

Service Delivery Agreement for BUSINESS Services

This Service Delivery Agreement (SDA) is between Crown Networking Consultants, Inc. (CNC) and _____ (Client), and sets forth terms of services to be provided by CNC to or for Client under the terms and conditions hereof.

Services	Billing Rates Per Hour	Minimum Time*	After Hours Per Hour
On-Site Support	\$120.00	1 Hour	\$240.00
Shop Time	\$95.00	30 Minutes	\$190.00
Telephone & Remote Support	\$120.00	15 Minutes	\$240.00
Life Safety	\$150.00	1 Hour	\$300.00
Consulting	\$130.00	1 Hour	\$260.00
Telephony	\$120.00	1 Hour	\$240.00
Audio/Visual, Paging, CCTV, CATV	\$120.00	1 Hour	\$240.00
Engineering	\$160.00	1 Hour	\$320.00
Fiber Optics	\$195.00	1 Hour	\$390.00
Travel Outside Dougherty & Lee County	\$68.00	1 Hour	\$136.00

*All Rates Subject to 1-hour minimum unless noted otherwise.

Normal Hours	Monday – Friday 8:00 AM to 5:00 PM EST	Not Including Statutory Holidays
After Hours	Monday – Thursday 5:00 PM to 8:00 AM EST the following day.	Friday 5:00 PM – Saturday 5:00 PM EST

Acceptance:

Your signature below signifies your acceptance of this SDA and its terms (page 2) as it relates to the services provided by Crown Networking Consultants, Inc. **Please email a completed copy to SDA@crownnetworking.com.**

SITE PHYSICAL ADDRESS:

Site Name: _____
 Street: _____
 City, State, Zip: _____
 Primary Phone: _____

BILLING INFORMATION:

Bill to: _____
 Street Address/ PO: _____
 City, State, Zip: _____
 AP Contact Name: _____
 AP Email: _____

*INVOICES WILL BE DELIVERED VIA EMAIL TRANSMISSION ONLY

Service requests will only be accepted if they come from an approved contact, listed below.

This list can be modified at any time by the primary contact.

	Name	Email	Direct Line/Cell Phone
Primary			
#2			
#3			
#4			
#5			

Customer Signature: _____

Date: _____

CNC Service Delivery Terms and Conditions

1. Payment terms for materials orders will be listed on each specific materials quotation, and will depend on the size of the order.
2. Service/Labor orders have payment terms of due upon receipt of invoice unless other terms are agreed to in writing.
3. Overdue invoices are subject to a late charge of 10% per month, on the amount of the past due balance. Late charges shall be calculated using the US Method, therefore interest will NOT be compounded on the past due balance.
4. Payments are to be addressed to Crown Networking Consultants, Inc. - 521 W. Broad Avenue, Albany, Georgia 31701.
5. The parties hereunder are independent contractors. This SDA is governed by Georgia law.
6. In no event shall Crown be liable to Client's or Client's Customers for any incidental, consequential, indirect, special, or punitive damages related to Crown's performance or non-performance of the services under this Agreement. Client's sole remedy for any claims related to Crown's performance or non-performance of the services under this Agreement shall be limited, at Crown's option, to a refund of the cost of equipment or services provided with respect to the specific job in question or to Crown's re-performing the services in question.
7. Crown warrants to Client that it will perform the services in a professional manner. Except for the foregoing, CROWN MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTY OF MERCHANTABILITY OR WARRANTY FOR A PARTICULAR PURPOSE, TO CLIENT OR ANY OTHER PARTY WITH RESPECT TO THE EQUIPMENT OR SERVICES THAT CROWN IS FURNISHING UNDER THIS AGREEMENT.
8. All information and material developed or disclosed and furnished by each party pursuant to this SDA shall be deemed to be and treated as confidential and proprietary information belonging exclusively to the disclosing party.
9. Rates Subject to Change. The rates set out in this Services Delivery Agreement, SDA, and any revisions or supplements thereto, are based upon ordinary traffic and labor conditions. If and when these conditions change because of demands of labor for increased wages, congestions or other causes not reasonably within the control of Crown, resulting in an increased cost of service, the rates are subject to change without notice or the charge for the services may be assessed on the basis of man-hour and equipment. .
10. In the event Client breaches this Agreement requiring Crown to initiate legal proceedings to enforce Crown's rights under the Agreement Client agrees to pay Crown's legal fees, expenses and costs in enforcing Crown's rights under the Agreement.
11. Crown Networking Consultants, Inc. reserves the right to suspend services and put pending materials orders on hold, in the event that a customer does not comply with the terms and conditions contained herein, but such suspension, shall not relieve Client from paying for services or materials provided by Crown Networking Consultants, Inc.
12. Restocking Fee a. Crown, at its sole discretion, may accept the return of standard Goods, after Crown has inspected the Goods for merchantable condition. On such acceptance, Crown reserves the right to charge a restocking fee of 20% of the price on Goods returned (or such fee as otherwise agreed by Crown), provided that the Goods returned are in merchantable condition according to Crown' standards.