



## itgroove Pre-Paid "Coffee Card" Services Budget

itgroove agrees to provide the Client with 60 hours of Professional Services at \$xxx/hour with 15 minute (0.25 hour) billing increments upon receiving full payment in advance.

Activation Date: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Maximum Hours per Month: \_\_\_\_\_ (see Terms & Conditions)

Client: \_\_\_\_\_

Business Unit: \_\_\_\_\_

Contact: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Approved by: \_\_\_\_\_

Sean Wallbridge - President, itgroove



## Terms & Conditions

### The Basics:

- Hours must be used within 6 months of the Activation Date, and do not carry over.
- Due to resourcing restraints itgroove must specify the Maximum Hours the Client can request in one month. If this presents a problem then you may require an official Project SOW.
- The Client acknowledges that:
  - They are responsible to manage the hours in *coffee card*.
  - They are responsible for proactively scheduling their staff for meetings and feedback.
  - They accept the risk that, if their team does not proactively manage their hours and scheduling, then the *coffee card* could expire before all hours are used.
  - itgroove cannot change their resourcing restraints in order to deliver more than the maximum amount of hours in one month. So, if the Client scheduling risk arises, the *coffee card* could expire before all hours are used.

### Alerts:

- itgroove will make reasonable endeavors to alert the Client when:
  - There are 10 hours left.
  - If hours remain 30 days before the Expiry Date.
  - If number of hours and amount of time remaining in the *coffee card* could result in the Client potentially exceeding the maximum monthly burn rate.

### Submitting Requests:

- Support requests are placed in the itgroove Support Response priority queue.
- Any proposed engagement **over 2 hours** in length requires **minimum 2 business days'** notice.
- Any proposed engagement **over 2 full days** in length requires **minimum 10 business days'** notice.

### Billing and Invoicing:

- Full payment required in advance.
- Billing is in 15 minute (0.25 hour) increments and applied against the *coffee card* remaining balance.
- All time is tracked and details will be provided at completion of the 60 hours being utilized.
- All time is billable including remote or on site work, meetings, project management, account management, etc.

