



in-Shop	Hourly Rate
Initial check-in / diagnostic fee for non-warranty repairs	\$80.00
In-shop labor rate (billed in half hour increments)	\$130.00
Immediate expedite fee (service begins as soon as equipment is checked in)	\$100.00
8 hour expedite fee (Service begins within 8 hours of check in)	\$50.00
On-Site Non-Service Agreement Clients	Hourly Rate
Workstation / network / server standard service rate (portal to portal billed in half hour increments with a 1 hour minimum charge)	\$175.00
On-Site Service Agreement Clients	Hourly Rate
Phone support (active clients and their staff receive phone support)	\$130.00
Scheduled monthly service for 8 hour monthly minimum agreement (travel charges waived)	\$130.00
30 hours prepaid block time - \$3900.00	\$140.00
60 hours prepaid block time - \$7200.00	\$130.00
Remote Service Agreement Clients	Hourly Rate
Scheduled weekly service for 1 hour weekly minimum agreement	\$140.00
Workstation / network / server On-Site service rate (portal to portal billed in half hour increments with a 1 hour minimum charge)	\$155.00