



## 2015 Pricing and Policy Outline

Version A Rev2.2 Effective Jul 26 2015

All work requests, not covered under a contract, will be accompanied by a work order and will include a copy of this document in its most recent form. All work orders will require a signature prior to any work being performed AND upon acceptance of the completed work.

### Computers and Computer equipment

PC Maintenance and Repair	\$100 /hr
Software or application Installation	\$100 /hr
Printer set-up with driver support	\$100 /hr
Windows Wipe and Reload of non-legacy OS	\$200 w/ customer supplied software \$450 w/o Customer supplied software
Support of legacy hardware	\$150/hr
Support of legacy software	\$150/hr
Virus and Spyware removal	\$100 /hr

### Networking and Server Administration

Network Diagnostics	\$130 /hr
Configuration or installation of network equipment	\$130 /hr
Network Design and consulting not part of a project	\$130 /hr
Server Administration or configuration	\$130 /hr
Cabling or cabling component repair or replacement	\$130 /hr

### Emergency and 'off-hour' service calls

All off-hour Work	\$150 /hr
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**A legacy product is defined as** a product which is out of date or no longer supported by its manufacturer i.e Windows Vista or older, Office 2007 or older.

A complete list of Microsoft products and their life cycles can be found at <http://support.microsoft.com/gp/lifeselect>

Any hardware device which a manufacturer is no longer supporting or doesn't provide drivers for is also considered a legacy device.

### **Maintenance or Service agreements**

Maintenance contract are available and will be priced according to the clients specific needs. These contracts will be for a minimum of 12 a month term and can be billed monthly or annually. Monthly billing will be pre billed for the upcoming month.

### **Diagnostics and repairs:**

A \$25 deposit will be required for all computer diagnostic attempts including virus and spyware removal. If a resolution is found and the system is repaired the deposit will be applied to the final cost of repair.

If a resolution is found and the system is not repaired, the deposit is non-refundable and will cover the cost of diagnostic time. If a repair attempt is made without resolution the deposit will remain on hold until further diagnostic can be performed

If we are unable to provide a resolution to the problem, the deposit will be refunded when the equipment is returned to the customer.

### **Travel Time:**

Round trip travel time will be charged for locations requiring a one-way driving distance greater than 15 miles at the base hourly rate defined above.

### **Billing:**

Unless otherwise specified, payment is due upon completion of the work. For hardware, parts or materials totaling more than \$50, full payment of those items is required prior to ordering.

### **Off-Hours:**

Our regular support hours are 9am – 5pm Monday – Friday. Any work requested outside these hours which is not part of a previously planned project will be billed at the current 'off-hours' rate defined above

### **Terms:**

If your company or organization is set up on terms with ADL Datacomm any balances remaining open after the due date specified on the invoice will incur interest at a monthly rate of 1.5% equal to 18% APR calculated daily.

Open balances more than 90 days past due will be turned over to collections resulting in a \$150 administrative fee and any legal fees endured will be added to the open balance.