

# Charges

## UTS Service Agreement

We would like to thank you for the opportunity to serve your telecommunication needs. We, at UTS, feel it is important to establish the terms of our business relationship and would like to take this opportunity to disclose these terms in the following agreement. Throughout this agreement, United Telecom Services will be abbreviated as UTS. Any of our customers, including contracting companies and resellers, will be referred to as the customer. Feel free to contact us in regards to any questions you may have over any part of this agreement.

Charges  
Additional Costs  
Payments  
Expense Deposits  
Insurance  
Warranty

**Charges:** The fees for our services range from \$45 to \$165 an hour depending on the experience required, duties and the timeframe in which the requested job is to be completed. Fees are also subject to change due to changes in the market place. We, at UTS, are constantly checking our services against other service providers in the industry. Once a job scope has been defined and the fees have been established and agreed upon by both parties, a letter of authorization or a purchase order number from the customer will be required in order for UTS to schedule the work. Upon the completion of the job, the UTS Job Completion/Acceptance form will be signed and dated by the customer and the UTS representative.

**Additional Cost:** Jobs are quoted based on ideal circumstances. Therefore any costs that are incurred during a job that is outside of the agreed upon job scope, will be passed on to the customer. Such cost may be due to incorrect engineering, wrong or defective materials, materials not onsite when requested and /or changes in job scheduling or planned workdays.

**Billing/Payment:** We would expect full payment for our services to be made in a timely manner, typically within 30 days from the job completion date as shown in the

**Job Completion/Acceptance form.** UTS reserves the right to charge interest at the rate of one and one half percent (1.5%) per month of the unpaid balance from the point of 30 days past the job completion date to the final payment date. Company check, electronic fund transfer, or VISA may be used to make payments.

**Expense Deposits:** In the event that we're asked to perform onsite engineering and/or work on a T&E basis without a clearly defined job scope, there may be the need for a deposit to cover additional expenses. These funds will be held in reserve and drawn from as needed in order to continue and complete the job without delay. Any job delays due to securing additional expense funds may result in a revisit and additional costs. The expense deposit may also be in the form of a secured credit card with an authorized UTS user. Upon job completion, any unused funds may be applied to the final invoice.

**Insurance:** UTS is fully insured with 1 million/2 million corporate liability, workman's compensation, and 1 million automobile insurances. Evidence may be provided upon request.

**Warranty:** UTS will extend the vendors warranty to our customer for the materials provided by UTS only.