**24/7 Service & Support**

CNT offers clients access to 24/7 service in a cost-effective, reliable manner.

*Service & Rates (as of December 2013)*

**Standard Network Support: $150 per hour**

**Contract Network Support:**  
Price structure based on support requirements.  
           4 to 8 hours per week: **$140 per hour**  
Regularly scheduled visits at a set time and day.

**Weekend / evening rate: $200 per hour**  
Weekend / evening rate or after-hours support is provided as a service to our clients in order to minimize impact on a client’s productivity. The after-hours rate is in effect before 8:00 a.m. and after 5:30 p.m. weekdays and throughout the weekend. After-hour rates apply to designated holidays.

**Minimum on-site service call: One hour**

**Emergency response time:** Our office hours are from 8:30 a.m. to 5:00 p.m., Monday through Friday. Emergency calls during office hours will be addressed on a priority basis. For after-hour emergencies, a message left by calling the main number or emailing [support@cntgroup.com](mailto:support@cntgroup.com) will notify the on call technician. A technician will call you back as soon as possible. You will usually receive a response within a few minutes and no longer than one hour.

**Phone, Internet support and research:** Billable in 15 minute increments. Research required for client specific requirements or configurations will be invoiced at the designated rate.

**Travel policy:** Clients requiring more than 45 minutes of one-way travel will be billed at their normal rate for one-way of the travel time. Expenses for lodging and meals when an overnight stay is required will be invoiced to the client. Adverse weather conditions may require an overnight stay. Parking expenses will be invoiced where applicable.

**Testimonial**

*"I deeply appreciate your support and thank you and the entire team at CNT Group for all you do for Project WISE all year-round. It was once again our pleasure to acknowledge CNT Group as a Contributing Sponsor, because of the excellent support you provide our nonprofit at extraordinarily low rates."*  
- Laura R. Gabbay  
Executive Director  
Project WISE