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## Terms and Conditions for Hourly Services

### 1. GENERAL.

This Terms and Conditions for Hourly Services (“Terms and Conditions for Hourly Services”) sets forth specific terms and conditions for the hourly services (“Hourly Services”) provided to Client by International Consulting Group, Inc. (“ICG”) and is incorporated into the Hourly Services Agreement by and between Client and ICG (“Hourly Services Agreement”). Each capitalized term used, but not defined, in this Terms and Conditions for Hourly Services has the meaning ascribed to such capitalized term in the Hourly Services Agreement (including, without limitation, the General Terms and Conditions incorporated into and made a part of the Hourly Services Agreement).

### 2. SPECIFIC DESCRIPTION.

2.1 Scope of Services. ICG will provide Client with the Hourly Services set forth in the Hourly Services Agreement. The Hourly Services Agreement, which includes this Terms and Conditions for Cloud Services and the General Terms and Conditions, only covers the Hourly Services set forth in the Hourly Services Agreement. Any additional services requested by and provided to Client will be charged to Client at ICG’s then prevailing hourly rate (which are posted on [www.icgi.com/legal](http://www.icgi.com/legal)) at the time of providing the out-of-scope service. All dates for performance by ICG are estimates only, and not guarantees, provided that ICG will use commercially reasonable efforts to achieve such dates.

2.2 Operating Hours. ICG’s hours of operation for providing the Hourly Services are from 8:00 a.m. to 5:00 p.m. EST during regular business days (Monday through Friday, excluding U.S. federal and ICG recognized holidays) (“Operating Hours”). Hourly Services performed outside of these Operating Hours are subject to a higher rate as set forth in [www.icgi.com/legal](http://www.icgi.com/legal). The Hourly Services will be performed at ICG’s main office location in Miami, Florida or at Client’s site, at the reasonable discretion of ICG. All Support inquiries must be communicated to ICG via one of the following (“ICG Support System”):

E-mail: [service@icgi.com](mailto:service@icgi.com)  
Phone: 305-463-4000  
Phone (toll-free): 888-809-4685

### 3. PRICING AND PAYMENT.

3.1 Pricing. Hourly Rates are posted on [icgi.com/legal](http://icgi.com/legal) under Prevailing Hourly Rates.

3.2 Payment. On the last day of each month, ICG will provide Client with an invoice for the Hourly Services performed by ICG during such month. Additional payment terms for the Hourly Services are set forth in the General Terms and Conditions.

### 4. TERM AND TERMINATION.

4.1 Term. The term for the Hourly Services Agreement is set forth in the General Terms and Conditions.

4.2 Termination. The Hourly Services Agreement may be terminated by either Client or ICG pursuant to the General Terms and Conditions.

4.3 Suspension. Client acknowledges and understands that Client’s abuse or misuse of the Hourly Services could adversely affect ICG. ICG reserves the right to limit or suspend Client’s use of the Hourly Services in the event of any abuse or misuse of the Hourly Services by Client, including, without limitation, any use that ICG determines, at its sole discretion, may adversely affect ICG.