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## SERVICE RATES

### CURRENT SPECIALS

Refer a new client and receive one half-hour of **free** service. When a new client referred by you contacts and uses CPH Solutions to provide support, you will receive a free half-hour of service on your next visit from CPH Solutions.

With the purchase of an Apple Macintosh computer from the Apple Store from the link at the CPH Solutions Products page, you will receive a **free** half-hour of service from CPH Solutions. Validation of purchase from the CPH Solutions link is required.



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

### RATE SCHEDULE

<b>Standard Rate:</b>	\$75/hr, plus one-way travel time to your location from Downtown St Paul office
<b>Phone / iChat / Remote Access Support Rate:</b>	\$20/quarter-hour (\$80/hr, billed in 15 minute increments)
<b>Non-Profit Organization Rate:</b>	\$70/hr, plus one-way travel time to your location from downtown St. Paul office
<b>Pre-Purchased Time Block Rates:</b>	You can purchase a block of hours and use them when you need them. CPH Solutions will let you know when you're nearly out of hours. <b>BONUS:</b> travel time charge is waived.
10 hour block	\$70/hr (\$700 = 10 hrs x \$70), no travel time charge in Twin Cities
20 hour block	\$65/hr (\$1300 = 20 hrs x \$65), no travel time charge in Twin Cities
40 hour block	\$60/hr (\$2400 = 40 hrs x \$60), 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 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 prior to commitment. Late fees will be assessed for past due bills.

### Billing and availability:

- Minimum billing time is one hour (phone 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 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 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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