



SERVICE DELIVERY AGREEMENT

This Service Delivery Agreement (SDA) is between Crown Networking Consultants, Inc. and _____ (Client) sets forth terms of Services to be provided by Crown Networking Consultants, Inc. to or for Client under the terms and conditions hereof.

Services and Scope of Work to be provided:																																											
Billing Rates:	<table> <tr> <td>Business (On Site)</td> <td>90.00 hour</td> </tr> <tr> <td>Two ITSP's</td> <td>135.00 hour</td> </tr> <tr> <td>Business/Residential Networking</td> <td>90.00 hour</td> </tr> <tr> <td>Two ITSP's</td> <td>135.00 hour</td> </tr> <tr> <td>Residential (On Site & Remote)</td> <td>70.00 hour</td> </tr> <tr> <td>Business/Residential (Shop Time)</td> <td>70.00 hour (30 min. minimum)</td> </tr> <tr> <td>Business/Res. (Phone Support)</td> <td>80.00 hour (15 min. minimum)</td> </tr> <tr> <td>Business (Remote)</td> <td>90.00 hour (30 min. minimum)</td> </tr> <tr> <td>Telephony</td> <td>80.00 hour</td> </tr> <tr> <td>Two ITSP's</td> <td>120.00 hour</td> </tr> <tr> <td>Audio Visual, Paging, CCTV, CATV</td> <td>80.00 hour</td> </tr> <tr> <td>Two ITSP's</td> <td>120.00 hour</td> </tr> <tr> <td>Fiber Optics</td> <td>150.00 hour</td> </tr> <tr> <td>Two ITSP's</td> <td>225.00 hour</td> </tr> <tr> <td>Travel Outside Dougherty & Lee</td> <td>57.00 hour</td> </tr> <tr> <td>All Rates After Hours</td> <td>Regular Time + 1/2</td> </tr> <tr> <td>All Rates Urgent Only Services</td> <td>Regular Time x 2</td> </tr> <tr> <td colspan="2">All Rates Subject to 1 hr. minimum unless noted otherwise</td> </tr> <tr> <td>Normal Hours -</td> <td>Monday – Friday 8:00 AM to 5:00 PM EST, not including statutory holidays</td> </tr> <tr> <td>After Hours -</td> <td>Monday – Thursday 5:00 PM to 8:00 AM EST the following day. Friday 5:00 PM to Saturday 5:00PM EST</td> </tr> <tr> <td>Urgent Services -</td> <td>Statutory Holidays Saturday 5:00 PM to Monday 8:00 AM EST</td> </tr> </table>	Business (On Site)	90.00 hour	Two ITSP's	135.00 hour	Business/Residential Networking	90.00 hour	Two ITSP's	135.00 hour	Residential (On Site & Remote)	70.00 hour	Business/Residential (Shop Time)	70.00 hour (30 min. minimum)	Business/Res. (Phone Support)	80.00 hour (15 min. minimum)	Business (Remote)	90.00 hour (30 min. minimum)	Telephony	80.00 hour	Two ITSP's	120.00 hour	Audio Visual, Paging, CCTV, CATV	80.00 hour	Two ITSP's	120.00 hour	Fiber Optics	150.00 hour	Two ITSP's	225.00 hour	Travel Outside Dougherty & Lee	57.00 hour	All Rates After Hours	Regular Time + 1/2	All Rates Urgent Only Services	Regular Time x 2	All Rates Subject to 1 hr. minimum unless noted otherwise		Normal Hours -	Monday – Friday 8:00 AM to 5:00 PM EST, not including statutory holidays	After Hours -	Monday – Thursday 5:00 PM to 8:00 AM EST the following day. Friday 5:00 PM to Saturday 5:00PM EST	Urgent Services -	Statutory Holidays Saturday 5:00 PM to Monday 8:00 AM EST
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Equipment Provided:
(Equipment will be provided
and invoiced by CNC, Inc.
unless further specified on a
specific materials quotation)

Bill to Client Name:

Bill to Address:

Accounts Payable
Contact Name:

Email & Telephone:

Terms and Conditions

Payment terms for materials orders will be listed on each specific materials quotation, and will depend on the size of the order. Service/Labor orders have payment terms of due upon receipt of invoice unless other terms are agreed to in writing. Overdue invoices are subject to a late charge of 1.5% 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. Payments are to be addressed to Crown Networking Consultants, Inc. - 521 W. Broad Avenue, Albany, Georgia 31701. The parties hereunder are independent contractors. This SDA is governed by Georgia law. 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. 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. 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. Either party may request revisions to this SDA by providing 30 days written notice to the other but any revision shall be agreed to in writing by both parties. 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. 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.

Acceptance: Your signature below signifies your acceptance of this SDA as it relates to the services provided by Crown Networking Consultants, Inc.

Please FAX or Email to: 229-317-7941 or kboyd@crownetworking.com

Agreed to and Accepted by:

Crown Networking Consultants, Inc.

By: _____

Name: _____

Title: _____

Date: _____

Client: _____

By: _____

Name: _____

Title: _____

Date: _____

SERVICE DELIVERY AGREEMENT MATERIALS QUOTATION

This Materials Quotation is agreed to by Crown Networking Consultants, Inc. and _____, and made a part of the Service Delivery Agreement dated _____ between the parties.

MATERIALS/EQUIPMENT PROVIDED	COST

Agreed to and Accepted by:

Crown Networking Consultants, Inc.
By: _____
Name: _____
Title: _____
Date: _____

Client: _____
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