



2012 Domestic Field Service Charge Schedule

OPTION	TRAVEL TIME	REGULAR TIME	OVERTIME	PREMIUM
Serviced Purchased with System order	\$75.00	\$125.00	\$160.00	\$250.00
Service Contract	\$75.00	\$125.00	\$160.00	\$250.00
Regular Service Call 1 Week Notice	\$95.00	\$160.00	\$240.00	\$320.00
Emergency Service Call within 24 Hours	\$115.00	\$195.00	\$300.00	\$390.00

Any 8 hours worked between the hours of 7:00 a.m. and 6:00 p.m. Monday through Friday, will be at Regular Time Rate. Any hours in excess of 8 hours will be at the Overtime Rate. Any hours worked on Saturday will be at the Overtime Rate. Any hours worked on Sunday or a holiday will be at the Premium Rate. Any hours worked more than 16 consecutive hours will be at the Premium Rate. *Note: A 10-hour rest period is required between extended hours.*

TRAVEL CHARGES:

All travel and rental cars will be billed at cost. Personal auto mileage will be billed at \$0.75 per mile.

PER DIEM:

The Per Diem Rates include lodging, meals, phones, tolls, taxis, etc. The Per Diem Rate for a service call in which the service person drives to the job site and returns to INFOSIGHT in the same day will be \$150.00. The Per Diem Rate for a service call, which the service person flies to the job site and returns the same day, will be \$200.00. The Per Diem Rate for service calls requiring an overnight stay will be \$300.00 per day.

ACCOUNTING CHARGES:

Should the Customer require additional travel cost documentation, the Customer will be charged the actual expenses plus a 25% additional handling fee.

CAPTIVE TIME:

Captive time is defined as time in which the Service Engineer is not able to work due to interruptions by the Customer. This can also be weekend or Holiday time in which the Customer does not want to pay the additional charges. It can also be time in which it is more cost effective than to return home. This time will be billed at Regular Rate x 8 hours for each day. The per diem rate will also be charged for each day.

MINIMUM CHARGE

A minimum charge of 4 hours will be charged on all service calls; this does not include the travel time to the Customer's site.

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