be used for onsite and/or telephone/web support
- Prepaid retained contract hours do not expire.

Hours	Hourly Cost	Contract Price
5	\$140.	\$700.
10	\$130.	\$1300.
20	\$115.	\$2300.
40	\$100.	\$4000.