

## Policies

Effective: Jan 15, 2018

### Hours of Operation

Open: Monday – Friday 8am to 5pm

Closed: Saturday, Sunday, and all Federal Holidays

## **Billing Policy**

The net amount of each invoice is due by 15 days after the invoice date. If not paid within 30 days, the unpaid balance is subject to 2% interest compounded monthly.

Payments will be accepted by check or money order. Please make checks payable to Brightlink Solutions Inc.

## **Labor Fees**

Regular Labor – all work done at your location, consultation, research, and travel time for desktop level support.

Server Labor – all work done at your location, consultation, research, and travel time for server level support.

Telephone Support – all calls that involve technical support, instructions, and or advice.

Remote Support – all support completed by accessing a computer or network remotely.

<b>Category</b>	<b>Applicable Time</b>	<b>Rate</b>	<b>Minimum Charge</b>
Standard	8am – 5pm Monday - Friday	\$85.00/hour	\$85.00/visit
Server	8am – 5pm Monday - Friday	\$105.00/hour	\$105.00/visit
After Hours	5pm – 9pm Monday - Friday	\$120.00/hour	\$120.00/visit
Weekend	After 9pm, weekends, and holidays	\$120.00/hour	\$240.00/visit

## **New Clients**

We accept new clients on a case by case basis. Potential clients are accepted based on location, types of systems in use, size of operation and other factors. We will only accept new clients that will mutually benefit from our services. We do not offer break-fix or on-call only services. Clients must be on a managed services agreement that provides for routine, managed maintenance to client's systems. This ensures maximum uptime and productivity for the client and reduces the volume of unplanned visits.

## **Software Licensing**

The client accepts all responsibility for proper licensing of software that is installed on their computer(s). By asking Brightlink Solutions to install software, the client acknowledges that said software is properly licensed for installation. Brightlink Solutions reserves the right to refuse to install any software that we determine is improperly licensed.

## **Confidentiality**

Brightlink Solutions respects the privacy of your business. We will not share information or data from your business to third parties. If equipment that contains data is taken off your premises, every effort will be made to prevent third party access to the data.

