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Thank you for choosing BRI Works! Below you will find a detailed breakout of the differences between all of the BRI ITS consulting pricing levels, including the new BRI Works ITS Service Level Agreements.

		Time and Materials	Advantage	Premier
<b>Rates</b>	Base Labor	\$150/hour	\$125/hour	\$125/hour
	Emergency	1.5 x Base	Base	Base
	After Hours	1.5 x Base	1.5 x Base	Base
<b>Guaranteed Response Time</b>	Response	2 Business Days	4 hours	2 hours
	Next Step	5-10 Business Days	8 hours	4 hours
<b>Prepaid Contract</b>		N/A	10 Hour Min	20 Hour Min
<b>Server cloud care</b>		N/A	Reduced Rate Bulk Discount Available	Reduced Rate Bulk Discount Available

## Terms

Tasks are billed in 15 minute increments

- One hour minimum for onsite visit
- 30 minute minimum for remote session
- Normal working hours: M-F, 830am-530pm

One hour minimum for unscheduled or emergency work

Travel time will be billed portal-to-portal

All work performed outside of this contract will be performed at an hourly Time and Materials rate

Prepaid Contracts are automatically renewed upon balance depletion unless otherwise noted

All work completed on BRI Holidays will be billed at 2 times the base hourly rate

## Customer Authorization and Approval

By: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Contract Deposit: \$ \_\_\_\_\_

Title: \_\_\_\_\_ PO#: \_\_\_\_\_

SLA Level \_\_\_\_\_ Notes: \_\_\_\_\_

<b>BRI Authorized and Approved By:</b>	<b>Date:</b>
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