

### Email Support Process

S.No	Queries	Details
1	Email Support Process ( Sending mails to concern customers based on the list provided)	US / AUS / UK / FR / others
2	Response Time	10 Mins
3	Price per email	5\$
4	Weekly working days	6 days
5	Monthly Working Days	24 days
6	Work Timings	IST /EST/Any
7	Location Preference	CH/BAN/HYD/MUM/DEL/Others
8	Software / Application	Provided by client
9	Bonus	Yes
10	Payment Mode	Bank Transfer
11	Payment cycle	monthly
12	Invoice duration	15 days from the date of invoice receipt
13	Estimated start date	15.07.2015
14	Project duration	6 months (extendable)
15	Quality Measurements	Email storage for 3 months
16	Advance Payment	10% of monthly capacity
17	MOU	Direct Sign-off