

COMPUTERS UNLIMITED, Inc.

Networks & Personal Computing



Trained
and tested
to provide
superior
NetWare
Support.



Onsite Service Options

Option 1: \$95.00 per hour minimum two hours.

Option 2: \$95.00 per hour minimum eight hours retainer monthly. (***PRIORITY TREATMENT***)

Option 3: Phone support at a rate of \$55.00 for the first ten minutes and \$5.00 for each five minute interval after the first ten.

Option 4: ***PRIORITY*** Support with Phone support \$95.00 per hour minimum two hours retainer monthly, calls are used in 15 Min. increments. (***PRIORITY TREATMENT***)

Option 5: ***PRIORITY*** PC hardware maintenance (Parts & labor included) \$20.00 - \$30.00 per month, per PC. Servers \$50.00 - \$200.00 per month. (***PRIORITY TREATMENT***)
Quote valid after site inspection.

The above options 1,2,3&4 are labor only.

After hours support is at time and one half for above options (Regular Business Hours M-F, 8-5).

All service calls have an on site minimum of two hours (Includes Travel Time if less than 15 min. each way).

PRIORITY TREATMENT = *Guaranteed* 4 hour (max.) On-site/ phone emergency response time and 8 hours (max.) for all other service calls. Customer also receives web site pager address for emergencies.

You may pick and choose options at any time, however you must pick one before the start of any work. If you do not choose, *option 1* will be used for on site support and *option 3* will be used for phone support.

Thank you for your past and future business!

Sincerely,

A handwritten signature in cursive script that reads "Arthur Pelliccia".

Arthur Pelliccia, President/ CNE
401-353-5295