

2011 Current On Site Rates

\$69.00 Per Hour Network Workstation Service with Windows 7 Pro / Vista Business 1 hour minimum
Monday thru Friday, (9:00am-5:00pm, normal operating hours)

**** \$89 Per Hour LAN/WAN Network Services/Design Consulting current HP Server customer**
Monday thru Friday, (9:00am-5:00pm, normal operating hours)

\$99.00 Per Hour LAN/WAN Network Services/Design consulting non HP server customer 1 hour minimum
Monday thru Friday, (9:00am-5:00pm, normal operating hours)

\$49.00 Per Hour Home computer (non networked) with Windows XP / Windows 7 home 1 hour minimum
Monday thru Friday, (9:00am-5:00pm, normal operating hours)

Residential Flat Rate Items
Residential Virus Removal without operating system reload is \$73.50 does not include AV software
Residential operating system reload without data recovery is \$122.50

*****Remote support for businesses is half hour minimum of the applicable labor rate**

*****On Site Travel (coming) for outside of Wilmington/\$49 per hour 1 way (1/2 hour minimum)**

*****Overtime is 1.5 times the daily rate and Holiday Labor is 2 times the rate,**
Weekends and Holidays Only

*****Labor is a 1 hour minimum for onsite service**

*****Manufacturer warranties apply to all hardware and software**

Trip Charge= \$34.50, Diagnostic Charge \$34.50 All Residential work is COD upon completion
Sales tax is 8% on all taxable items.

Notation:

All after hour service request(s) that are required between Monday and Friday must be called in before 4:30 p.m.
All after hour service request(s) that are required on Saturdays or Sundays must be called in before 4:30 p.m. on Friday.