

DataXL Billing Policy

- **Terms:**
 - Customer – the party entering this agreement who will submit payment for bills.
 - Agreed upon standard rate – This is per hour, dollar amount which was established between DataXL and customer. DataXL reserves the right to raise this rate with 15 days written notice to customer.
- **Invoicing:**
 - Unless otherwise stated on the invoice, all invoices are due within 30 days of the day the invoice was issued.
 - Failure to pay invoices on time will result in a poor account status. DataXL reserves the right not to service customers whose accounts are not in good standing until the billing issues are resolved.
- **Standard Rate**
 - The standard rate may change in the future, however Customer will be notified of the change in rate upon the next request for service.
 - The current standard rate is \$125/hour.
- **Pricing:**
 - **Documentation:**
 - i. Time necessary to produce documentation will be billed at 50% of the agreed upon standard rate, 50% of the special project hourly rate, or be included in the agreed upon fixed rate for special projects.
 - **Special projects:**
 - i. Customer and DataXL will agree upon a rate (either fixed or hourly) prior to the start of work on the project.
 - **Service:**
 - i. Service will be billed at the agreed upon standard rate.
 - ii. Onsite service calls of up to and including two hours in duration will be billed for two hours of service.
 - **Emergency Service:**
 - i. Emergency service calls are classified as calls where onsite service is needed and the requested within 24 hours of initial service request.
 - ii. Emergency service will be billed at a rate of 150% of the standard agreed upon rate during the normal work week (Monday thru Friday).
 - iii. Emergency service will be billed at a rate of 200% of the standard agreed upon rate for weekend work.
 - iv. Emergency service calls of up to and including two hours in duration will be billed for two hours of service.
- **Disputes:**
 - In the event that a bill is disputed, customer will pay the entire undisputed amount and submit written notice describing the dispute to DataXL within 15 days of the receipt of the disputed invoice.
- **Collection of overdue bills:**
 - DataXL reserves the right to use any means available to collect payment for undisputed, overdue bills. DataXL will impose an overage charge of 1.5%/month on overdue balances.