

TERMS FOR PROVIDING HOURLY TECH SUPPORT

Thank you for choosing to work with Efrat Networks and taking advantage of our services; we are most appreciative of your business. Our primary goal is to provide the best possible service while also being up-front and transparent about our prices and fees. Our aim is to build and maintain a long-term relationship with you by offering highly valuable services and technical support, based on your specific needs.

We are about to provide services that you requested. These services may be covered by your existing payment arrangement with Efrat Networks, such as a fixed monthly fee or a bank of hours. Please make sure to clarify at the time of requesting our services, or with our engineers, if the upcoming service visit or remote session is covered by your existing payment arrangement.

Upon completion of the work, our engineers and support staff will make sure to confirm with you the service time for which you will be charged, along with any hardware or equipment charges. In case the work we are about to do is not covered by an existing arrangement with Efrat Networks, you grant permission to Efrat Networks to automatically process payment for our engineers' and technicians' service time and equipment. After processing payment, you will receive a proforma invoice detailing these services and equipment and upon request, a tax invoice.

Our standard hourly rates depend on location (for site visits) and level of required expertise (for site visits and/or remote work). Please check with your Business Support contact or Account Manager at Efrat Networks if you need clarification about our rates. Onsite visits are billed with a minimum of 1 hour and additional time is billed in 15-minute increments. In some locations in Israel and New York we charge a 3 hour minimum for site visits and/or travel time. Remote assistance and support are billed in 15-minute increments.

Please feel free to contact us for details about a range of options to pay for our services, such as using a bank of hours, a fixed monthly fee, and annual service contract and others.

As always, we are open to discuss your concerns and questions, before or after the service call, and we look forward to providing you with our services in the future.

With regards, your Efrat Networks Team