

10 On Demand

Overview:

Company is purchasing 10 hours of technical support from Morse.

Services Provided:

1. **Technical Support:** The Morse delivery team will provide up to 10 hours of technical support work, including but not limited to training, architecting, programming, debugging, and testing.
2. **Project Management:** The team will manage the allocation of resources and scheduling of work within the 10-hour block.
3. **Reporting:** Regular progress updates and time-tracking reports will be provided.

Assumptions:

1. **Scheduling:** Work will be scheduled based on the availability of both the client and the Morse team. A minimum notice of 48 hours is required to schedule a session.
2. **Pre-Approval:** All work must be pre-approved by the client before being scheduled. The client will provide a clear list of tasks or objectives to be accomplished within the 10-hour block.
3. **Scope Limitation:** The scope of work is limited to the tasks agreed upon and does not include additional services such as extensive project management, consultation, or support beyond the development work.

If Additional Time is Needed:

1. **Notification:** The client will be notified in advance if the team anticipates that the tasks will exceed the 10-hour block.
2. **Approval for Additional Hours:** The client can choose to purchase additional blocks of time subject to the team's standard availability.
3. **Continuation of Work:** Work will continue seamlessly if additional time is purchased. If not, the work will be paused until further arrangements are made.

Terms and Conditions:

The 10 hour block is valid for a period of 6 months from the date of purchase. Unused hours are non-refundable and cannot be carried over beyond the validity period.



Authorization

Morse Data Enterprises, LLC

Signature

Date

Signature

Date

Printed Name, Title

Printed Name, Title