

Support Services Scheduling Process Guidelines

Our aim is to control our time and provide you with quality support in a streamlined and professional manor at reasonable rates. We feel that the following process achieves that goal.

All non-emergency support session scheduling and payments are handled through the support page of our website www.rjconsultingservices.com/support.

The process is as easy;

- 1) Purchase** the number of hours you want on your support account - use the **Buy Now buttons on the support web page** - see the following payment information.
- 2) Send** us a support request – **a link on the support web page** - see the following scheduling information.

Support Payments:

All support time must be prepaid through the Buy Now process on the support web page. The minimum prepayment is for one hour at \$100. For a prepayment of \$500 we give you 5.5 hours - a bonus of 30 minutes which saves you \$50. For a prepayment of \$1000 we give you 11.5 hours - a bonus of 1.5 hours which saves you \$150. This will establish a support account for your company and the time will not expire until you use it. Any person submitting a support request must be authorized by you to use your account. We recommend sending us a list of the employees that you want authorized - please include their phone number and email address. We recommend the purchase of a block of time so that there will be no scheduling delays when you/they need to schedule a support session.

Support Scheduling:

Non-emergency requests for support are processed through the support web page with an email sent to us that contains; company name, contact name, email address, phone number, date, time and a description of the issue to be resolved or support to be provided. Our scheduling is on a first come first served basis. We will send a confirmation to the email address submitted in the form if it is registered and the person is authorized and there is sufficient time on the account. In the event of a timing conflict we will either suggest an alternate time or decline the request with a suggestion to reschedule. If a request is received from an unknown or unauthorized person or the account does not have sufficient time available, the request will be declined with an explanation why. On a limited basis, we also handle support issues via email and instant messenger and decrement your account accordingly. As always, call us for an emergency support request, we will handled it as quickly as possible.

Please call **(405)720-3987** to discuss you service needs.

RJ Consulting Services, LLC