

## Service & Rate Options : 2015

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: \$600	FULL DAY: \$1200
<ul style="list-style-type: none"><li>Up to 2 hours onsite service provided</li></ul>	<ul style="list-style-type: none"><li>Up to 4 hours onsite service provided</li><li>Follow-up call/email</li></ul>	<ul style="list-style-type: none"><li>Up to 8 hours onsite service provided</li><li>Follow-up call/email</li><li>Documentation</li></ul>

### INTERIM RATE: \$150/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 \$150/hour thereafter until you reach a half day (4 hours).
- b) A half-day appointment runs over 4 hours: We charge \$150/hour thereafter until you reach a full day (8 hours).

### PHONE/REMOTE: \$150/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.*