



We Make *IT* Work!

SUPPORT



Flex Sourcing - Use the hours however you like, whether it's for an immediate project or one on the horizon. If you don't use all the hours, we have rollover options.

Immediate Support - Quicker resolution of problems and you don't have to worry about processing a PO while you're dealing with system problems.

G-SLA - Add a Guaranteed SLA to Flex Sourcing.

For more info, call Sales at 856-931-1604, option 2





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Terms of Use

- Flex Sourcing hours expire after one year. To allow rollover, a client is required to purchase – prior to expiration – a one day block of hours in the same category (or categories) they presently possess.
- There is no guarantee of availability for Flex Sourcing as this service is provided on a first come-first serve basis. The usual response is one business day. If a client requires guaranteed availability, the G-SLA option must be purchased. This option provides 4-hour response, 8:30 AM - 5:30 PM Monday-Friday. G-SLA is intended for emergency use only and cannot be used for projects.
- For Off-Site services, time is billed in minimum 4-hour increments. For On-Site services, time is billed in minimum 8-hour increments.
- When using Flex Sourcing for projects, client must schedule time at least 2 weeks prior to the project for enable proper preparation and ensure availability. During peak times, which usually run June–August, more than 2 weeks may be required. PBG Networks is not responsible if there is no availability as the client is responsible to schedule sufficiently in advance.
- Once hours are purchased, all sales are final and no reimbursement will be furnished to the client? PBG terms appear at the bottom of the invoice and can be viewed in more detail on the PBG website at <https://www.pbgnetworks.com/flex/>
- Flex Source hours may not be used as part of an E-Rate purchase. E-Rate is completely separate and will contain its own set of professional service hours.
- All information on Flex Sourcing rates and restrictions is confidential and should not be distributed to any PBG competitors. PBG asserts the right to seek litigation against any parties utilizing this agreement in any competitive manner against PBG Networks.
- PBG Networks has the right to change this agreement at any time without prior written notice to the client.
- A referenced Purchase Order for Flex Sourcing confirms agreement to these terms.
- Other terms and conditions may apply.

