

**Services and Support
Rates and Packages**

we design solutions

Scheduled Services and Support

Scheduled Service and Support Rate \$75.00 / hour

Non-Scheduled Services and Support

4 Hour Business Day Response Rate \$100.00 / hour

1 Hour Business Day Response Rate \$115.00 / hour

Immediate Business Day Response Rate..... \$130.00 / hour

*Note – Non-scheduled service and support is subject to Direction representative availability.

Pre-paid Non-Scheduled Services and Support Package

Purchasing a Non-scheduled Services and Support Package allows clients to receive non-scheduled services and support at discounted rates while guaranteeing a response in the time requested by the client.

The balance of Non-scheduled Services and Support Packages decrease appropriately as per the pre-paid service or support response rate requested by the client. Clients will be notified when package balances decline below 20% or a \$400.00 balance.

Prepaid Response Package \$2000.00

Prepaid 4 Hour Business Day Response Rate \$80.00 / hour

Prepaid 1 Hour Business Day Response Rate \$90.00 / hour

Prepaid Immediate Business Day Response Rate \$100.00 / hour

Prepaid 24 – Hour Emergency Response Rate \$150.00 / hour

*Note: 24 – Hour Emergency Response is only available with a Pre-paid Non-Scheduled Services and Support Package.

Business Day Services

Services and support available during regular business days include:

Traditional Marketing Services

Consulting
Research
Branding and Positioning
Integrated Communication Planning

Creative Services

Logo and Corporate Identity Design
Graphic Design
Illustration
Copy Writing
Photography
Multimedia Development
Audio / Video Production

E-business Services

Consulting and Support
Web Site Design and Maintenance
Custom Programming
Database Development and Integration
E-mail Marketing
Search Engine Registration and Positioning
Banner Advertising

Emergency Services

Emergency services and support available during non-business hours is limited to E-business and Web Site Support

Hours of Operation

Business Day Hours are 9am - 5pm, Monday – Friday Eastern Standard Time, excluding Canadian statutory holidays.

Billing

All service and support requests that extend beyond the scope of predefined client projects will be subject to non-scheduled service or support and the following charges.

All services and support will be billed in 15-minute increments and subject to a 15-minute minimum charge.

Emergency services and support will be billed in 15-minute increments and subject to a 1-hour minimum charge.

Reports

Service and Support Reports for all Non-Scheduled Services or Support will be available via Direction's web site and will include Client Contact Name, Request Description, Date and Time of Client Request, Assigned Direction Service or Support Representative, Description of Services or Support Performed, Date, Time and Duration of Services or Support Rendered.

Contact Information

Direction Service and Support Contact Information

Main Phone Number..... (519) 894-6514

E-mail support@directionsolutions.com

Support Web Site..... <http://www.directionsolutions.com/main/support/login.html>