



SERVICE RATES

See the *fine print* below for specifics on billing and terms.

RATE SCHEDULE

Standard Rate:	\$125/hr, plus one-way travel time to your location from Downtown St Paul office
Phone / iChat / Remote Access Support Rate:	\$40/quarter-hour (\$160/hr, billed in 15 minute increments)
Non-Profit Organization Rate:	\$100/hr, plus one-way travel time to your location from downtown St. Paul office
Pre-Purchased Time Block Rates:	You can purchase a block of hours and use them when you need them. CPH Solutions LLC will let you know when you're nearly out of hours. BONUS: travel time charge is waived.
10 hour block	\$120/hr (\$1,200 = 10 hrs x \$120), no travel time charge in Twin Cities
20 hour block	\$110/hr (\$2,200 = 20 hrs x \$110), no travel time charge in Twin Cities
40 hour block	\$100/hr (\$4,000 = 40 hrs x \$100), no travel time charge in Twin Cities

The Fine Print

Payment is required at completion of service, or due upon receipt of invoice. A job ticket / invoice will be provided that includes a description of the service provided, hours of work performed, the rate(s) and a total amount. All service performed by CPH Solutions LLC is guaranteed 30 days from date of service. Special terms other than *due upon receipt* will be considered by offsetting rate; obtain approval from CPH Solutions LLC prior to commitment. Late fees will be assessed for past due bills.

Billing and availability:

- Minimum billing time is one hour (phone, email and remote support is 15 minutes). After first hour of service, billing is in 15 minute increments.
- Rates are based upon standard desktop, workstation, server support, system selection, system migration and other related services during normal office hours, 8:00 am – 5:00 pm, Monday through Friday. Rates double outside these hours, weekends, and on nationally observed holidays.
- Other rates may apply for services beyond the standard set of services, and will be communicated at the time of scheduling and again before work performance.
- Pre-purchased block rates are based upon standard service and hours. Services beyond standard service and hours may require a premium reducing the amount of hours on balance more quickly; this will be communicated at the time of scheduling and again before work performance.
- All work scheduled will be based upon availability.
- Pre-purchased block hours and client referred time expires one year after the time is acquired. CPH Solutions LLC will notify the client prior to expiration.

- Payment methods accepted include: cash, Minnesota bank and personal checks, VISA and MasterCard (credit cards require 3% handling fee).
- Rates are subject to change at any time without notice.
- CPH Solutions LLC does not provide warranty service or free technical support for third party products. Contact an authorized warranty repair service or the vendor directly.

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