



“On Call After Hour Support Services are available to accommodate your special requests”

Megasys believes it is imperative to be available when our customers have special needs. As your computer services provider, we understand the importance of providing direct support after normal business hours and on weekends in order to help ensure your continued success.

Our technical support representatives are here to assist you. To best accommodate your requests, we have established a policy that will guarantee their availability and timely response to services requested after Megasys normal business hours.

Megasys policy for scheduled on-call *availability* after hours and on weekends:

- For on-call availability scheduled Monday - Friday, between 7:00pm - 12:00am, customer will be charged \$100 per hour.
- For on-call availability scheduled Monday - Friday, between 12:01am – 6:00am or Saturday and Sunday, customer will be charged \$200 per hour.
- For on-call availability scheduled on a Megasys holiday, customer will be charged \$260 per hour.

Megasys policy for *services provided* during scheduled on-call hours:

- For services provided during on-call hours Monday - Friday, between 7:00pm - midnight, customer will be charged \$300 per hour.
- For services provided during on-call hours Monday - Friday, between 12:01am – 6:00am, weekends or on a Megasys holiday, customer will be charged \$400 per hour.
- Other details of support services will be determined on a case-by-case basis.

All services are subject to employee availability. With appropriate advance notice, Megasys expects to accommodate most requests.

In all cases, if Support Services are required and a representative is contacted, time will be billed for a minimum of one (1) hour at the appropriate prevailing hourly rate, and additional time spent will be rounded up to the next 15-minute increment.

Megasys Monthend Services policy:

When a month end falls on a Saturday, your month end processing will often be scheduled for that Saturday. Megasys now provides support on those Saturdays from 7:00am – 11:00am PST for monthend specific support and emergency situations.

For Additional Information Or To Request A Quote, Contact:

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