

# **COMPUTERS UNLIMITED, Inc.**

*Networks & Personal Computing*



Trained  
and tested  
to provide  
superior  
NetWare  
Support.



## **Onsite Service Options**

*Option 1:* \$100.00 per hour minimum two hours.

*Option 2:* \$100.00 per hour minimum eight hours retainer monthly. (*PRIORITY TREATMENT*)

*Option 3:* Phone support at a rate of \$60.00 for the first ten minutes and \$5.00 for each five minute interval after the first ten.

*Option 4:* *PRIORITY* Support with Phone support \$100.00 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