

## Service Fees

Effective January 1, 2017

All Rates Include 6.75% NC Tax

Customers and Clients not under Service Agreement \$175.00 / hour  
Includes all on-site, research, maintenance and other work performed as part of service call. One hour minimum charge, services billed in 1/4 hour increments. Charges payable upon completion of work. After hours rate: \$200 / hour. Add \$25 / hour if not paid at time of service.

Clients under Service Agreement	<u>Base Rates</u>	<u>Discount Rates</u>
Hourly service fee - onsite service	\$120.00 / hour	\$100.00 / hr
Hourly service fee - off site and research services	\$100.00 / hour	\$75.00 / hr
Minimum charge	\$100.00	\$75.00

Charges billed in 15 minute increments.

After Hours - outside of normal business hours (M-Th 8:00 - 5:00, F 8:00 - 4:00):

After Hours - onsite, scheduled	\$175 / hour	\$150 / hour
After Hours - onsite, unscheduled / crisis	\$175 / hour	\$160 / hour

After Hours charges billed in 15 minute increments w/ 1.0 hour minimum

System Health Checks, per system	\$40.00 each	\$35.00 ea
Spyware search / removal - if deemed necessary	Incl in Service	Incl in Service
System Health Checks, per site / physical network	\$40.00 each	\$35.00 ea

Example: a business with 7 systems at one site would be:  $7 \times 35 + 35 = \$280$

A second site fee would apply if a separate sub-net connected via router, bridge, etc were located at a remote site. Note: the site fee will be forgiven for any site with 12 or more systems at that site or fewer than 3 systems.

SHC fee per system for fewer than 3 systems is \$50.00 / system base and \$45.00 / system discount.

SHC Charges are based on a time allowance of 24 minutes per system standard or 30 minutes per system for Businesses w/ 3 or fewer systems. All time over the aggregate allowance will be charged as regular service.

Service work performed during, or as a result of, the System Health Check is not subject to minimum charges and is billed in 15 minute increments.

Mileage is charged based on the distance from our office to your site. Mileage for emergency calls, involving interruption of service at another site, is charged the distance from site to site. The mileage fee for System Health Checks is one half the regular fee. Mileage fee is subject to change without notice.

Services are rendered with agreement to pay upon invoice. Invoices / statements are mailed monthly, generally following the System Health Check. Invoice rates are based upon "Base" rates, however the invoice will list a Discounted Amount which will apply if payment is received within 13 days.

Service inquires can be made by E-mail to [info@cpresolved.biz](mailto:info@cpresolved.biz) or by calling **COMPUTER PROBLEMS RESOLVED** at 919-539-1914.