

Service & Rate Options : 2011

The following rates are for scheduled services during our regular business hours: 10 a.m. to 6 p.m., Monday through Friday, with the exception of Night/Weekend/Emergency services.

SERVICE CALL: \$300	HALF DAY: \$550	FULL DAY: \$1000
<ul style="list-style-type: none">Up to 2 hours onsite service provided	<ul style="list-style-type: none">Up to 4 hours onsite service providedFollow-up call/email	<ul style="list-style-type: none">Up to 8 hours onsite service providedFollow-up call/emailDocumentation

INTERIM RATE: \$125/hour

This is the rate we charge if your service call or half-day appointment runs over. For example:

- a) A service call runs over 2 hours: We charge \$125/hour thereafter until you reach a half day (4 hours).
- b) A half-day appointment runs over 4 hours: We charge \$125/hour thereafter until you reach a full day (8 hours).

PHONE/REMOTE: \$125/hour

We bill phone and remote support in 15-minute increments.

NIGHT / WEEKEND / EMERGENCY: \$250/hour

In a real pinch? If you absolutely need us, we'll stop what we're doing and come over right away. This rate applies weekdays between 6 p.m. and 10 a.m., and all day Saturday and Sunday.

TRAVEL: \$50/hour

Travel beyond 1 hour from Boston Zip Code 02123

SERVICE AGREEMENTS & SPECIAL PROJECT RATES AVAILABLE

Please contact us for details

Please Note: All Rates and Services Subject To Change Without Notice.