Terms & Conditions: Foundation Support

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1. Definition of Foundation Support: Foundation Support is intended for "break-fix" assistance, routine maintenance, and general "how-to" guidance regarding existing system functionality. This retainer covers the resolution of technical issues that impede standard operations within the current environment.

2. Standard vs. Project Classification:

- **Standard Inquiries:** Any request that can be diagnosed and resolved through configuration adjustments or existing documentation.
- **Project Work:** Any request requiring the creation of new features, architectural changes, third-party integrations, upgrades, or data migrations is classified as "Project Work."

3. Scope Boundaries & Authorization: Should a support ticket be identified by the Service Provider as falling outside the scope of Foundation Support, the Client will be notified before any billable work commences. Project Work will be estimated at a rate of **$105**/hour and requires written authorization from the Client.

4. Exclusions: The following items are expressly excluded from the Foundation Support annual retainer:

- On-site visits or emergency after-hours dispatch (unless otherwise specified).
- Major version upgrades or hardware replacement.
- Comprehensive staff training sessions exceeding 30 minutes.
- Repair of issues caused by unauthorized third-party modifications or "user-inflicted" system deletions.

5. Fair Use Policy: Foundation Support is subject to a "Fair Use" policy. While there is no hard cap on the number of tickets, the Service Provider reserves the right to re-negotiate the annual fee if the volume of requests consistently exceeds a reasonable monthly average for a business of the Client's size.

🛠️ What is Included (Foundation Support)

The retainer is essentially your safety net for keeping the lights on. It covers:

- **Break-Fix:** Fixing things that worked yesterday but aren't working today.
- **Maintenance:** Routine "health checks" and system upkeep.
- **Quick Guidance:** "How-to" questions regarding the system's current features.(under 30 mins)
- **Configuration:** Minor tweaks to settings that don't require new architecture.

🚀 What is Extra (Project Work)

If a request changes the "footprint" or "capability" of your system, it is billed at **$105/hour**. Examples include:

- Building **new features** or changing the system architecture.
- **Integrations** with new third-party software.
- **Data migrations** or major version upgrades.
- Large-scale **training sessions** (longer than 30 minutes).

📋 Policy Summary Table

Feature	Included in Retainer?	Notes
Routine Fixes	✅ Yes	Standard "break-fix" support.
New Features	❌ No	Classified as Project Work ($105/hr).
Hardware	❌ No	Replacement parts/labor are excluded.
Third-Party Errors	❌ No	Issues caused by outside vendors aren't covered.
Volume of Tickets	⚠️ Fair Use	Subject to renegotiation if volume is excessive.

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