

RATES:

Tech Assist rate is \$40.00 per hour.

First time customers have a 1-hour minimum; repeat customers are charged by the quarter hour. There is no charge for an initial 15-minute call for an analysis to determine the problem and estimated time to resolve.

Sometimes, a problem can be resolved in 5-10 minutes over the phone at no charge.

Sometimes a problem cannot be resolved for various reasons, but one or more recommendations on what to do next are provided, usually at no charge for the time on the unresolved problem.