

Phone Support Rates:

Any support for:

- Solving computer system problems (hardware or software) to meet dead lines or major project completion.
- Removal, replacement or repair procedures (the disassembly and reassembly of the computer unit and peripherals like memory modules, video and sound cards, etc.)
- Instructions on the use of any software programs (i.e. spreadsheets, word processing, audio video editing, graphics and photo editing, etc.)
- Peripherals, external equipment hook up, system advice or trouble shooting and analysis.
- Business applications using the PC, external equipment like printers, scanners, faxing units, photo and video equipment, audio recording and other like equipment.
- Designing plans for setting up or starting a business, creating a web site, photo or video processing and integration.

Rates / Call	Fee
The first 15 minutes	\$35.00 ***
16 min to 30	\$40.00
31 to 45 min	\$45.00
46 min to 1hr. – a flat rate of:	\$50.00

\$10.00 additional for every 15 minutes after 1st hour or \$40.00 / hour thereafter.

***** Every call (after hanging up) is a new session and the initial fee of 35.00 begins. This minimum charge is applicable only when phone support is within 15 minutes.**

Unless under special conditions, the follow-up calls are a continuation of an extended process and under my direction to call later. Then the time usage continues where it left off previously.

Policy:

If within the first 5 minutes the discussion to determine if we will proceed with phone support ends without continuing the process, there will be no charge. However, if the phone support continues, the time will begin at the time of the call. At the end of the process, both parties will agree on the start time and the end time before hanging up. A log of the event will be generated and emailed to the client for confirmation and record keeping.

All payments, if not prepaid, will be billed to a credit card which be given by the client.

Prepaid packages are available for those who want to pay by cash, check or credit card and do not want to deal with many individual payments. A log will be kept to deduct payments for each support session. Rates are on the following chart.

Prepaid Service Packages for Phone Support	Amount	Initial fee per phone call / 15 mins
Package 1	\$100.00	\$35.00
Package 2	\$200.00	\$35.00
Package 3	\$300.00	\$35.00
Package 4	\$400.00	\$35.00
Package 5	\$500.00	\$25.00