

Enterprise Project Management (EPM) provides great value to organizations that have adopted this system and processes. Unfortunately, there is a great deal of complexity associated with an enterprise implementation. PSSI offers ongoing telephone support to assist clients with issues and problems that arise during the ordinary course of managing an EPM deployment.

The purpose of this service is to provide you with advice, guidance, problem solving, recommendations, and answers to questions as they relate to *Microsoft Project*, *Microsoft Project Server*, *Microsoft SharePoint Services* and related enterprise products.

Service is offered on a prepaid basis with three optional packages, or an as-needed basis. This is not a help-desk service, but rather a service to schedule time with experts who can assist you.

Terms of Service

The **total duration** for this service offering is one year of telephone consulting and support from date of signed agreement. Services unused by the expiration date will expire without refund.

Response time is targeted at 4 business hours (weekends and legal Federal holidays are excluded). The purpose of logging a call is to begin the triage process of matching the correct resource to the call and to schedule the issues review session. Time of day for purposes of logging calls shall be based on Eastern Standard Time. Response time will be measured from the time of the initial call made to PSSI. In the event that PSSI fails to respond within this time, the client will not be charged for the call. Response time cannot be guaranteed.

Form of Response - In most cases, responses to all questions shall be provided by telephone. In some cases, at PSSI's discretion, responses requiring detailed instructions may be provided by email or posted to the PSSI private client web portal. If a response is provided in a format other than telephone, PSSI shall notify client of such response by telephone.

Minimum Call Length - There shall be a minimum of one hour charged per session made under this agreement. There will be a one hour minimum billable charge for all non-contractual calls. There will be a one hour charge for all calls that may be handled during non-business hours.

Calculation of Call Length - There shall be a minimum of one hour charged per session made under this agreement. There will be a one hour minimum billable charge for all non-contractual calls. There will be a one hour charge for all calls that may be handled during non-business hours.

Time of day for billing purposes shall be Eastern Time. This service is provided during normal business hours Monday through Friday EXCLUDING Federal holidays. There is an additional fee charged for calls falling outside of normal business hours.