

**TTB CONSULTING LLC
MAINTENANCE/RETAINER AGREEMENT**

This Agreement requires the Client to pay for a minimum number of service hours per month and the Company (TTB Consulting LLC) to provide a consistent maintenance schedule at a specified hourly service rate for the length of the Agreement.

1. Parties in Agreement

This Agreement is between the service provider, TTB Consulting LLC, and _____ (the Client) to receive services identified in this Agreement.

2. Monthly Service Hours Purchased

Network and Computer Support Services include all aspects of designing, implementing, and maintaining a computer network and its components. The minimum number of hours purchased per month will be based on the number of computers supported in the network. Service hours include both onsite and remote support. Service hours will be calculated in 15-minute intervals, emails and phone calls lasting less than 15 minutes do not count toward service hours. Each additional service hour provided by TTB Consulting LLC beyond the minimum that month will be billed at the rate specified in the Agreement. Only if Company and Client agree will any unused monthly service hours purchased be rolled over to the next month. The balance of rollover service hours cannot exceed the number of one month's service hours purchased.

Customer Agrees to purchase the following number of service hours per month:
(see reference table included for minimum number required for agreement)

____ Network/Computer Support Service Hours @ \$_____/hour

____ Database Service Hours @ \$_____/hour

3. Payment Terms

The client will be billed monthly for the service hours purchased in this agreement and any additional service hours provided by TTB Consulting LLC in the previous month. A brief description of work provided will be included in each billing statement along with a balance of rollover service hours.

4. Termination of the Agreement

This Agreement requires 30 days notice by either party to terminate or mutual agreement by both the Company and the Client.

5. Agreement Effective Dates

This Agreement is effective from _____ to _____

TTB Consulting LLC	Date	(Client)	Date
Troy T. Brown, Owner			

REFERENCE TABLES FOR TTB CONSULTING LLC

Minimum service hours to purchase for maintenance contract

Number of Computers, including Server	Minimum Hours/month required for contract
1-5	2
6-10	4
11-15	6
16-20	8
21-25	10
26-30	12
31+	Negotiated

Service Rates effective March 1st, 2008*

Work Type	Hourly Rate with Agreement	Hourly Rate without Agreement
Networking/Computer Systems	\$85	\$95
Database (MS Access)	\$65	\$75
Web Programming	N/A	\$65