



Engineering Department  
440 W Kennedy Blvd Suite 3  
Orlando, FL 32810  
Phone: (800) 540-4686  
Fax: (407) 660-8064

## **AGREEMENT TO PAY FOR SERVICES**

This is an agreement between **American Immigration Center, Inc.**, or CLIENT, and Atlantic.Net, Inc. or CONSULTANT; for CONSULTANT to perform work on a paid basis for CLIENT.

### **I. REQUEST TO HIRE CONSULTANT**

CLIENT requests that a service technician employed by CONSULTANT be assigned to perform services for CLIENT. This work is described on ATTACHMENT 1, referred to as the SERVICES.

### **II. AGREEMENT TO PAY**

CLIENT agrees to pay for all documented work performed by CONSULTANT at CONSULTANTS hourly rate as indicated on ATTACHMENT 1. CLIENT agrees that the billing increments and minimum billing times are as follows: (a) onsite service: 2 hrs minimum, 1 hr increments; (b) remote service: 1 hr minimum, 30 min increments; (c) phone support: 15 minute minimum, 15 min increments. CONSULTANT agrees that the number of hours billed will not exceed the estimated hours on ATTACHMENT 1. In the event the number of hours worked reached the estimate, another agreement will be issued and must be signed by CLIENT for work to continue.

### **III. WARRANTY**

(a)CONSULTANT agrees that SERVICES will be performed according to strict manufacturer's instructions, in a professional and workmanlike manner, and using the best business and technology knowledge and skill of CONSULTANT.

(b)In the event that SERVICES are not completed according to written manufacturer's standards and are not performing to manufacturer's specifications, CONSULTANT will perform additional services as necessary and at no charge to resolve such issues.

(c)In the event that problems arise because existing CLIENT hardware, software or network products are not compatible with newly installed products, or because of undocumented services, CONSULTANT will resolve such conflicts on a paid basis and CLIENT agrees to pay for those services according to standard CONSULTANT billing rates and terms.

(d)CONSULTANT only warrants hardware, software, and network products to perform as described by the manufacturer. Bugs or incompatibilities in products or failure to perform as described by the manufacturer when installed properly are the sole responsibilities of the manufacturer. CONSULTANT will resolve such conflicts on a paid basis and CLIENT agrees to pay for those services according to standard CONSULTANT billing rates and terms.

(e)CONSULTANT work completed will not be under warranty if the Confirmation of Work Document is not returned to Atlantic.net. (CONSULTANT will send CLIENT the form upon completion of work)

### **IV. OTHER TERMS AND CONDITIONS**

CLIENT agrees that the terms and conditions set forth in this document and ATTACHMENT 1 supersedes any other provision or conditions set outside of this agreement.

\_\_\_\_\_  
CLIENT Initials



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## AGREEMENT TO PAY FOR SERVICES

### ATTACHMENT I - THE SERVICES

<b>Customer Account Number</b>	Client ID: 273
<b>Consulting Work Ticket #</b>	Ticket #451645
<b>Agreement Date</b>	6-16-15
<b>Proposed Start Date</b>	6-16-15
<b>Proposed Duration (Hours)</b>	0.5 hours
<b>Hourly Rate</b>	Tier 1 - \$50/hr
<b>CLIENT Company Name</b>	American Immigration Center, Inc.
<b>CLIENT Primary Contact</b>	Fredrico Arocena and Immy Reuben
<b>Credit Card Information</b>	
<b>Card Holder Name:</b>	_____
<b>Credit Card Type:</b>	_____
<b>Credit Card Number:</b>	_____
<b>Expiration Date:</b>	_____

\_\_\_\_\_  
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### Deliverable:

- Atlantic.Net technician will swap out 1 drive as instructed by client.

### Description of Services:

- An Atlantic.Net technician will contact the number provided before beginning work (408-331-6265 Ext. 301)
- The technician will identify server labelled kvm-11.prod.atn.us-immigration.com. If a label cannot be located, the client will enable the server UID LED.
- The designated drive will be replaced with 1 3TB drive.
- The customer will be informed of completion of work

## REGARDING TIME ESTIMATES

CONSULTANT bills by the hour, for all time expended while performing services for any CLIENT. This is not limited or restricted in any way by current or previous CONSULTANT estimates. Estimates are created using the best business judgment of CONSULTANT and provided to the CLIENT to provide an idea of the scope of a project. However, given the limited nature of information provided to the CONSULTANT by any CLIENT for use in estimating, estimates cannot be considered binding. I have read, understand, and agree to the above terms and conditions, and furthermore agree that the description above is a complete, accurate, and sufficient description of the work required. I approve for the credit card defined above to be charged for the dollar amount specified in this document (hourly rate x proposed duration).

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Authorized CLIENT Signature

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Title

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Date