

## 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
<b>On-Site Support</b>	\$130.00	1 Hour	\$260.00
<b>Shop Time</b>	\$105.00	1 Hour	\$210.00
<b>Telephone &amp; Remote Support</b>	\$130.00	15 Minutes	\$260.00
<b>Life Safety</b>	\$180.00	1 Hour	\$360.00
<b>Consulting</b>	\$150.00	1 Hour	\$300.00
<b>Telephony</b>	\$130.00	1 Hour	\$260.00
<b>Audio/Visual, Paging, CCTV, CATV</b>	\$130.00	1 Hour	\$260.00
<b>Engineering</b>	\$180.00	1 Hour	\$360.00
<b>Fiber Optics</b>	\$225.00	1 Hour	\$450.00
<b>Travel Outside Dougherty &amp; Lee County</b>	\$72.50	1 Hour	\$142.00

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

<b>Normal Hours</b>	Monday – Friday 8:00 AM to 5:00 PM EST	Not Including Statutory Holidays
<b>After Hours</b>	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](mailto:SDA@crownnetworking.com).**

#### SITE PHYSICAL ADDRESS:

#### BILLING INFORMATION:

Site Name: \_\_\_\_\_

Bill to: \_\_\_\_\_

Street: \_\_\_\_\_

Street Address/ PO: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Primary Phone: \_\_\_\_\_

AP Contact Name: \_\_\_\_\_

On Site Contact Name: \_\_\_\_\_

AP Contact 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			

Client 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 18% 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. Professional Service fees are subject to change without prior notice.
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.

Client Initials: \_\_\_\_\_