

### Research Reports

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### Services

Atrium Research provides a range of consulting services, from custom research and strategic planning to workflow modeling. The pricing of these services is dependent on an agreed statement of work which outlines the project's objectives and deliverables. Services can be rendered according to the following project types:

- **Fixed Price** projects have a firm set of deliverables and a signed contract. These projects have restrictions which prevent additional cost but are less flexible. For engagements longer than four weeks, milestone payments are required.
- **Time and Materials (T&M)** projects are more flexible in their deliverables. Clients are billed according to the time expended at the current rate. For any T&M work that is for more than two weeks during any quarter, a signed contract and/or a retainer are required.
- **Training courses** are generally one or one-half day sessions and can be customized to the needs of the customer.

Projects are billed on an hourly rate with a one hour minimum for services rendered at our facility. On-site services are billed at a higher rate with an eight hour minimum. Discounts are offered based on the length of the contract: projects that are from four to eight weeks, a 5% discount is offered and over eight weeks, 10%. Arranged services can be cancelled up to three weeks in advance with no penalty. At any time, however, pre-paid travel expenses (e.g. air fare) for cancelled engagements are the responsibility of the client.

Actual expenses for travel, shipping and/or other miscellaneous items incurred during the course of an engagement are the responsibility of the client. Generally, these are normal expenditures such as air fare, lodging, meals, rental cars, mileage, parking, tolls and taxi, and are billed at the time of project invoice.

### Terms

Fees are due at time of invoice. Any changes to this policy may result in an additional charge.