

# *Eastside Computer*

## **Fee Schedule/General Information**

- Regular Office Hours & Telephone Support: 8AM-5PM, M-F.
- On-Site Troubleshooting & Support: By appointment.
  - Missed appointments: \$50.00
- On-Site Service \$70/hour (1 hour minimum, ¼ hour increments thereafter)
- Data recovery/extraction \$120/hour (1 hour minimum, ½ hour increments thereafter)
- Telephone/Remote Support \$50/hour (1 hour minimum, ¼ hour increments thereafter)
- Parts @ Wholesale-Cost +15%
- All fees are due at completion of service call. After 10 days, 1% interest/month will be added to the invoice total. All costs of collections, including legal costs, will be paid by customer.

## **Contract Rates are as follows:**

- \$400/month retainer
- \$50/hour on-site rate (for labor exceeding the included 2 hours/wk.)
  - Priority over non-contract customers.
- \$30 per hour telephone support in 15 minute increments
- No on-site or travel charge.
- 4-month minimum, renewable for a 3 month periods thereafter, cancel with 30 days notice after initial 4-months.
- 2-month advance payment required (services billable monthly thereafter).
- Contract rate includes 2 hours/week of on-site general maintenance (review computer setup; hard drive directory repair, on-going issues, etc).
- At 8 hours/month on retainer it is unlikely that services would need to be billed in addition to what is already included!
- Know your IT support costs ahead of time!