

FLEXHOUR REMOTE SUPPORT AGREEMENT

Millennium Computer Services, Inc. (MCS), agrees to sell Consulting, Service, and Support Labor Hours (FlexHours) to be used by the Client in accordance with the following provisions:

1. FLEXHOURS is Prepaid Labor that can be used for any Service MCS provides.
2. Time Blocks for Remote Access Services

10 Hour FlexHour Block	\$150.00 per Hour	\$ 1,500.00
25 Hour FlexHour Block	\$145.00 per Hour	\$ 3,625.00
50 Hour FlexHour Block	\$140.00 per Hour	\$ 7,000.00
75 Hour FlexHour Block	\$135.00 per Hour	\$10,125.00
100 Hour FlexHour Block	\$125.00 per Hour	\$12,500.00
3. Accounting will be maintained of hours purchased and hours consumed under this agreement. A status report will be provided to the client indicating services rendered and the balance remaining.
4. Remote Service Support Labor Time will be billed at 30 minute increments.
5. Parts or any other hardware necessary to implement an installation or repair will not be covered under this agreement. The client will have the option of providing the part or hardware or may purchase the item from MCS at the quoted price. Payment terms for parts or hardware purchased from MCS are "C.O.D" when delivered unless other arrangements have been made.
6. Service provided by MCS under this agreement will be rendered from 9:00 AM until 5:00 PM Monday through Friday, excluding recognized MCS holidays. Weekday after hour's service, if requested, will be charged to the client's account at the rate of 1.5 times the regular hourly rate. Saturday service, if requested, will be charged at the rate of 2 times the regular hourly rate with a four-hour minimum. Sunday service, if requested, will be charged at the rate of three times the regular hourly rate with a four-hour minimum. Severe Weather Conditions may hinder timely service. MCS may charge additional time during severe weather conditions such as hurricanes or floods if the client requests service.
7. FLEXHOURS do not expire. The hourly rate of a client's FLEXHOUR purchase is guaranteed to remain in effect until the hours purchased are consumed at the purchased rate. FLEXHOURS are not refundable. FLEXHOURS are pre-purchased labor and cannot be used to purchase hardware, software, or any physical products from MCS.
8. If the client has a negative FlexHour balance caused by the non-payment of a due FlexHour Invoice greater than 5 business days, then MCS has the right to convert the current owed balance of hours to the Time and Materials rate of \$200.00 per hour and payment to MCS is due immediately. Also, MCS has the right to service or not service the client at its own discretion until the account is brought current.
9. In no event shall MCS be liable for loss of profits; indirect special, consequential, or similar damages arising out of the breach of this agreement or obligation under this agreement. MCS shall not be liable for any damage caused by the delay in furnishing products or services under this agreement. MCS shall not be responsible for the loss of any computer files, whether they are data, program, or system files. MCS shall not be responsible for the loss of sales, profits or any costs incurred out of any action by MCS or the client under this agreement.

Accepted By: Marc Schlesinger Millennium Computer Services, Inc. _____

Client Name: _____

Date: / /

Client Signature _____

Rev 10/28/2026