



Fast, expert computer repair and network service
Most emergency calls serviced within 2 hours
For immediate service call Toll Free (800) 308-1065
www.drhtechnology.com

Computer Repair and Network Service Rates

Phone: Toll Free (800)308-1065

Email: support@drhtechnology.com

*Legal issues: We will only work on software that you are running legally.
 This includes having a valid certificate of authenticity (COA) and license for your operating system*

Service	Service Rate (Parts not included)
<u>Carry-in and On-site Home/Home Office Computer Service Rate</u> Computer repair rates are variable, depending on the type of work done and support level required.	\$30 - \$50 / hour 1 hr. minimum \$25 travel charge
<u>On-Site Commercial Service Rate</u> Service rates are variable, depending on the type of work done and support level required.	\$75 - \$100/ hour 1 hr. minimum \$35 travel charge
<u>Network Installation, Service and Support Rate</u> Service rates are variable, depending on your type of network, operating systems, applications, number of servers, number of workstations, and support level required.	\$75 - \$100/ hour 1 hr. minimum \$35 travel charge
<u>Emergency Service</u> Same day/night emergency service within 4 hrs. or less. 24/6 (Excluding Sunday)	\$125 - \$190/ hour 2 hr. minimum \$35-\$65 travel charge
<u>Travel Charge</u> Based on travel distance.	\$25-\$45

Annual Support Contract. 4 hr. guaranteed response time (usually less), reduced hourly rates.

	Residential	Home Office	Corporate	Custom
Monthly Rate	\$35	\$125	\$400	Call
Included Support Hours	2	4	8	Call
Additional Support Hours	\$35 / Hr	\$50 / Hr	\$75 / Hr	Call
Travel Charge*	\$25	\$25	\$25	Call
Weekend / After-Hours Support‡	Add \$30 / Hr	Add \$30 / Hr	Add \$30 / Hr	Call
Emergency Response [∞]	1 / Month	2 / Month	2 / Month	Call
ArgusEye Remote Server Monitoring†	Included	Included	Included	Call
Online Backup Storage†	2GB Free	10GB Free	15GB Free	Call
Dedicated Tech	YES	YES	YES	Call

*\$45/trip travel fees apply for some difficult/remote locations

**All prices subject to change. Prices effective 01/01/08.

†Requires Broadband Connection to Internet

‡ Business Hours are 9:00AM - 6PM Monday - Friday. Holidays & Hazardous Weather Excluded.

∞ Emergency Response is when on-site service is required with less than four (4) hours notice.