

2018 Pricing and Policy Outline

Version A Rev3.0 Effective Jul 1 2018

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 \$125 /hr

Software or application Installation \$125 /hr

Printer set-up with driver support \$125 /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 \$125 /hr

Networking and Server Administration

Network Diagnostics \$140 /hr

Configuration or installation of network equipment \$140 /hr

Network Design and consulting not part of a project \$140 /hr

Server Administration or configuration outside contract \$140 /hr

Cabling or cabling component repair or replacement \$125 /hr

Emergency and 'off-hour' service calls

All off-hour Work \$150 /hr

A legacy product is defined as a product which is out of date or no longer supported by its manufacturer i.e Windows Vista or older, Office 2007 or older.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 contracts are available and will be priced according to the client's specific needs. These contracts will be for a minimum of 12 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 incurred will be added to the open balance.