

PJC Services
Maintenance Contract Rates
Effective January 1, 2014
(all rates are paid in advance)

1 hour:	\$105 (reg. \$125-\$155)
2 hours:	\$195 (reg. \$250-\$310)
3 hours:	\$270 (reg. \$375-\$465)
4 hours:	\$395 (reg. \$500-\$620)
5 hours:	\$445 (reg. \$625-\$775)
10 hours:	\$925 (reg. \$1250-\$1550)
20 hours:	\$1750 (reg. \$2500-\$3100)
30 hours:	\$2550 (reg. \$3450-\$4500)
40 hours:	\$3300 (reg. \$4600-\$6000)

Maintenance Contract Inclusions, Exclusions, and Options:

Maintenance Contracts include a block of hours to be used on-site for diagnosing, troubleshooting, and repair of computer hardware and software-related issues including: hardware component problems with monitors, hard drives, floppy drives, ext/int drives, CD/CD-RW/DVD drives, video cards, power supplies, network cards, modems, cables, speakers, and sound cards. It covers the cost of labor to repair these items. It does not cover the cost of replacement parts (if necessary to complete a repair) but does guarantee a cost plus 10% markup to cover replacement part research, shipping and handling (proof of cost will be supplied upon request). By purchasing a *Maintenance Contract*, you would receive *Priority Maintenance* from **PJC Services**. This means that in most instances, service that is requested before 12pm would be responded to before 5pm the same day using normal preferred channels of communication (phone/fax/e-mail), and performed before 12pm the following day. Maintenance requested after 12pm would be responded to before 12pm the following day using normal channels of communication (phone/fax/e-mail), and performed before 5pm the following day. Cost does not include emergency service costs. Clients under *Maintenance Contract* would also have direct access to 24-hr Priority Support. Using the Priority Support Line would insure a call back within (1) hour.

To sign up for a *Maintenance Contract*, please indicate the amount of hours desired below and include a check for the total. There is no tax on service or maintenance contracts. A signed copy will be returned to you for your records.

Amount of hours desired: _____

Total Due: _____

PJC Services Authorization

Client Authorization