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Dear Potential New Customer:

RE: Billable Services - Clarification

Apex Systems Consulting Inc. is a respected Canadian IT consulting firm which has been in business since 2002. Our company follows certain proven processes to deliver the best solutions and results to our customers. We always take a practical approach with all we do.

All of our potential new customers are entitled to a one (1) hour free consultation. Basic quotations provided are also free of charge for standard, commercially available IT products (i.e., finite time and materials).

Other professional services and unique proposals are subject to our current, competitive rates, which are posted on our website at the following location (rates revised from time-to-time):

<http://www.apex1.ca/documents/ASC050-ServiceRates.pdf>

If no process documentation is provided to us by the customer, yet a documented process is deemed necessary; we invoice for all of the additional time required to deliver the best solution to the customer.

In other industries, labour charges for time and attention are expected when performing approved work as well as consultation services. Examples include an automotive mechanic performing inspections and diagnostics on your vehicle (to troubleshoot a mysterious problem), meetings with a Lawyer (as they bill by the minute), a Plumber repairing a leaky pipe in your basement, or an architect designing blueprints for your new house (even though you may decide not to build the house). Apex Systems Consulting Inc.'s professional services are no exception.

As a potential new customer, please review our standard, non-negotiable service terms so we can grow our relationship with fair and mutual accord.

We look forward to working with you!

Sincerely,

Kyle Booth
President & CEO
APEX SYSTEMS CONSULTING INC.