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***Please note that the information contained in this agreement is subject to change at any time.**

General Services Expectations Agreement

Purpose of this Agreement

The purpose of this agreement is to provide an understanding of the reasonable service expectations between InvisiMax, Inc. (as the technology service provider) and those of the CLIENT (as the recipient). This document will define the principal responsibilities that InvisiMax has to each of its clients as well as the responsibilities that the each client has to InvisiMax. This agreement will allow the CLIENT to clearly understand and anticipate the level of services they will receive which will establish a mutually beneficial business relationship between both parties.

Please note that this document is intended as a **partnership agreement only** and is not a contract. This agreement includes general guidelines for InvisiMax and the CLIENT to adhere to which will ensure a mutually beneficial partnership is established and maintained between InvisiMax and the CLIENT.

General Expectations of InvisiMax

InvisiMax is committed to consistently providing the highest level of professionally managed technology services to its CLIENTS.

Each product and service that InvisiMax offers includes a comprehensive list of managed features that are in place to ensure that each product or service performs at its optimum level. The prices that are listed for each of our products and services include the management of all components included with each product or service (unless otherwise noted).

Additional service requests, aside from those directly related to the services listed, will be subject to an additional labor charge. Please refer to the specific service for all pricing information. Any additional charges will be assessed and agreed upon at the time the request is made.

Please refer to our company website www.invisimax.com , under **Services**, for a complete description of the features that are included with any of the products and services that InvisiMax currently offers. Please contact customer service for any clarification that may be required.

General Expectations of Our Clients

Individuals that partner with InvisiMax must adhere to their own set of guidelines to ensure that their individual experiences with InvisiMax services are optimized. Each of the products and services that InvisiMax offers includes a comprehensive list of inclusive components that InvisiMax will manage to ensure each product or service performs at its peak level.

It is the responsibility of InvisiMax' clients to clearly understand what is included within the cost of each product or service and what may be subject to an additional fee or charge. Each of the products and services that InvisiMax offers are clearly listed on our corporate website www.invisimax.com under the heading **Services** and clients are encouraged to familiarize themselves with the products or services they receive to ensure they have a clear understanding of what is included in the price. Clients are encouraged to contact customer service for any clarification that may be required.

It is the responsibility of the client to advise a member of InvisiMax' customer service teams as soon as any potential issues arise with any of InvisiMax's products or services. Notifying customer service immediately upon recognizing a potential issue may help minimize downtime and reduce the risk of additional service interruptions.

Clients are also encouraged to use sound judgment when potential problems do arise. To ensure the best possible reaction time, it is recommended to contact customer service during regular business hours. Requests made after hours may result in a delayed response time depending on the nature and/or severity of the issue. Please be aware that service interruptions may occur during certain dates and times.

Hours of Operation

Call Center: **24/7**

**For Internet, Billing or Email Issue, Press Option 1
To Confirm Install or Service Call, Press Option 2
For Managed Services, Press Option 3
For New Service or Sales, Press Option 4**

Local Office Hours:

Monday to Friday 7:30am to 5:00pm CST

- Any inquiries received to our local office after regular business hours will be directed to our voice mail message system and will be evaluated immediately the following business day.
- Inquiries will be dealt with on a first come first served basis and prioritized accordingly.
- Messages that are left during regular business hours may encounter a delayed response time but will be responded to as soon as possible that same day. All inquiries will be addressed individually and prioritized based on the severity of each potential issue.
- Any inquiries received on the weekends or the six US statutory holidays recognized by InvisiMax (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas

day) will be directed to our voice mail message system and will be evaluated immediately the following business day.

Holiday	Date
New Year's Day	January 1 st
Memorial day	Last Monday in May
Independence Day	July 4 th
Labor Day	First Monday in September
Thanksgiving day	Fourth Thursday in November
Christmas Day	December 25 th

- It is the responsibility of the CLIENT to promptly notify InvisiMax of any problems that may impact their services to ensure a prompt response and minimize additional delays due to reduced service hours.

How to Contact the InvisiMax Service Desk

Customer Service: 218-745-6030

Email: support@invisimax.com

Web: www.invisimax.com/support

What to do Before Contacting the InvisiMax Service Desk

When you call or send a message, please provide as much information as possible including:

- Your complete contact information in case we need to contact you
- A description of the problem and its severity
- Any error messages and what was processing at the time the problem occurred
- Applications and versions you are working with
- Any changes that were made recently
- Any additional information that may be critical to the situation

After-Hours Emergency Support

Clients requiring emergency after-hours support are instructed to contact our Call Center.

- Situations resulting in the utilization or deployment of an InvisiMax service technician after regular business hours, on a weekend or on a statutory holiday will be subject to a billable after hours service fee.
- Charges will be accrued at a rate of \$125.00/hour and will apply to any on-site and off-site services and will be accrued in 15 minute increments.
- After hours emergency services will also be subject to a billable trip charge of \$50.00 (up to 30 miles) or \$65.00 (30-60 miles)
- Clients requiring emergency after-hours service are instructed to contact our Emergency Services Line.

- Clients will receive live access to an on-call InvisiMax technician who will assess the emergency situation and provide any necessary service or support needed to minimize potential downtime.

Trip Charges

- Situations resulting in the deployment of an InvisiMax service technician may be subject to a billable trip charge of \$50.00 (up to 30 miles) or \$65.00 (30-60 miles).
- Trip charges will be based on any mileage incurred from our headquarters in Warren, MN to the destination.
- A trip charge will be applied if the basis of a service call pertains to any item not covered under a particular product or service package. Please refer to a specific InvisiMax service package for a clear description of what is and is not covered under a particular product or service.
- Billable trip charges will also be applied to any service calls made after regular business hours, Sundays, statutory holidays or after-hours emergency service calls.

Billable Service Calls

- Service calls that are made during regular business hours that pertain to those items covered under an InvisiMax product or services package are non-billable and are included in the cost of the service. However, service calls (both on-site and off-site) that pertain to any service, equipment or special project that is not included in a package cost is subject to a billable service fee.
- Current InvisiMax managed IT services clients are subject to a reduced labor rate on any billable service calls (both on-site and off-site). Please refer to a specific product or service package for a complete listing of what is included as well as the accompanying labor rate.
- Any service requested from a non-current customer (both on-site and off-site) is subject to a fixed labor rate of \$125.00/hour and a billable trip charge (if a technician is deployed) of \$50.00 (up to 30 miles) and \$65.00 (30-60 miles).

Confidentiality

- InvisiMax is committed to maintaining the highest level of confidentiality between our employees and our clients.
- Each InvisiMax employee has been thoroughly screened and understands the sensitive nature of our industry regarding the information they have access to with our clients.
- Each InvisiMax employee has a signed confidentiality agreement on file acknowledging a clear understanding of this, and their commitment to enforcing these values at all times while employed at InvisiMax.

Opt Out/Termination of Services

- Both InvisiMax and/or the CLIENT have the right to terminate services for any reason within thirty (30) days from receipt of written notice.

- Upon termination, all hardware or software installed by InvisiMax that was required to conduct network support services will remain the property of InvisiMax and will be surrendered and returned to InvisiMax upon termination of services.

Non-Hire of InvisiMax Employees

Because employees are one of our most valuable assets, policy and professional ethics require that InvisiMax employees not seek employment with, or be offered employment by any CLIENT during the course of engagement or a period of one (1) year following termination of services.

CLIENT shall not, without the prior written consent of InvisiMax, solicit the employment of InvisiMax personnel during the course of engagement or for a period of one (1) year following termination of services.

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