



Rates and Response Time for Tech Comfort Support Services

Tech Comfort has two rate schemes. One is for Contract and On-Call Services and the other is for Project-based Services.

Contract and On-call Service Rates

The rates for Contract and On-call Services are hourly and based on the type of work. Fees range from \$60.00 to \$80.00/hour. Emergency service, which entails a specialist on-site within three hours, is billed at the rate of \$150.00/hour. *Non-profit organizations and educational clients qualify for significantly reduced rates.*

Type of Work*	Standard Hourly Rate	Discounted Hourly Rate
Workstation and Laptop Support	\$60.00**	\$50.00
Server Installation, Maintenance, and Support	\$80.00	\$65.00
Network Installation and Troubleshooting	\$80.00	\$65.00
Emergency Service	\$150.00	\$120.00

*Full descriptions of the types of work may be found on Tech Comforts IT Services documentation.

**All work over an hour will be billed in increments of 15 minutes.

All **travel time** exceeding 1 hour for each round trip to the customer's location will be billed at \$60.00 per hour. The **minimum fee** per visit is \$60.00.

Project-based Service Rates

If your organization is interested in specific one-time projects such as deploying a wireless network, designing an office intranet website or upgrading all computer operating systems, Tech Comfort will offer a quotation or bid for the project. Quotations are typically based on time and materials with specific, detailed line items for each.

Response Time Policy

Tech Comfort's response time may be critical to your organization's workflow and ultimately your satisfaction with our services. Our guarantees of response time depend on when your call is received, whether it is during regular business hours, 8am-6pm, or after business hours.

A request for service received during business hours *guarantees* a telephone response by the end of the same business day and an on-site response by end of the next business day.

A request for service received outside of business hours *guarantees* a telephone response by the end of the next business day and on on-site response by the end of the following business day.

A request for emergency service received during business hours *guarantees* an on-site response within three hours, if technicians are available.

A request for emergency service received outside of business hours *guarantees* an on-site response before 12pm on the next day.

A Note about Availability

Tech Comfort does not expressly guarantee availability. In addition, we observe the following holidays: New Year's, Easter Monday, Memorial Day, Independence Day, Labor Day, Thanksgiving Thursday & Friday, and Christmas from December 24th through 26th.