

Time & Material Service Rates

Effective 12/15/2008



NETWORK SUPPORT SERVICE

ONSITE & REMOTE

SUPPORT RESOURCE	SERVICE RATE	ONSITE MINIMUM	REMOTE MINIMUM
Network Technician	\$110/hr	2 Hours	1 Hour
Network Engineer	\$125/hr	2 Hours	1 Hour
Citrix Engineer	\$125/hr	2 Hours	1 Hour
Cisco Engineer	\$125/hr	2 Hours	1 Hour
SQL Engineer	\$125/hr	4 Hours	1 Hour
Senior Network Engineer <i>Microsoft, HP, Citrix, Cisco</i>	\$135/hr	4 Hours	1 Hour

- Onsite Network Support service is billed in .50/hour increments after two-hour minimum service charge
- Remote Network Support service is billed in .25/hour increments after one-hour minimum service charge
- Overtime (over 8 hours in one day) charged at time and one-half of Service Rate
- Scheduled afterhours and weekends charged at time and one-half of Service Rate
- Emergency afterhours and weekends charged at two times Service Rate
- All materials are charged in addition to hourly service charges
- No local travel charges

IT STAFFING SERVICES

ONSITE CONTRACT STAFF

SUPPORT RESOURCE	DAILY RATE		
	1 day	2-4 Days	5+ Days
Network Technician	\$750	\$650/day	\$500/day
Network Engineer	\$850	\$750/day	\$650/day
Citrix Engineer	\$850	\$750/day	\$650/day
Cisco Engineer	\$850	\$750/day	\$650/day
SQL Engineer	\$850	\$750/day	\$650/day
Senior Network Engineer <i>Microsoft, HP, Citrix, Cisco</i>	\$1000	\$880/day	\$800/day

- Daily Rate based on 8 hour day and billed in daily increments
- Overtime and weekends charged at time and one-half (1.5 X Daily Rate / 8)
- Monthly staffing rates quoted and based on availability
- Project rates are always quoted and based on project requirements
- No local travel charges

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ONSITE HARDWARE REPAIR SERVICE

ONSITE PRINTER REPAIR					
	HP	XEROX	BROTHER	LEXMARK	ALL OTHERS
Black & White Laser	\$75	\$95	\$95	\$95	\$110
Color Laser	\$95	\$125	\$115	\$115	\$150
Multi Function Printer (MFP) Black & White	\$95	\$125	\$115	\$115	\$150
Multi Function Printer (MFP) Color	\$110	\$145	\$135	\$135	\$195
Xerox Phaser Solid Ink	Onsite Repair service not available. Depot repair service only.				
Inkjet Printer	HP, Brother, Canon, Dell, Epson & Lexmark Onsite Repair service not available. Depot repair service only.				
Dot-Matrix Printer	Brother, Okidata, Epson & Panasonic Onsite Repair service not available. Depot repair service only.				
Plotter	\$195	N/A	N/A	N/A	N/A
ONSITE COMPUTER & SERVER REPAIR – Hardware repair only					
	HP	DELL	GATEWAY	SONY	ALL OTHERS
Server	\$110	\$110	\$110	N/A	\$135
Blade Server	\$110	\$110	N/A	N/A	\$135
Desktop Computer	\$65	\$65	\$65	\$65	\$75
Desktop Workstation	\$85	\$85	\$85	N/A	\$110

- Service charge is flat fee for hardware repair per device
- Parts and materials are in addition to service charge
- Software repairs are in addition to hardware repair and billed hourly
- All software repairs are billed hourly using the Network Support service rates.
- Service charge includes price quote for parts and materials
- If customer declines service after price quote is provided, service charge still applies
- Response time is based on the next available appointment for service
- Next day, next available service for all service requests placed after 1:00PM
- All onsite repairs come with standard 90 day parts and labor limited warranty
- No local travel charges

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DEPOT HARDWARE REPAIR SERVICE

FLAT FEE SERVICE PLUS PARTS

IN-DEPOT PRINTER REPAIR					
Evaluation Fee - <i>applied to repair cost</i>					\$55
	HP	XEROX	BROTHER	LEXMARK	ALL OTHERS
Black & White Laser	\$65	\$65	\$65	\$65	\$85
Color Laser	\$85	\$95	\$95	\$95	\$110
Multi Function Printer (MFP) Black & White	\$85	\$95	\$95	\$95	\$110
Multi Function Printer (MFP) Color	\$95	\$110	\$110	\$110	\$150
Xerox Phaser Solid Ink	N/A	\$135	N/A	N/A	N/A
Inkjet Printer	\$55	N/A	\$65	\$65	\$65
Dot-Matrix Printer	Brother, Okidata, Epson, Panasonic				\$65
Plotter	\$195	N/A	N/A	N/A	N/A
IN-DEPOT COMPUTER & SERVER REPAIR – Hardware repair only					
Evaluation Fee - <i>applied to repair cost</i>					\$55
	HP	DELL	GATEWAY	SONY	ALL OTHERS
Server	\$95	\$95	\$95	N/A	\$110
Blade Server	\$95	\$95	N/A	N/A	\$110
Desktop Computer	\$55	\$55	\$55	\$55	\$65
Desktop Workstation	\$75	\$75	\$75	N/A	\$85
Laptops & Tablets	\$85	\$85	\$85	\$85	\$85

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DEPOT HARDWARE REPAIR SERVICE

FLAT FEE SERVICE PLUS PARTS

IN-DEPOT CRT MONITOR REPAIR	
Flat fee repair includes parts and labor; excludes tubes, flyback & plastics	
14 inch	\$55
15 inch	\$65
17 inch	\$75
19 inch	\$85
21 inch	\$95
22 inch or larger	QUOTED
LCD Flat Panel Monitors	QUOTED
MISCELLANEOUS ITEMS	
Flat fee repair per device plus parts and materials	
Evaluation Fee - <i>applied to repair cost</i>	\$55
UPS Battery Replacement	\$55
Thermal Printers	QUOTED
Tape Drive Backup & Storage Devices	QUOTED
Handheld Devices – PDA & Scanner	QUOTED
Scanners	QUOTED
Pickup & delivery – Limited area and subject to availability	\$65

- Depot service charge is flat fee for hardware repair per device
- Evaluation fee includes price quote for repair cost
- Parts and materials are charged in addition to service charge
- Evaluation fee is applied to repair cost if price quote is accepted
- If customer declines service after price quote is provided, evaluation fee still applies
- CRT Monitor flat fee repair includes parts and labor; excludes tubes, flyback & plastics
- Standard repair time is 3-5days (subject to approval of quote and parts availability)
- All depot repairs come with standard 90 day parts and labor in-depot-repair limited warranty