



2013

Hourly & Retainer Services

On-site and Remote-access

Consulting Services

CloudViewCRM 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.
- Consulting services are billed immediately upon completion of the project or support ticket as they are used at a rate of \$245 per hour during after business hours, weekends or holidays.
- A minimum of 8 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	Discount
5	\$142.50	\$712.50	5%
10	\$135.00	\$1350.00	10%
20	\$127.50	\$2550.00	15%
50	\$120.00	\$6000.00	20%