



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 \text{ hrs} \times \120), no travel time charge in Twin Cities

20 hour block \$110/hr ($\$2,200 = 20 \text{ hrs} \times \110), no travel time charge in Twin Cities

40 hour block \$100/hr ($\$4,000 = 40 \text{ hrs} \times \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.

CPH Solutions LLC — 612.963.5064
289 East Fifth Street, Suite 505, St Paul, Minnesota 55101

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