

Rate Schedule and Payment Terms

On-Site hourly rates: Non-urgent: \$125.00; Urgent: \$150.00; Critical: \$175.00

Urgency level is determined by the customer.

Minimum charge including trip is 1.0 hour

All on-site service calls are subject to minimum of .4 hour trip charge. The trip charge increases for service calls beyond 20 miles of 5071 Wabash Ct. NE, Grand Rapids MI.

Regardless of end results, all time will be considered billable.

Hourly Rates are billed in increments of .1 hour. Some billing may be delayed.

Up to .2 hours may be added to actual time for parking fee

Rates are increased on evenings and weekends – details are on our website in the “Services” section

Off-Site hourly rate (Shop rate): \$107.50 (includes quotes and specific research)

Domain or Hosting Registration and Renewal Surcharge: \$20.00

Email or Hosting Configuration Changes: \$10.00

NOD32 Antivirus, Cloudmark, and Carbonite Renewal Surcharge: \$10.00 per license

Support via telephone, remote connection, or email: \$24.95 per incident plus \$1.95 per minute beyond the first 10 minutes – no minimum – ALL calls are subject to charge.

Unless otherwise specified, payment is due within ten calendar days of receipt of invoices. Failure to meet payment terms may result in finance charges of 1.5% per month on all past due balances. A statement charge of \$4.00 may be added to the outstanding balance if and when a statement is issued for the purpose of collecting past due amounts, no more often than once every thirty days. Client may be held responsible for ALL costs associated with collecting past due accounts, including all time spent issuing notices and all time spent preparing for, traveling to, and attending court hearings, billed at “Non-urgent On Site hourly rate”. Client may be held responsible for legal fees and costs at the trial court or in appeal if legal action is required. Disagreements regarding invoices or finance charges must be addressed within 15 days of the postmark. Items which remain unclaimed for 60 days may become the property of PC Specialist.

Urgent calls may be made to PC Specialist by clients in accordance with a separate agreement found at www.pc-specialist.com/paging.htm.

All prices and terms are subject to change, nullifying this agreement.

PC Specialist is a dba for Kenneth D Lotterman & Associates, Incorporated, a Sub-S Corporation. Checks should be made payable to PC Specialist. Our Tax Identification Number is 38-3355136.

I certify that I understand and agree to the terms stated above.

Company Name

Your Printed Name:

Signature and Date:

Signing any PC Specialist Work Order indicates agreement with terms stated above

revised 2-23-2017\