

# Opensource Assist

## Service Rates

- Subject to change
- Current as of 01/16/2007

\* Ask about packages for 24\*7 Server and Database monitoring.

STANDARD REPAIRS, INSTALLATIONS & UPGRADES - \$125 up to first hour and \$31 each subsequent quarter hour for work performed before or after business hours, ( Monday through Friday 9 am to 6 pm ), or on weekends

- Additional time beyond first hour is billed in 15 minute increments.
- Applies to Primary Hard Drive Upgrades (average total time: 2-3 hours).
- Applies to Hardware Installations including printers, scanners, PDAs, digital cameras, disk drives (including CD-R burners), standard dialup modems, video and sound cards, RAM memory, USB hubs, and speakers (average total time 1 hour). Does not include primary hard drives, network components, or DSL/cable modems.
- Applies to Software Installations, not including Operating Systems (average total time 1 hour). Software provided by customer for installation. Software must be properly licensed; no "bootleg", "pirated", or otherwise illegally copied software will be installed by Opensource Assist.

REMOTE ACCESS ONLINE REPAIRS & ASSISTANCE - \$72 hour/\$18 quarter hour during business hours;\$85 each hour for work initiated and performed after business hours, ( Monday through Friday 9 am to 6 pm ), or on weekends

- Many problems can be resolved via Remote Access.
- Using a small program installed on your Mac, PC, or Linux machine we can operate your computer from our location.
- Scheduled within 24 hours of request during Standard Service hours.