

Michael J. Alvarez Automation Elite
18810 Blackberry Lane, Meadow Vista, CA 95722

Service Rates Effective 2/15/2010

<u>Task Description</u>	<u>Rate</u>
Initial Client Assessment	\$110/HR
Project Plan / Project Management	\$175/HR
WEB Design or development - No material provided	\$110/HR
WEB Design or Development - All material provided	\$90/HR
Database Design or Development	\$90/HR
Software Installation, Configuration and Testing	\$110/HR
Second Technician	\$90/HR
Video Production	\$110/HR
Video Post Production	\$125/HR
All Training	\$110/HR
Managed Services business hours 8am - 6pm	INCLUDED
Managed Services after hours & weekends	\$150/HR
Telephone Support (<5 min N/C) over 5 min minimum	\$25.00
Maintenance, Monitoring, Anti-virus, Malware	
Remote Assistance (per computer)	\$19/mo
Remote Server Care (per server)	\$199/mo
Travel (Min \$20 - N/C 10 Mile Radius Meadow Vista Local)	.55/Mile
Cancellation Fee within 72 Hours of scheduled meeting	\$110.00
Rush Charge - 30% of applicable fee (less than 5 Business Days Notice)	30.00%
Minimum Consulting Deposit (non-refundable)	\$110
Minimum Project Deposit (non-refundable)	\$220
Client Referral Credit (on payment of 1st invoice)	10.00%

Payment

A 20% Deposit of projected total project cost is due on calendaring of the project commencement date.

The balance will be equally divided by the number of stages in the project.

Payment will be due at each visit upon completion and testing of each phases work.

There will be a \$50 returned check or declined credit card fee. All future payments will be by cashiers check only, any declines must be paid in cash including fees. Failure to do so will cause the project to be suspended and files withheld. Accounts not brought current within 5 Business days will cause termination of the project and forfeiture of files to Automation Elite.