



www.covellgroup.com

2017 Rates

Hourly Rate	Service	Description
\$110	Home Rate	Onsite support for home based users. This does not apply to home based businesses.
\$150	Business Rate	Onsite support for businesses and home based businesses. Consulting time for projects and meetings.
\$100 *	Remote Support and Telephone Support Rate	Support provided to clients remotely. Billed in 15 minute increments.
\$40	Minimum trip charge	If no work is required upon arrival and existing appointment is not canceled within two (2) hours of the scheduled time. A minimum trip charge of \$40 may be incurred.

Discounts for support contracts as followed:

Month to month:	5% discount
6 month:	10% discount
1 year:	20% discount plus \$10 off hours beyond the contract allotment
2 years:	25% discount plus \$10 off hours beyond the contract allotment

All on site visits will be billed a minimum of one (1) hour. On site hourly rates are billed in quarter hour increments after the first full hour.

* Remote support is billed in fifteen (15) minute increments. Remote support is only provided for customers with high speed Internet access and not all tasks can be accomplished through remote support means.

Non-Profit groups will receive an additional \$10 per hour discount on all hourly services

