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2006 Service Rates

Variable Service Rates

These rates are for work done either in the depot, on-site or remotely, by computer remote access or by telephone. These services include such activities as desktop PC, server or network troubleshooting and repair, small upgrades to networks, on-site computer upgrades or software installations and other on-going support activities. These rates will also be used in quoting projects.

Depot Rate:	\$50.00 per hour	2-3 days turnaround, if possible
Priority Depot Rate:	\$75.00 per hour	same day turnaround, if possible
On-Site Rate:	Regular \$70.00 per hour	(billed in one-half hour increments)
	After Hours \$100.00 per hour	(billed in one-half hour increments)

- Notes:
1. Travel charges apply to On-site service if distance from office to site is beyond 20 Km one way. Rate is \$0.45/Km for distance to site (one way only)
 2. After hours rate applies to after 6:00PM on weekdays and Saturday and anytime on Sunday.

Remote Support Rates:	By Computer:	\$40 per hour (billed in 15 min. increments)
	By Telephone:	\$60 per hour (billed in 15 min. increments)

Fixed Service Rates

These rates apply to specific services performed at our depot.

Diagnostic Service:	Simple	\$30.00
	Complex	\$50.00

- Notes:
- Simple diagnostic service involves running software tests on the computer to diagnose a problem. Complex diagnostic service involves not only software tests but also further troubleshooting which involves hardware removal and testing.

Hardware

Hardware Repair: \$45.00 + parts

New Hardware Installation: \$25.00 + parts

Major Upgrade: \$70.00 + parts

Notes: Major upgrades typically involve Motherboard/Processor replacement and any other hardware/software replacement or installation which must be performed along with it.

Software

Operating System Re-Installation: \$75.00

Application Software Installation: \$25.00

Driver Installation: \$15.00 per driver

Notes: Driver installation covers drivers for installed hardware or peripherals such as printers, scanners or multi-function devices.

Data

Data Backup: ask for quote

Data Transfer: ask for quote

In Home/Office Computer Setup: \$50.00 per computer

Notes: Computer setup applies to a new or upgraded desktop or notebook computer and includes physical setup of computer as well as setup and testing of network and/or Internet connection.

General Notes:

1. Remote access to your computer(s) or servers can provide you with considerable savings in support costs. We can usually set up secure remote access for little or no software costs. Many routine software installations, upgrades and troubleshooting can be done remotely as well as network troubleshooting.
2. Turnaround times for depot service are on a best effort basis and subject to availability of parts.
3. CDB Computer Services provides several maintenance packages for virus and spyware removal and Windows™ operating system tuneup. Please see our web site for more details.
4. Although the services referenced in this document are for both home and business clients, business clients with larger investments in IT assets should consider service contracts for their ongoing IT support. Please see our web site for more details.