

WORK AUTHORIZATION FORM

WORK AUTHORIZATION STATEMENT

Customer hereby authorizes and requests Mosaic Data Services, Inc. (MOSAIC) to perform Professional Services including Information Technology Consulting, Management and Support Services for the benefit of the Company named herein. Customer understands they will be billed for all time and materials required to complete the requested service(s) at the agreed upon rates included herein. Payment for any Professional Services and/or Block Hour services shall be purchased in advance of services being performed. Payment for any hardware or software provided by Mosaic shall be paid in full before any hardware or software will be ordered. This Work Authorization shall be considered a blanket agreement and shall not expire at any specific future date. Customer understands that work performed is on a "stated account" basis. Customer agrees that Mosaic will own all rights, title and interest including copyright in all deliverables including hardware, software, and devices until such time that Customer has rendered payment in full for such. I understand that in no event will Mosaic be liable to Customer whether in contract or in tort or under any other legal theory including, without limitation, strict liability and negligence for lost profits or revenues, loss of production, loss of use, or similar economic loss, or for any indirect, special, consequential or similar damages, arising out of or in connection with the performance and execution of this work authorization. Mosaic's liability under any claim made by Customer shall not exceed the total amount of fees theretofore paid by Customer to Mosaic. I certify that I am of proper authority to unconditionally bind Customer to the terms set forth in this agreement.

MUTUAL CONFIDENTIALITY STATEMENT

Using the same standard at which Customer protects its own confidential or proprietary information but no less than reasonable care, Customer shall at all times protect and preserve the confidentiality of, and may not disclose to any third party, any trade secrets or other confidential information of Mosaic to which Customer may gain access hereunder or in connection herewith, including without limitation all proprietary technology, software, engineering data, schematics, and product designs, and all non-public business, financial, pricing, or marketing plans or information. No reproduction, use or disclosure of any Mosaic proprietary information will be permitted without the prior written consent of Mosaic in each instance. Customer must further assure that its personnel comply with such obligations of confidentiality. It is understood that Mosaic has no duty to disclose any confidential information to Customer. Customer will not disassemble, decompile, or reverse engineer any Product or portion thereof or use any Product or portion thereof other than in ordinary and reasonable ways for ordinary and reasonable commercial purposes.

Mosaic shall at all times protect and preserve the confidentiality of, and may not disclose to any third party, any trade secrets or other confidential information of Customer to which Mosaic may gain access hereunder or in connection herewith, including without limitation all proprietary technology, software, engineering data, schematics, and product designs, and all non-public business, financial, pricing, or marketing plans or information. No reproduction, use or disclosure of any Customer proprietary information will be permitted without the prior written consent of Customer in each instance. Mosaic must further assure that its personnel comply with such obligations of confidentiality. It is understood that Customer has no duty to disclose any confidential information to Mosaic. Mosaic will not disassemble, decompile, or reverse engineer any Product or portion thereof or use any Product or portion thereof other than in ordinary and reasonable ways for ordinary and reasonable commercial purposes.

MOSAIC BUSINESS HOURS AND RATES FOR OUT OF SCOPE WORK:

MOSAIC HELP DESK	24x7 Help Desk: support@mosaicdataservices.com 24x7 Client Portal: http://clients.mosaicdataservices.com
MOSAIC KNOWLEDGEBASE	24x7 Online Support: http://kb.mosaicdataservices.com
MOSAIC NORMAL BUSINESS HOURS	9:00am – 5:00pm ET, Monday – Friday
MOSAIC AFTER HOURS / WEEKENDS	5:01pm – 8:59am, Monday – Friday, Weekends
MOSAIC HOLIDAYS / EMERGENCIES	All Federal Holidays & Emergencies

*Emergencies are events that require a response outside of Mosaic's normal SLA.

MOSAIC TRAVEL RATES:

ZONE A (0 – 15 Miles)	\$30.00 flat rate
ZONE B (16 – 30 Miles)	\$60.00 flat rate
ZONE C (31+ Miles)	\$60.00 per hour

RATES FOR PROFESSIONAL SERVICES / BLOCK HOUR SERVICES

All Professional Service hours and Block Hour Services must be purchased in advance of service being provided.

SERVICE	HOURS	RATE	SLA
PROFESSIONAL SERVICE / SUPPORT	NORMAL BUSINESS HOURS	\$125.00 / hour	1 Hour
	AFTER HOURS / WEEKENDS	\$187.50 / hour	4 Hours
	HOLIDAYS / EMERGENCIES	\$250.00 / hour	4 Hours
BLOCK HOUR SERVICES (performed during Normal Business Hours)	1 – 9 hour block	\$125.00 / hour	1 Hour
	10 – 49 hour block	\$115.00 / hour	4 Hours
	50+ hour block	\$100.00 / hour	4 Hours

- * All Service and Support hours must be purchased in advance of service being provided.
- * Please note that the Help Desk may require more time to respond outside of normal business hours.
- * ESCALATION - Please note that any ticket that is escalated outside Normal Business Hours will incur an additional charge.

Note – Pre-arranged maintenance services conducted after hours are included in monthly change.

If Customer fails to pay all amounts due within the times set forth in this Work Authorization, and Mosaic brings an action to enforce payment or collection, Customer agrees to pay Mosaic's reasonable attorney's fees and other expenses of collection in addition to all other sums due and payable on this Work Authorization.

I understand the terms stated above and I certify that I am of proper authority to unconditionally bind Customer to the terms set forth in this agreement.

AUTHORIZED REPRESENTATIVE:

Company Name: _____

Print Name: _____

Signature: _____

Title: _____

Date: _____