

Ross Group 911 Emergency Database Services Agreement

By signing this agreement our organization (hereby referred as CLIENT), agrees to engage the Ross Group Inc's Database Services team (hereby referred as CONSULTANT) for emergency intervention on one or more databases.

CLIENT agrees to the following conditions:

- CLIENT will provide a technical resource available to CONSULTANT to assist as needed during the CLIENT database emergency problem resolution. This resource must be willing and able to assist CONSULTANT DBAs in all manners as needed.
- An initial analysis of the CLIENT database and server environment will be required before addressing emergency problems and conditions.
- CLIENT will provide the CONSULTANT dial-in, VPN, or other remote access connectivity through its firewalls if necessary.
- CLIENT will also provide system and database account information with connectivity software if necessary.
- CLIENT will provide CONSULTANT with database vendor technical support numbers in case calls to technical support are necessary.
- Additional CLIENT consulting and work requests beyond the scope of emergency database support will require a separate Statement of Work (SOW).

CLIENT agrees to the following terms:

- This agreement shall be effective for the duration of Emergency 911 Database Services until resolution, unless CLIENT cancels request upon which CLIENT is responsible for payment of engagement hours utilized.
- CLIENT agrees to review and sign CONSULTANT's Technical Services Agreement (TSA) within 30 days of Emergency 911 Database Services engagement.
- CONSULTANT makes no express or implied warranties of any type or description, including any warranties of merchantability and/or fitness for any particular purpose with respect to any of the services to be provided or the results, if any, that are to be obtained from such services.
- CLIENT agrees to indemnify, defend, and hold CONSULTANT harmless from any claim that may arise as a result of the acts of omissions of CLIENT, CLIENT'S employees or other consultants employed by CLIENT.

CONSULTANT will provide the following:

- Timely and efficient attempt to resolve emergency database resolution to CLIENT satisfaction.

- Report of activities performed.
- Follow-up meeting with CLIENT staff to discuss future problem detection, proactive managed services, backup and recovery strategy, disaster recovery strategy and other related topics.

Pricing

- CONSULTANT pricing for emergency DBA support is \$200.00 per hour for the first 10 hours and \$150.00 per hour after that for additional hours required for resolution.
- CLIENT will be invoiced within 15 days of engagement.
- There is a two hour minimum for the initial emergency database work.

Thank you for engaging Ross Group's 911 Emergency Database Services. We are in the business to help companies maintain stability and optimize their database environments. Our [RossAssured Managed Service](#) program offers proactive database, server, network and desktop support to small, medium and large organizations.

Please fill in the following, sign, and e-mail marketing@rossgroupinc.com or fax to Ross Group at 937.427.1488

Company Name: _____

Address: _____

Contact Name (Print): _____

Phone: _____

Email: _____

I certify that I have read and understand this agreement and I am authorized from my company to engage Ross Group Inc's Emergency 911 Database Services and that they have permission to proceed with accessing our databases.

Signature: _____

Print Name: _____

Date: _____