

Service Bulletin

SBT-101 5-6-08
DOMESTIC SERVICE
POLICY & RATES

Littleford Day Service Organization provides technical guidance and advisory assistance for the installation, overhaul, repair and maintenance of Littleford Day supplied equipment.

Travel, living and incidental expenses are not included in any of the rates, and will be charged at cost plus 15% handling expenses.

DAILY RATE

Service Technician - Rate \$1,000.00 for eight (8) hour day.
 Service Engineer - Rate \$1,200.00 for eight (8) hour day.

All extra time will be billed per rate chart below, and subject to the terms and conditions that follow.

| RATES FOR FIELD REPRESENTATIVES ARE AS FOLLOWS: | | | |
|--|-----------------------|------------------------|------------------|
| CLASSIFICATION OF SERVICE | RATES (Hourly) | | |
| | STRAIGHT TIME RATE | TIME AND ONE-HALF RATE | DOUBLE TIME RATE |
| Service Technician | \$125.00 | \$187.50 | \$250.00 |
| Service Engineer | \$150.00 | \$225.00 | \$300.00 |

STRAIGHT TIME is defined as time worked on a regular schedule of 8 hours between 7AM and 3:30PM, Monday through Friday, or for time worked on any other agreed upon schedule of 8 hours per day, Monday through Friday. Each hour of straight time shall be paid for at the straight time rate.

TRAVEL EXPENSES - The purchaser shall reimburse the Company for transportation expenses incurred by the representative in traveling to the job site and return.

OVERTIME is defined as time worked in excess of or at times other than the regular straight time schedule. Each hour of overtime shall be paid for at one and one-half times the straight time rate, and Sunday and Holidays shall be paid for at twice the straight time rate.

If the representative uses his personal automobile for transportation to the job site and return, or for daily work transportation, travel expenses shall be calculated at the Company's rate per mile current at the time of such use, plus road tolls.

STAND-BY TIME is defined as time, up to 8 hours per day, Monday through Friday, during which the representative, during the course of his assignment, is available for work but is not working because of circumstances beyond the Company's control. Each hour of stand-by time shall be paid for at the straight time rate.

If the representative does not use his personal automobile, travel expenses shall be the actual cost of air or rail transportation and local bus, taxi and automobile rental costs. (Air or rail transportation will ordinarily be in coach, tourist or economy-class accommodation. First-class accommodations will be used only under special circumstances such as the unavailability or unsuitability of lesser accommodations.)

TRAVEL TIME is defined as time spent by the representative up to 8 hours per calendar day in traveling to the job site, and in returning, including travel occurring on Saturdays, Sundays and Holidays (but not exceeding normal travel time between his headquarters and the job site). Each hour of travel time shall be paid for at the straight time rate.

In case the representative should start from or return to a point other than his headquarters, charges for travel expenses and living expenses en route shall not exceed what would normally be incurred from or to his headquarters.

TIME WORKED, TIME TRAVELED AND STAND-BY TIME occurring on the same day will each be charged at the rates and within the limitations as aforesaid.

LIVING EXPENSES - The purchaser shall reimburse the Company for the representative's lodging, meals and other expenses incidental to the job while the representative is at the job site, and while traveling to the job site and return.

TRAVEL, LIVING AND INCIDENTAL EXPENSES are not included in any of the rates, and will be charged at cost plus 15% handling expenses.

MINIMUM CHARGE - A minimum charge of four hours at the applicable rate plus travel and living expenses, if any, will be made on all service calls.

All prices subject to change without notice.

Littleford Day, Inc.

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