



## Detailed Service Rate Descriptions

### On-site Telephone system hardware support

Includes: device installation, troubleshooting, LAN, WAN, computer and telephone configuration, installation and implementation.

\$125.00/hr

### Priority Emergency On-site Telephone system service call

Includes: 4 hour response, device installation, troubleshooting, repair, LAN, WAN, computer & telephone hardware configuration and implementation.

Monday-Friday - 8am - 5:30pm

\$175.00/hr

Sat.-Sun. & Holidays - 8am - 5:30pm

\$250.00/hr

### On-site (Non-network related) hardware support

Includes: device installation, troubleshooting, LAN, WAN, computer and telephone configuration, installation and implementation.

\$125.00/hr

### On-site (Non-network related) software support

Includes: software installation, troubleshooting, LAN, WAN, computer, and telephone software configuration and implementation.

\$125.00/hr

### Priority Emergency On-site Non-network related service call

Includes phone support for: Windows XP, Windows 7/8, network device installation, troubleshooting, LAN, WAN, computer and telephone hardware configuration and implementation.

Monday-Friday - 8am - 5:30pm

\$175.00/hr

Sat.-Sun. & Holidays - 8am - 5:30pm

\$250.00/hr

### On-site - Network related hardware support

Includes: Network device installation, troubleshooting, LAN, WAN, computer and telephone hardware configuration and implementation.

\$125.00/hr

### On-site - Network related software support

Includes: installation and support for: Windows XP, Windows 7/8, troubleshooting, LAN, WAN, computer and telephone software configuration and implementation.

\$125.00/hr

### Priority Emergency On-site Network related service call

Includes: 4 hour response, network device installation, troubleshooting, LAN, WAN, computer and telephone hardware configuration and implementation.

Monday-Friday - 8am - 5:30pm

\$200.00/hr

Sat.-Sun. & Holidays - 8am - 5:30pm

\$275.00/hr

### Consulting services

Our consulting services range from conceptual planning and design to ongoing network support, end user technical and application training, equipment and recommendations and implementation.

\$150.00/hr

### On-site training

1st and 2nd level telephone and computer operational training at your location. Workstations may be provided for an additional cost.

\$75.00/hr

**Cabling Services** for standard office environment with drop ceilings and drywall construction. Includes Cable, Jack Insert, and Face Plate.

\$120.00  
per run

All installation pricing is based on using existing CAT6, CAT5e, CAT5 or CAT3 cable and jacks. Pre-installed cabling that cannot be re-used will incur additional expenses.