

GREEN SATELLITE SYSTEMS, INC.

Robert J. Green

SERVICE AND CONSULTING RATES

As of January 1, 2004

(All amounts are in U.S. Dollars)

BASE RATE

- ◆ DAILY LABOR/CONSULTING RATES: \$850.00 per day. The Daily Rate is based on an 8 hour day. Less than 4 hours is billed as a half day (\$425.00).
Minimum Charges: Shop - ½ Day Field - 1 Day
- ◆ OVERTIME RATE: OVERTIME IS NEVER CHARGED!
- ◆ WEEKEND RATES: Same as Daily Rates.
- ◆ HOLIDAY RATE: \$950.00 per day in our shop (no half day rates). \$1100.00 per day in the Field. Closed for service on Christmas Eve/Christmas Day and Good Friday through Easter. (A **Serious** Emergency will always have priority over holiday closures.) Telephone Service available anytime (including Christmas and Easter) at no charge (you pay for the phone call). Observed Holidays: New Year's Eve/New Years Day, Good Friday through Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, & Christmas Eve/Christmas Day. Vacations are taken at random every 3 or 4 years. I have been known to do service work on my vacations if the service happens to be in the area I'm vacationing in. (Service Rates during a vacation are the same as our standard rates unless a Holiday is involved.)
- ◆ PER DIEM: \$160.00 per day will be charged for each day of Labor, Full or half day. In major metropolitan areas (where the cost of hotels exceeds \$120.00/night), the per diem rate will be hotel cost plus \$40.00/day for meals. International travel will be 100% reimbursement for all hotel charges, reasonable telephone charges, and \$45.00 U.S./day for food. Minimum Hotel quality will be Holiday Inn (Preferred), Comfort Inn, Studio Plus or equivalent. (Long Term Rates are negotiable.) Additional days per diem may be charged (if extended gaps between customer service dates occur) during "group service" trips but will be divided equally among all participants.

TRAVEL EXPENSE

Flying

- ◆ AIRFARE: Reimbursed 100%. Full-fare coach rate will apply. First or Business Class will not be booked unless no other option exists to meet the Customer's requirements. For international travel, Flight Times in excess of 6.5 hours will be booked in business class. (Note: Discount Airfares will be sought if available or if lead time permits. Any penalties or change fees will be billed at Cost.) Preferred Airlines: United Airlines, Southwest Airlines
- ◆ FREIGHT: Reimbursed 100%. All freight and insurance charges for parts, tools, and equipment shipped to/from site will apply. Insurance will be 100% replacement cost for all tools, parts, & test equipment shipped.
- ◆ MILEAGE: (when flying is the primary means of transport) \$0.30 per mile.
- ◆ MISCELLANEOUS: Reimbursed 100%. This rate applies to any minor travel charges incurred during the trip including but not limited to: Tolls, Tips & Gratuities, Cab, Limo & Bus Fares, etc.
- ◆ PARKING: \$28.00/day for parking at O'Hare Airport plus 100% of any other parking costs will apply.
- ◆ RENTAL CAR: Reimbursed 100%. Refueling and loss-damage waiver charges will apply.
- ◆ TRAVEL TIME RATE: \$50.00 per hour. The travel time rate will apply to both flight and driving time. When Flying is the mode of transportation, Travel Time will be the Flight Time plus 2 Hours before (3 Hrs. Internat'l) and 1 Hour after the Flight plus any driving time. (Any flight delay period will be at a rate of \$50.00/Hr up to \$500.00/Day plus per diem in the event of an overnight delay. This will rarely be a factor as our preferred mode of transportation is driving.)
- ◆ LONG TERM SERVICE: Customer will be responsible for Travel Expenses to return engineer home for 2 days every 2 week period unless negotiated otherwise.

Driving

- ◆ MILEAGE: (Based on the number of customers serviced during a service trip)
 - 1-2 Customers - \$1.00/Mile - one way from Oswego, IL to the job site
 - 3-4 Customers - \$0.75/Mile - one way from Oswego, IL to the job site
 - 5-6 Customers - \$0.50/Mile - one way from Oswego, IL to the job site
 - 7 or more Customers - \$0.40/Mile - one way from Oswego, IL to the job site

Parts

- ◆ PARTS: Will be at cost plus Green Satellite's standard markups. Minimum Parts line item charge will be \$4.95.

Terms

- ◆ Due On Receipt of Goods and/or Service. Extended Length Jobs will be Billed on a Biweekly Basis and are due immediately. Past due balances are subject to finance charges of 1.50% per month plus late charges (Late Fee = \$35.00).

Green Satellite Systems, Inc.

209 Parkside Lane, Oswego, IL 60543, Phone (630)554-0800, FAX (630)554-5662, Mobile (630)640-9898

GreenSat@worldnet.att.net

<http://greensat.panatron.com>