

# Fee Schedule

## *Rooted Consulting 2024*

Thank you for considering Rooted Consulting, LLC. When you work with Rooted Consulting, LLC, you gain access to a team of certified subject matter experts that are fully focused on Apple, Google, Linux, Windows and networked environments. With thousands of managed projects to our credit, our team has technical depth along with extensive business and process experience in areas including K-12 education, higher education, Enterprise, Media broadcasting, marketing, health care, law firms, and retail.

## Technical

### Technical Non-Support Agreement Service:

- We are able to offer your company considerable savings when you acquire one of our support agreements. Our standard rate is \$150.00 per hour. If the scheduled time is more than five hours then we auto-bill at a day rate of \$1,200 per eight hour day. Our terms are payment upon services rendered.
- Service is to be performed during normal business hours Monday thru Friday from 9:00AM to 5:00PM CST.
- Non-support agreement appointments are billed from the time we leave our office until the time we reach yours. The total time and payment is due when services are rendered.
- Phone support is billed in 30-minute increments for non-support agreements.
- Customers who are more than 1 hour from our offices will be billed \$1 per mile to the destination.

### Pre-Paid time

We do offer blocks of time at a discounted rate. Any consulting hours purchased in blocks require pre-payment in full. Pre-paid time will be billed at \$100/ hour for remote or onsite consulting with a minimum of 25 hours. Remote work is billed in 30-minute increments while onsite work is billed in 60 minute increments.. Prepaid hours expire after the duration of one year.

## Projects

We have curated several unique project offerings for consumer, small business, enterprise and education customers. Each project includes discounted time, clear scopes of work, excluded tasks, and milestones for payment. For a list of our custom projects please visit [www.rootedconsulting.org](http://www.rootedconsulting.org).

## Technical Support Agreement Service:

All support agreements are pre-set time billed on the 1st of the month. **We always bill the month after work is delivered.** We do this to include any overages of the time incurred within that month.

- All support agreements require RootedCare monitoring to ensure service is proactively managed. This excludes FLEXdesk customers.
- Any time above the preset time is considered an overage. Overages are billed at a rate of \$120 an hour.
- The client will have 15 days to pay invoices with a grace period of 5 business days at which time a 1% finance charge will be added to any outstanding invoices that are not paid within 15 days.

### *Grey Support Agreement*

- 6-9 Hours of pre-set support time.
- The rate of a grey support agreement is based on \$135.00 per hour.

### *Blue Support Agreement*

- 10-19 Hours of pre-set support time.
- The rate of a blue support agreement is based at \$120.00 per hour.

### *Orange Support Agreement*

- 20+ Hours of pre-set support time.
- The rate of an orange support agreement is based on \$100.00 per hour.

# Media

Thank you for considering Rooted Media. When you work with Rooted media you gain access to a team of certified subject matter experts that are fully focused on helping to design brand recognition for your organization.

## Non-Project Based Services:

- We are able to offer your company considerable savings when you agree to one of our project based services. Our standard rate is \$150.00 per hour. If the scheduled time is more than five hours, then we auto-bill at a day rate of \$800 per eight-hour day. Our terms are payment upon services rendered.
- Service is to be performed during normal business hours Monday thru Friday from 9:00AM to 5:00PM CST.
- Non-project based appointments are billed from the time we leave our office until the time we reach yours. The total time and payment is due when the project is completed.
- Customers who are more than 1 hour from our offices will be billed \$1 per mile to the destination.

## Project Based Services:

Projects will be billed at \$100/ hour with a minimum of 10 hours for the project rate to apply. **A scope of work is required and must be co-executed before a project can be scheduled.** Project hours are paid for in percentages as outlined by the SOW and require payment when milestones are reached. Projects with air travel and expense require payment for T&E in advance.

## Equipment Rental:

With some of our video production we may have to rent equipment to be able to complete the project. The cost of the rental will be added to the scope of work of each project where it is needed. **A scope of work is required and must be co-executed before a project can be scheduled.**

## Website Hosting Service:

Rooted Media does not provide website hosting service. We work with our partner WPEnigine to set up your hosting. Your card will be put on file and you will be billed directly from the hosting provider for the reoccurring cost.

## Website Maintenance Service:

At Rooted Media we provide monthly maintenance for your website. We charge in hour increments at \$100. This does not cover major redesign changes, migrations, or website backups.

## Social Media Management Services:

All Social Media Management agreements are pre-set time billed on the 1st of the month. **We always bill the month after work is delivered.** We do this to include any overages of the time incurred within that month.

- Any time above the preset time is considered an overage. Overages are billed at a rate of \$100 an hour.
- The client will have 15 days to pay invoices with a grace period of 5 business days at which time a 1% finance charge will be added to any outstanding invoices that are not paid within 15 days.

### ***Social Media Page Management***

- 5 Hours of pre-set management time.
- 2 Social Media Platform
- No Ad management
- Live action video every 6 months
- The rate of the agreement is based on \$100.00 per hour.

### ***Social Media Ad Management***

- 10 Hours of pre-set management time.
- 2 Social Media Platform
- Ad management and Page management
- Live action video every quarter.
- The rate of a blue support agreement is based at \$100.00 per hour.

## Social Media Ad Buys:

As stated in Social Media Management Services, we offer social media advertising management. If you would like for Rooted Media to facilitate the purchase of advertising through the platform we can provide that. The cost of the ad buy will be added to your invoice. **If not you will need to have a card on file with the social media platform to recur the charges.**

## Cancellation / No Show Policy:

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another client from getting much-needed support. Conversely, the situation may arise where another client fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" appointment book. **If an appointment is not canceled at least 24 hours in advance, you will be charged for up to two-hours for an onsite appointment. Remote appointments are billed for a minimum of thirty minutes.**

## Payment:

Break/Fix support, non-support agreement support, or non-project based services requires payment at the time of service. Support agreement, web maintenance, and social media management customers are billed on the 1st and payment is due by the 15th.

## Accounts Receivable:

Rooted Consulting, LLC  
4400-A Ambassador Caffery Pkwy  
PMB 309  
Lafayette, LA 70508 USA  
Tel://255.234.7062  
[accounting@rootedconsulting.org](mailto:accounting@rootedconsulting.org)