



Billing Update Effective 6/1/09

In order to keep providing quality customer service, TOLS Multimedia will begin billing for any maintenance related updates on any website at our standard rate of \$150/hr. TOLS Multimedia currently bills in 15 minute increments. This billing structure will stay in force.

The following items will not be billed for:

- Scheduled meetings during development process.
- Hosting support
- Email account setups
- Email support if the problem is TOLS related.
- Automatic server updates
- Content "Drop-offs"
- Initial Content Management System (CMS) training
- Initial Shopping Cart training

The following items will be billed for:

- Updates you would request on your website
- Unscheduled meetings
- Meetings beyond allotted allowance per contract
- Email support if problem is beyond TOLS server control
- Shopping Cart updates
- Domain Name Transfer or Domain Name Registration
- Website transfers
- Rush jobs
- Content Management System (CMS) training beyond initial training session
- Content Management System (CMS) help setting items up or reconfiguring items after initial training session was completed.

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