Plain-language terms

Read these before any down payment. Your signed written estimate states the scope and price for your job; these terms apply alongside it.

The short version

- **You are the CEO of your world.** The engagement type tells EliosTech where you want us: our scope of authority, what we own and where we stop.
- **Vice-president–level ownership takes vice-president–level money.** A narrow individual or external-consultant focus can carry significant discounts.
- **Contracts set clear relationship boundaries.** EliosTech work and services offered to your business are proprietary to EliosTech, Inc.
- **Like a monthly SaaS plan:** access to EliosTech service continues while paid and can be cut off if payment stops.
- **One path:** 20-minute intro call → Epic kickoff → down payment → Sprint 0 → your Sprint 1 decision → two-week sprints.
- **Sprint 0 is paid first** with the down payment. It runs about 2 weeks and up to about 30 days and produces your Sprint 1 plan, which is yours to keep.
- **You may decline Sprint 1.** If you accept it, we honor that scope and demo it as completion. Then the next payment is due.

- **Two-week payments**, one per sprint, with a demo and a progress and change report each time. New work goes into a later sprint only with your written approval.
- **Physical jobs:** the plan (spec) is Sprint 0, and it produces your written estimate.
- **Skilled time is $165–$200/hr**, 4-hour minimum per visit; travel, testing and documentation are included.
- **Parts we supply bill at 11× our cost** (cost + 1000%) plus a 12% parts search fee. Bring your own to skip both.
- **Optional:** financing at 12%–20%, or an annual program (from $150,000/yr) with infrastructure on a 2- or 3-year plan.
- **Down payments are non-refundable** unless we decline the work before Sprint 0 starts. Returns: 15% or $100, whichever is greater.
- **Electrical** is done by Complete Services For You LLC under its license and quoted separately.
- **Domain & Email:** managed plans have a 3-month minimum and 30 days' notice; extras (after-hours 1.5×, holiday/emergency 2×, rush +50%) are approved first; enterprise migrations start with $8,000 paid discovery and are billed per approved story; no uptime guarantee; liability capped at 3 months of fees. Details.

The full terms below say the same thing in more detail.

1. **Engagement type and scope of authority.** Each client leader is the CEO of their own world. The engagement type named in your written estimate or agreement tells EliosTech, Inc. where you want us and sets our scope of authority: what we may decide, what we own and where our role stops. EliosTech does not act beyond that scope without your written approval.
2. **Ownership is priced by authority.** If you ask EliosTech to accept vice-president–level status or ownership of an outcome, that engagement is priced at vice-president–level money. A narrow individual-contributor or external-consultant focus carries less authority, risk and accountability, and can carry significant discounts. Your written estimate states which applies.

3. **Rates by project size.** To do our best for the people we serve and the scope of work EliosTech, Inc. takes on, rates follow project size. Projects over $1,000,000 are billed at $200–$500 per hour per person, depending on the subject matter expertise required. Projects under $1,000,000 are billed at the rate for the work type on the services menu (for example, field service at $165–$200 per hour and business analysis bands from about $80 per hour). The rate for your project is set in your written estimate.

4. **Promotional $80 work-from-home rate.** EliosTech may offer a promotional rate of $80 per hour for work-from-home engagements that lock in a three-year term. If the client asks EliosTech staff to stop, or ends that contract agreement early, severance is owed for the remaining amount of the locked three-year term.

5. **Self-managed team.** The EliosTech team is self-managed and reports to the client's CEO, VP or director named in the engagement. EliosTech team members manage the teams assigned to them. The client's individuals are expected to be able to do the jobs they know, and the time an EliosTech team member spends working with them is billable hours.

6. **Relationship boundaries.** Your contract sets clear boundaries for the relationship: the engagement type, the scope of authority, who approves what, and the people and systems involved. Work outside those boundaries is a new engagement or a written change.

7. **Proprietary work.** The work, methods, tools, templates, scripts, configurations, designs, documentation and services EliosTech, Inc. creates or offers to your business are proprietary to EliosTech, Inc. and remain so during and after the engagement. Paying for a sprint, a plan or a service pays for the work being performed; it does not transfer ownership of EliosTech's methods, tools, setup or know-how. Nothing on this site or in a payment receipt grants a license by implication.

8. **Release process.** Work product remains proprietary to EliosTech, Inc. until it is released. Clients receive rights to use a specific deliverable only after written acceptance through EliosTech's release process, and only for that named deliverable. Payment alone does not grant those rights, and a deliverable that has not been released in writing has not been released.

9. **Using design plans.** You may use a design plan or other deliverable for your own business only when all three are true: EliosTech, Inc. has handed it over, your dues for it

are paid in full, and you have accepted it in writing through the release process. Use is limited to your own business as released; it does not include reselling, sharing with another consulting firm, or rebuilding EliosTech's methods or stack from it. Until all three are met, the plan stays proprietary to EliosTech, Inc.

10. **Separation and your data.** If the relationship ends for any reason, you get your domains back with your data. EliosTech proprietary setup, configuration, automation, tooling and environments stay with EliosTech, Inc. and are not handed over as a running EliosTech stack. Returning your domains and data is the complete handover; it does not include rebuilding, documenting or transferring how EliosTech set things up.

11. **Backups at separation.** One backup or copy of your data is made once as part of the normal separation procedure. Any additional backups, copies, exports or restores after that first copy are additional work, scoped and billed at the rates in your written estimate, and are paid before they are performed.

12. **Mergers and takeovers.** If another consulting company gets involved to acquire, replicate or take over a domain or system, all EliosTech effort is billable hours, including meetings, questions, access changes and transition work. EliosTech, Inc. is not required to cooperate, and any work it chooses to do proceeds at its own pace to resolve issues. Any help beyond that is good faith, at EliosTech's sole discretion, when values align, and helping once creates no duty to keep helping.

13. **Each side owns its circle.** You take responsibility for your business, its decisions, its staff and the outcomes of how you use the information we provide. EliosTech, Inc. takes responsibility only for the consulting and design service it agreed to provide in writing, within the engagement type and scope of authority you chose. These terms protect EliosTech's right to make its own decisions and to keep doing this line of business, for you and for others, at all times.

14. **Compliance and fair dealing.** EliosTech, Inc. follows strict guidelines and works to keep its compliance in order and the company in good standing. When there is a disagreement over price, we respect every client and every competing firm, and we keep playing fair and doing what is right. That stays true even if contractors allied with a client try to cause harm through sabotage or neglect to avoid costs; such conduct does not reduce what is owed or shift its cost onto EliosTech.

15. **Virtual work and services.** Everything EliosTech, Inc. delivers is virtual work and services. Much of it can be shown on screen and some of it cannot; some of it can be printed and some of it cannot. When an engagement includes it, the work may move into the physical world, such as hardware setup, and that is still a service and setup. It is not a sale or transfer of product ownership unless a written agreement says so.

16. **Security responsibility.** EliosTech, Inc. is not responsible for your security unless a written agreement expressly says so. EliosTech security practice is not perfect and is still in development; competition is fierce and adversaries are highly capable. EliosTech adapts, researches preventive practice, and recognizes the politics and limits that come with any security protocol.

17. **Security is experimental; referral.** As of today, EliosTech's security posture is experimental. For security questions, EliosTech refers clients to the United States of America, the strongest authority in that domain. EliosTech, Inc. does not take defense or security contracts; its energy goes to good work in the world, not that line of business.

18. **Coverage is priced by the people on it.** A low-cost cyber service, such as a $100, $200 or $500 package, does not buy around-the-clock monitoring or a full fast-response team. A whole monitoring solution and fast response depend on how many people EliosTech, Inc. hires to take on that risk, and that staffing is what the price pays for.

19. **Recommended coverage and accepted risk.** EliosTech recommends heavy coverage until you decide the cost is no longer fair or that you are safe enough. At that point you accept the remaining risk in writing. Anything that happens after that written acceptance is your responsibility, not EliosTech's.

20. **Everything in writing; payment on schedule.** All security coverage, subscriptions, service staffing and details, and estimates must be in written agreements; nothing is covered by implication. Payment follows those agreements on weekly, bi-weekly, monthly and/or quarterly schedules for the amounts in the written estimates.

21. **Founding judgment and scope.** EliosTech is guided by Christian foundings and by questions such as "what would Jesus do" and how He would speak if He sat beside the owner. Those philosophies guide the company's judgment, but they are outside EliosTech's service scope, and clients may not draw EliosTech into them as part of an engagement. EliosTech, Inc. performs services and acts by its best judgment. It cannot

be held accountable for the domains it serves or the businesses that run inside them, because it does not know enough about them and it respects your privacy: it learns only what it needs to know to deliver the agreed services.

22. **Violations and the courts.** If EliosTech learns that a client is in a legal situation or violation, EliosTech leaves it to the courts, and to the client, whether EliosTech's help may continue or must stop. EliosTech, Inc. does not join any effort of defiance. EliosTech respects the traditional institutions of the United States of America and complies with their rules, judgments, comments and demands when they are made, seeking mercy and reasonable fines so the company is not destroyed. We believe the world is worth saving, and we try every day to help businesses stay safe too.

23. **Not a bank.** EliosTech, Inc. is not a bank or financial institution and does not give loans, carry balances on a client's behalf, or front project costs. The client pays for the project, the staff and any additional contractors the client invites to help reach its goals. Optional financing, where offered, is a separate written arrangement and is never implied by starting work.

24. **Ethics and decision rights.** EliosTech helps when our ethics align and may decline, pause or stop work when they do not. EliosTech, Inc. holds the right to change a decision when it learns new information, including a decision to decline, pause, stop, or change the scope or authority of an engagement. When such a change alters what EliosTech will deliver, when it will deliver it, what it will cost, or whether the engagement continues, EliosTech, Inc. will tell you in writing. Declining, pausing or changing course does not waive amounts already owed; they remain due.

25. **NDAs and outside papers.** No EliosTech agreement gives up EliosTech's right to work with anyone, including your competitors, partners or former vendors. Outside NDAs, MDAs, vendor forms or client-required signatures that hold EliosTech responsible can be accepted only by the owner of EliosTech, Inc., in writing; no one else may sign for the company. Such papers are typically outside the scope of EliosTech services and team, and a signature by anyone other than the owner does not bind EliosTech, Inc.

26. **Access while paid, like a monthly SaaS.** EliosTech service works like a monthly software subscription: access to EliosTech service (sprints, support, field visits, program work and EliosTech-provided tools or environments) continues while your account is paid and current. If payment stops, EliosTech may pause or cut off access

to service until the account is current. Amounts already owed, including any infrastructure plan balance, remain payable.

27. **Epic kickoff.** After the 20-minute intro call, the Epic kickoff walks the entire project: the epic, its features, stories and tasks. It is how you and EliosTech, Inc. decide whether the amount of work and the price are right for you. Taking part in a kickoff does not commit you to anything.

28. **Authorized party to the project.** When you accept the kickoff and pay the down payment, you authorize EliosTech, Inc. to act on your behalf for the project: to find the right people, vendors and specialists, to collect their estimates and to report them back to you. EliosTech does not sign, purchase or commit to a third party in your name without your written approval.

29. **Sprint 0 requires the down payment first.** Sprint 0 is the investigation sprint. It is the longest and hardest sprint to estimate because it needs the most work up front. It runs about two weeks and up to about 30 days, depending on the project, and it ends with a written **Sprint 1 plan** (scope, stories, people, estimates and price). Sprint 0 does not start until the down payment clears. Sprint 0 work is earned as it is performed and is non-refundable once performed.

30. **You may decline Sprint 1.** After Sprint 0 you may decline Sprint 1 for any reason. If you decline, you owe nothing further beyond Sprint 0. The down payment is not refunded, because it paid for Sprint 0.

31. **If you accept Sprint 1, the scope is honored.** Accepting Sprint 1 in writing locks its scope. EliosTech, Inc. delivers that scope as written and demos it to you, and the demo is the completion of Sprint 1. Once Sprint 1 has been demoed, the next payment is due before the next sprint starts.

32. **Additional work and later sprints.** Additional work is scoped from what was already defined in the Epic kickoff and Sprint 0, and it is added to a later sprint only with your written approval. Nothing is added to a sprint while it is running unless both sides agree in writing. Each later sprint is about two weeks long, is paid per sprint as stated in your accepted sprint plan, and ends with a demo and a written report on progress and changes.

33. **Focus and price.** Every sprint stays on the exact tasks you approved as most valuable. Each sprint is priced, approved and demoed before the next payment comes due, so there is nothing to dispute about what a payment covered.

34. **Add-on engagement types.** QA testing, UAT testing, test plan creation, automation testing and other product enhancements can be hired as their own sprint stories at the rates in your written estimate. They are never added without your written approval.

35. **Physical jobs.** On cable, server, rack and network jobs, the paid plan (spec) is Sprint 0, the written estimate is the Sprint 1 plan you may accept or decline, and test & handover is the demo. Larger builds may be split into several sprints, each with its own payment.

36. **Estimates are estimates.** The ranges on this site are rough. Work starts only after a written estimate confirms scope, hardware, schedule and price.

37. **At-will.** Either side may end the working relationship at any time. Your written estimate states how work already in progress is handled.

38. **We may refuse work.** EliosTech, Inc. may decline any job or request that does not align with our values, at any stage.

39. **Down payments are non-refundable** at EliosTech's discretion. The one case where we refund it: if EliosTech refuses the work before Sprint 0 starts.

40. **Spec work is paid first.** On physical jobs, building the spec and first written estimate (site walk, inspection, drop plan / rack elevation / device list, materials list) is billable time, paid up front with the down payment. Once performed it is non-refundable, whether or not you proceed.

41. **Down payment tiers.** Physical: $3,500 (estimate up to $15k) · $6,500 (up to $50k) · $12,000 (up to $150k) · $8,000 spec & discovery when scope is open · custom above. Business analysis: $2,500 small · $5,000 standard · $8,000 discovery · custom for large programs. The down payment funds the spec and mobilization; the remainder is credited to the job.

42. **Field service rate.** $165–$200 per hour with a 4-hour minimum per visit. Unit prices include transportation, inspecting, configuring, installing, testing and documenting.

43. **Materials & hardware** supplied by EliosTech are billed at procurement cost + 1000% (11× cost), plus a **12% parts search fee**. Client-supplied parts are inspected and

configured at service rates and carry no EliosTech warranty.

44. **Financing** is optional, at a 12%–20% fee on the financed balance, set by term in the written estimate. The spec fee is never financed.

45. **Restocking.** Returns carry a 15% restocking fee or a $100 base fee, whichever is greater. Special-order items, cut or terminated cable, and opened or configured hardware are non-refundable.

46. **Timing.** Good work at the appropriate time. Priority, after-hours or weekend scheduling is available when paid for.

47. **Lawful methods only.** We help you set up lawful payment and systems methods, and we do not help anyone work around the law.

48. **Not a scapegoat.** EliosTech is not responsible for fines, penalties or consequences arising from a client's own decisions, instructions or wrongdoing.

49. **Licensed electrical work** on physical jobs is performed through our partner Complete Services For You LLC under its electrical license, and is quoted separately. Electrical ballpark ranges are those shown on /services/electrical; the Premium Protection Plan is $199/month (Home) or $599/month (Business, per location) and covers service hours only on routine electrical service calls (in place of the regular service-call price, including ComEd-related service); it provides no hardware, parts or equipment coverage, including for damage from outages, surges or overloaded circuits, does not cover projects, flat bids, materials or permits, and the plan never includes or discounts domain, website, hosting, software, business-analysis, annual-program, cabling or $900 inspector-day services, which are priced separately at full rates; the one-day inspector meeting is $900. Final prices are set in your written estimate.

50. **Annual programs.** Programs start at $150,000 per year per person and scale to $200,000 per year or more per person with risk, volume, timing and scale, multiplied by the number of people EliosTech, Inc. assigns or hires for your program. Infrastructure built under a program may be billed on a 2-year or 3-year plan at the financing fee (12%–20%) stated in your signed program agreement. If a program ends, future program fees stop; any infrastructure balance remains payable on its plan schedule or may be paid off early.

Domain & Email and Enterprise migration terms

These terms protect both sides on email, domain, DNS and migration work. In short: you get a written estimate before any work and approve every extra; EliosTech gets paid for the time, risk and difficulty the work actually takes.

1. **Domain & Email scope.** These terms apply to managed Domain & Email plans (Small team $997/month, Medium team $11,000/month), client-hosted service lines, add-ons, and Enterprise or custom one-time data migrations, in addition to the terms above. Where they are more specific, they control for that work. A plan covers only the routine, expected work for the domains, mailboxes and services named in your written agreement. Everything else is out of scope and is quoted before it is done.

2. **Service hours and response targets.** Service hours are Monday–Friday, 9 a.m.–5 p.m. Central, excluding U.S. holidays. Response times on the website or in your agreement are first-response targets during service hours. They are not resolution times, uptime commitments or guarantees, and missing one does not earn a service credit or refund unless a written agreement expressly says so.

3. **Named surcharge multipliers.** After-hours or weekend work is billed at **1.5×**; U.S. holiday or unscheduled same-day emergency work at **2×**; a rush (work started less than 48 hours after written approval) adds **+50%** of the affected line. Multipliers apply to the agreed line price or the written hourly rate. The after-hours and holiday multipliers do not stack with each other (the higher applies); a rush may combine with either.

4. **Surcharge and complexity add-ons.** The add-on categories published on /services/domain-email apply when their trigger occurs and they are written into an estimate or approved in writing (email or message from your named approver counts): *time & scheduling* (after-hours, holiday or emergency, rush, scheduled-time or failed-access wait, minimum billing increment, stop-work and restart mid-cutover $800); *scope & volume* (additional mailboxes $175 each, additional domains $250 each, mailboxes or archives over 50 GB +$600 each, hybrid or coexistence mail $1,200, re-work after sign-off +$400 plus the changed portion); *difficult environments* (legacy or messy-environment discovery $900 flat plus added hours, registrar or account recovery $750 plus fees, third-party vendor coordination $200/hour); and *documents, visits & purchases* (compliance or documentation package $1,400, on-site visits at the

field-service rate, third-party fees at cost + 15%). Your written estimate controls the price for your job.

5. **Minimum billing increment.** Billable remote work is billed in a 1-hour minimum, then in 30-minute increments. On-site visits carry the 4-hour minimum per visit in the field-service terms. The remote minimum does not apply to routine work already included in a managed plan.

6. **Third-party costs.** Registrar, domain, certificate, license, migration-tool, storage and other third-party fees EliosTech, Inc. buys on your behalf are billed at cost + 15%, paid before purchase or on the next invoice. They follow the vendor's refund rules, and EliosTech does not refund them. Hardware and parts follow the materials terms above.

7. **Enterprise paid discovery.** Enterprise and custom one-time migrations start with paid discovery (Sprint 0), **$8,000** unless your written estimate states a different amount for a very large environment before discovery starts. Discovery is paid before it starts. It is non-refundable once it starts, and in every case once the backlog is delivered. It is refunded only if EliosTech, Inc. declines the work before discovery starts. It is not credited to later sprints unless your written estimate says so. Once discovery is paid in full, the backlog is released to you in writing for your own business use, whether or not you hire EliosTech for the migration.

8. **Story-based estimates are estimates, not fixed bids.** Discovery produces a backlog of epics, stories and tasks, each with an hour estimate and price. These are good-faith estimates, not fixed bids, and any total shown is the sum of estimates, not a cap. EliosTech does not give a single fixed price for enterprise work whose scope is unclear. You approve stories in sprint batches; each approved batch is paid before that sprint starts, and each approved story is billed at its approved price when it is delivered or demoed. If a story will need more than its estimate, EliosTech pauses that story and re-estimates in writing; the extra is done and billed only after you approve it. Conditions found during the work, such as hidden archives, legal holds, damaged source data, provider throttling or undocumented systems, become new or changed stories.

9. **Change requests.** Any change to scope, volume, sequence or dates after approval is re-estimated in writing before work on it begins. Re-work of accepted work carries the re-work add-on. A running sprint is not changed unless both sides agree in writing; otherwise the change goes into a later sprint.

10. **Client responsibilities.** You provide timely admin access, credentials, registrar and DNS access, accurate counts and sizes, and a named approver with authority to approve estimates and changes, and you respond to approval requests within 3 business days. Delays on your side move the schedule. Time EliosTech reserved and could not use because access, credentials or a required person was not available is billable at the written rate (1-hour remote minimum; 4-hour on-site minimum). On managed plans the first missed window is retried once in ordinary hours at no charge, and later ones are billed. If counts or sizes turn out to be different from what you told us, the affected work is re-estimated.

11. **Data and backups on client-hosted systems.** You remain responsible for backups of systems you host or license yourself (for example Microsoft 365, Google Workspace or another host), unless you have bought a backup service from EliosTech in writing. EliosTech recommends a verified backup before any migration or major change; if you decline or do not provide one, you accept that risk. EliosTech, Inc. is not liable for data loss, corruption or unavailability on client-hosted systems or in third-party services, except where caused by EliosTech's gross negligence or willful misconduct, and then only within the limitation of liability below.

12. **Shared security responsibility.** EliosTech secures the configuration of the services it administers, as listed in your written agreement. You are responsible for your users and their behavior, passwords, MFA enrollment, devices and endpoints, third-party apps you connect, who you give access to, and your own legal and regulatory decisions. Incident work caused by a client-side compromise (for example stolen passwords, an infected device or access you granted) is billable, including any applicable multipliers. This adds to, and does not replace, the security responsibility terms above.

13. **Provider outages.** EliosTech, Inc. is not liable for outages, slowdowns, data loss, policy or price changes, or account actions by Microsoft, Google, domain registrars, DNS providers, certificate authorities, internet providers, EliosTech's own upstream providers, or the systems of the people you correspond with. There is no uptime guarantee and no service credit. On managed services, working to restore service during service hours is part of routine support; work outside service hours is available at the multipliers above when approved.

14. **Limitation of liability.** To the fullest extent the law allows, EliosTech, Inc.'s total liability for any claim arising from Domain & Email or Enterprise migration work is capped at the fees you paid for the affected service in the three months before the event giving rise to the claim (for one-time work, the fees paid for the affected line or story). EliosTech is not liable for indirect, incidental, special, consequential or punitive damages, or for lost profits, revenue, data or business interruption. Claims must be raised in writing within six months of the event.

15. **Payment, late payment and suspension (monthly plans).** Monthly plan fees are billed in advance and are due on receipt. Balances more than 10 days past due may carry a late fee of 1.5% per month (or the maximum the law allows, if lower). Under the access-while-paid terms, service may be paused once an account is 15 days past due. Restoring service after a pause is billed as a 1-hour minimum, and amounts already owed remain payable. EliosTech may change plan prices with 30 days' written notice.

16. **Minimum term and notice (managed plans).** Managed Domain & Email plans have a 3-month minimum term from the start date, then continue month to month. After the minimum term either side may end the plan with 30 days' written notice. If you end a plan within the minimum term, the remaining months of the minimum term are owed. EliosTech may end a plan immediately for non-payment, abuse or unlawful use. The at-will terms above apply subject to this clause.

17. **Offboarding fee.** When a managed plan ends, offboarding is billed at **$1,000** (Small team), **$3,500** (Medium team), or as written for Enterprise. It covers unlocking your domains and providing transfer codes, the one copy of your data described under Backups at separation, and one handover call. Offboarding is scheduled once the fee and any amounts owed are paid. Extra exports, restores, documentation or work with a new provider are billable, and the mergers and takeovers terms apply.

18. **No overlap or discount stacking.** The $199 / $599 Premium Protection Plan is routine electrical maintenance only. It does not include or discount Domain & Email work, and Domain & Email plans do not include electrical work. A larger scope never costs less than a smaller one: ongoing Enterprise management is never priced below the Medium team rate, and à la carte lines are never priced below what a managed plan would charge for the same work.

▼ Full fee schedule (every number, one table)

Fee schedule — physical jobs (cable, racks, servers, networks)

Item	How it is charged
Spec & first written estimate paid first	Site walk, inspection, drop plan / rack elevation / device list, materials list and your first written estimate. 8–16 field hours for the first site (about **$1,320–$3,200**), plus 4–6 hours for each added site. Due up front, before any design work; non-refundable once performed.
Field service hours	**$165–$200 per hour.** Every unit price already includes transportation, inspecting, configuring, installing, testing and documenting. We do not sell bare labor.
Mobilization / trip minimum	4-hour minimum per visit (**$660–$800**). Most sites take two visits: install, then test and handover.
Materials & hardware service-on-materials multiplier	Billed at **procurement cost + 1000%** (11× what we pay). Hardware is not sold at cost: the multiplier covers sourcing, vetting, carrying, staging, warranty handling and our responsibility for it working on day one. EliosTech is not a discount box store. Bring your own and we inspect and configure it at service rates.
Parts search fee	**12%** of the materials & hardware lines.
Financing (optional)	**12%–20%** of the financed balance, set by term in your written estimate. The spec fee is never financed.
Restocking / returns	**15%** of the item's billed price or a **$100 base fee**, whichever is greater. Special-order items, cut or terminated cable, and opened or configured hardware are non-refundable.

Priority / rush	Nothing is rushed by default. Priority, after-hours or weekend scheduling is available when paid for, quoted on the written estimate.
Job minimum	**$3,500** per physical job.
Spec & mobilization down payment	**$3,500** up to $15k · **$6,500** up to $50k · **$12,000** up to $150k · custom above · **$8,000** when the scope needs discovery.
Licensed electrical	Through our partner Complete Services For You LLC, quoted separately.

Fee schedule — Domain & Email and Enterprise migration

Item	How it is charged
Small team (managed)	$997/month, billed in advance. 3-month minimum, then month to month with 30 days' notice.
Medium team (managed)	$11,000/month, billed in advance. 3-month minimum, then month to month with 30 days' notice.
Enterprise / custom migration discovery	$8,000 Sprint 0, paid first. Non-refundable once started. Then per approved story, with each sprint batch paid before it starts.
Enterprise migration stories	Per written estimate (example on the website: $250/hour blended). Estimates, not fixed bids.
After-hours / weekend	1.5× the line price or written hourly rate.

U.S. holiday or same-day emergency	2× the line price or written hourly rate.
Rush (start under 48 hours)	+50% of the affected line.
Remote minimum increment	1 hour, then 30-minute increments. On-site: 4-hour minimum per visit at $165–$200/hour.
Third-party fees	Cost + 15%.
Late payment	1.5% per month on balances more than 10 days past due (or the legal maximum, if lower). Service may pause at 15 days past due.
Offboarding (managed plans)	$1,000 Small team · $3,500 Medium team · Enterprise as written.
Client-hosted lines & add-ons	As published on /services/domain-email and confirmed in your written estimate.

☐ **I have read and accept these terms**

Accept and continue to down payment →

← Back

Questions about the terms?

Book a 20-minute scope call

Email headquarters@eliostech.com