

Exhibit D HOURLY SERVICE RATES



Technical support will be available Monday through Friday during normal business hours (9:00 AM – 5:00 PM Eastern Standard Time) except holidays.

Location	Type	Rate per hour	Minimum †
InHouse			
	Desktop – Software	\$80	\$40
	Laptop – Software	\$90	\$45
	Laptop – Hardware	\$100	\$50
	Emergency/Off Hours	\$100	\$200
OnSite			
	All on-site services	\$120	\$240
	Emergency/Off Hours	\$240	\$480
OnSiteMITS			
	All on-site services	\$100	\$100
	Emergency/Off Hours	\$200	\$400

†Hours billed in quarter-hour increments after first hour in-house, and after second hour on-site; 2-hour on-site minimum fee does not apply to those subscribed to an MITS maintenance plan.

Operating systems not supported: Windows 95, Windows 98, and Windows Me (upgrades will be considered with respect to existing hardware).

Our services will be billed at the corresponding hourly rate beginning from our office location to your premises; the return trip is not billed.

All service and equipment charges are immediately Due Upon Receipt of Invoice.

Payment Terms.

A) Pleasantbay.NET will grant net 10-day terms to customers with sound bank and trade references. 10-day terms are not available for new desktop or server computers. To apply for credit, simply complete the Pleasantbay.NET credit application, available upon request. Any balance unpaid after 30 days will be subject to a monthly finance charge of 1½ percent. A \$30.00 service charge will be incurred for all returned checks. Customer agrees to pay all costs of collection and attorney fees for delinquent amount.

B) COD Policy - Initial shipments of products or services for new customers not yet approved on terms will require Cash On Delivery (COD), certified check, company check, or credit card.

C) Past due balances beyond the 10-day terms must be settled before ongoing support will be provided.