

# TerraSource Global Field Services

## 2022 Rate Sheet

TerraSource is proud to provide customers expert troubleshooting expertise and comprehensive repair services through our dedicated team of highly-skilled Field Service technicians. Our customers enhance the value of their TerraSource partnership by leveraging our Field Service team for a variety of purposes, including:

**Performing onsite work**, such as system inspections and machine repairs.

**Offering in-depth analysis and recommendations** on solution upgrades or new configurations to improve productivity and efficiency.

**Supervising installations and training in-house staff** on equipment operation and maintenance.

....and much more

Rate type	Hourly Rate	Details
<b>Straight Time – Travel</b> Monday - Friday	\$125.00 / hr	8 hours a day or less.
<b>Straight Time – Technical Service</b> Monday - Friday	\$150.00 / hr	8 hours a day or less.
<b>Overtime – Travel</b> Monday - Friday	\$175.00 / hr	Any additional time over 8 consecutive hours, or weekends
<b>Premium Time – Technical Service</b> Saturday or time in excess of 8 hours a day	\$225.00 / hr	Travel or technical work performed on Saturdays, or time in excess of 8 hours a day
<b>Premium Time – Technical Service</b> Sunday or Holiday	\$300.00 / hr	Travel or technical work performed on Sundays or US holidays.
<b>Standby Time</b>	Applicable rate per hour, not to exceed 8 hours	Any time a TerraSource technician is available to work on a project but cannot due to circumstances beyond their or TerraSource’s control. Examples include inclement weather or customer delays. Also, applicable to Saturdays, Sundays and holidays.

### Additional information

**Travel** – All travel expenses are billed at cost and may include fees associated with airfare (including flight changes), taxis, car rental, fuel, tolls, parking, lodging and any other project-specific expenses.

If technician or consultant uses personal or company vehicle for transportation to customer site, mileage will be invoiced at \$0.77 / mile.

**Meals** – Technicians will invoice food expenses of no more than \$60 / day.

**Post-project report** – Upon completion of Field Service project, TerraSource requires that our technician create and submit a detailed summary and recommendations report to the customer. The report cost is \$225.

**For more information, contact TerraSource Global Customer Service: +1 855-483-7721**