



**0Byte**  
**SOLUTIONS**  
**Service Rate Sheet**

(Effective 01-Mar-2015, subject to change without notice)

### **I) Service types and scheduling terms**

#### **1. On-Site Service call (service is performed at your location)**

- a. \$2.70 per-mile (from my office) trip charge
  - Visit <https://goo.gl/maps/duk2FCKHN5F2> to determine the distance, in miles
- b. For **residential** customers:
  - Time is scheduled as a “service call window” of a two-hour estimate – actual arrival time will vary.
  - You will receive a phone call prior to a technician’s departure to your location.
- c. For **business** customers:
  - Time is scheduled as a “service call window” of a three-hour estimate – actual arrival time will vary.
  - A phone call prior to a technician’s departure to your location is available only upon request in advance.
- d. If a call is not answered prior to travel to your location the service call will be cancelled
- e. If any changes to the arranged schedule are required we will make every reasonable effort to notify you as far in advance as possible.
  - Please note that, due to the unpredictable nature of technical service, business outages and last-minute emergencies do occasionally force short-notice scheduling changes.
  - Rescheduling is determined based on severity of the situation.
- f. Service calls cancelled less than one hour before scheduled time will be considered billable
  - The cancellation charge for a service call is the trip charge or \$25 (whichever is greater)
- g. “Preferred emergency service” is available upon request (see section IV “Emergency Rates”)

### **II) Carry-in or in-shop (service is performed in our office)**

- a. Minimum time is 5 minutes
- b. Idle time is not billable
  - Idle time is time when the computer does not require supervision. (i.e. Windows Updates or Defrag process)
- c. Pickup or Delivery is available for a minimum trip charge of \$25 per trip.
  - Any additional time spent on-site will be billed according to service call rates above.

#### **2. Remote/Telephone support**

- a. Minimum time is 5 minutes
  - Remote support examples are (but not limited to):
  - Telephone tech support guidance to resolve an issue
  - Remote access to a computer for service
  - Remote sessions to resolve an issue
  - Remote assistance for training or instruction

### **III) Rates**

#### **1. Individual computers (non-networked, not connected to a server)**

- a. \$1.45 per minute (\$87 per hour)

#### **2. Networked/business computers (multiple computers, typically connected via LAN or by a central server)**

- a. \$1.90 per minute (\$114 per hour)

### **IV) Payment**

#### **1. Payment is due at time of service unless other arrangements are made in advance.**

#### **2. Payment types accepted:**

- a. Cash, Check or Money Order
- b. Major Credit Card (Visa, Mastercard, American Express)
- c. PayPal



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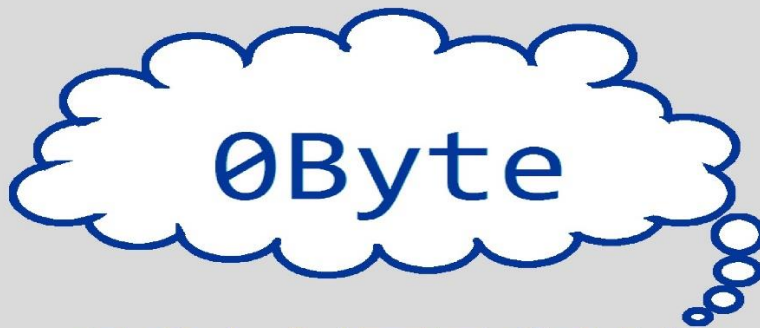
### V) **EMERGENCY Rates**

1. Emergency service calls are available for 1½ times the normal service rate.
2. Emergency service is defined as “your issue must be handled immediately and cannot wait until the service call currently in progress is completed”
3. Preferred emergency service only pertains to situations where a service call in progress must be canceled before being completed.
4. If your issue is of a loss-of-service nature, you will receive service as soon as the current service call is completed for no additional charge.
5. Emergency response times are:
  - a. On-site service: within 1 hour during business hours, 4 hours outside business hours
  - b. Remote service: within ½ hour during business hours, 3 hours outside business hours
  - c. Telephone support: ½ hour during business hours, 2 hours outside business hours.
6. Emergency service coverage includes:
  - a. Preferential scheduling to have a technician on your site (as described above)
  - b. Service scheduling is available regardless of the nature of service requested
  - c. Any services performed or follow-up service, including phone calls, to resolve the issue requested is billed at the emergency rate.
7. ALL calls made to mobile/cell phone numbers directly, rather than the main business telephone, number will be handled as emergency calls and billed and handled as such.
  - a. This includes messages left on those mobile/cell phone numbers and calls returned due to those messages.

### VI) **Discounts**

1. Coupon discounts MUST be presented BEFORE INVOICING

*For current rates and more information please call or email us*



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