

PETRONELLA COMPUTER CONSULTANTS

TEL 919.422.2607

FAX 919.882.9567

P.O. BOX 13012 / RALEIGH, NC 27605

EMAIL support@pccrdu.com

URL www.pccrdu.com

PRICE LIST

Computer Support Services – Residential and Commercial.

Voice / Data Cabling	-	\$104 per hour	-	Design, Consulting, Engineering, Installation – New or Existing
Workstations / PCs	-	\$104 per hour	-	Design, Consulting, Installation, Repair, Maintenance, Configuration
Servers / Networks	-	\$124 per hour	-	Design, Consulting, Installation, Repair, Maintenance, Configuration
Security Appliances	-	\$134 per hour	-	Design, Consulting, Installation, Repair, Maintenance, Configuration
Specialty Software / Hardware	-	\$164 per hour	-	Custom Scripts, Programming, and Hardware (Microsoft)
Advanced Linux / UNIX / BSD Support	-	\$194 per hour	-	Design, Consulting, Installation, Repair, Maintenance, Configuration
Web Hosting / Site Design	-	Please call	-	100% Uptime! New or Existing Site Design & Maintenance

All rates are subject to a 2 hour minimum, except for the emergency rate above which is subject to a 4 hour minimum at 2x the applicable rate above. Rates listed above are for normal business hours (Mon-Fri, 9am-5pm). Rates outside normal business hours or on holidays are subject to 1.5 times the applicable bill rate listed above. A flat-rate trip charge of \$50.00 per hour applies for distances greater than 30 miles from Raleigh, NC. Remote support services or telephone technical support is available with a 1 hour minimum. Time in excess of 1 hour will be billed in 30 minute (.5 hour) increments for the applicable bill rate listed above. All payments are due at time of service, unless specified otherwise. Acceptable payment methods include: Cash, Check, Visa, MasterCard, Discover, American Express, and PayPal. Remote support must be paid in advance.

PRICING

Pricing is individualized and estimated, based on your business needs. We guarantee competitive rates and will beat **ANY** labor estimate. You may wish to purchase one of our preventative maintenance programs for discounted labor rates and priority service. A service contract is **NOT** required . . . though available upon request.

PREVENTATIVE MAINTENANCE CONTRACTS

25 Hours	5% Discount	Upfront cost of \$2,707.50 – Savings of \$142.50!
50 Hours	7.5% Discount	Upfront cost of \$5,272.50 – Savings of \$427.50!
100 Hours	10% Discount	Upfront cost of \$10,260.00 – Savings of \$1140.00! With Unlimited Network Monitoring**

Pricing above is based on a combined Workstation/Server Rate of \$114 per hour. If other levels of support are needed, the discount will be based upon the amount of pre-paid hours purchased and factored into the remaining block of time.

FLAT RATE SERVICE

Flat Rate Service is available to select customers that we have placed on our maintenance program. The hidden cost of lost time and productivity due to technical problems is the single largest expect of business technology. With Petronella Computer Consultants, Inc. you have the benefits of a fully staffed IT department, at a small fraction of the cost. You never have to worry about how much it's going to cost to get your systems back up and running. We are at your service 24x7. When you do have a problem, there's just one number to call, any time of day or night.

This program requires at least one server and a minimum of five PCs to qualify. Pricing is based upon the level of service desired and the number of computers and servers supported... Please call or visit us on-line at www.pccrdu.com/flatrate.php for more details.

EMERGENCY SERVICE

On-call emergency service (24x7) is available at a discounted rate . . . with a service contract. The exact discount would be determined by the quantity of hours purchased in the service contract. This service includes four hour rapid response at a distance of up to 30 miles from Raleigh, NC. A four hour minimum fee applies. Emergency (24x7) service **WITHOUT** a contract is available at a rate of two times the applicable rate above, with a 4 hour minimum.

NETWORK MONITORING

Monitoring services are available from \$249* per month. We can remotely monitor Servers, Workstations, Network equipment, etc. to ensure peak performance and prevent costly down-time by finding and solving problems **BEFORE** they affect your business.

SUPPORT SERVICES

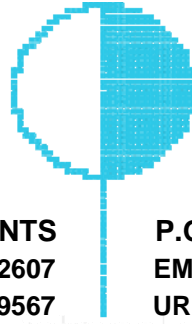
Services available from Petronella Computer Consultants, Inc. can be retained on a scheduled basis or utilized as needed. Our technicians are trained on a variety of different networks and they are **ABLE TO SOLVE PROBLEMS MORE QUICKLY THAN A SINGLE STAFF MEMBER WITH LIMITED EXPERTISE.**

We support **ANY** brand of computer technology and pride ourselves on providing quick and personalized support on-site . . . via telephone . . . email . . . or through remote network access. We continually work with our clients to enhance and modify their systems to meet changing business needs and provide recommendations for implementing new and emerging technology.

Please note that all rates are subject to change . . . and vary depending on the personnel and qualifications required of the job. Remote Support Services require payment in advance for services rendered. * denotes special pricing, which is subject to change without notice. **Some restrictions apply.

Effective July 1, 2008

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TERMS AND CONDITIONS OF SALE

PAYMENT: Invoices are due and payable in accordance with the terms on the front of this invoice. An interest charge of 1.5% per month will be added to all past due accounts. There is a \$30 service charge for all returned checks. Should it become necessary for Petronella Computer Consultants, Inc. to retain an attorney to make demand upon or collect any past due invoices or statements, the customer agrees to pay all costs of demand and collection, including reasonable attorney fees incurred by Petronella Computer Consultants, Inc. **ALL LABOR, EXTENDED WARRANTY, SOFTWARE, CLEARANCE, MEDIA, BATTERY, AND SPECIAL ORDER sales are final.**

RETURNS/REFUNDS: With the exception of the items mentioned above, Petronella Computer Consultants, Inc. will accept returns or exchanges within 15 days of the original purchase date. A 20% restocking charge will be applied to all returned merchandise. **All returned items must be in "like new" condition, with original box, packing materials, cables, disks, contents, accessories and manuals.** There will be no returns or refunds of any kind after 15 days from the original purchase or service date. Refunds of all check purchases, and cash purchases over \$50, will be issued by check from our corporate office within 14 days of return. Preventative maintenance contracts are **NOT REFUNDABLE.**

LIMITED WARRANTY: Petronella Computer Consultants, Inc. parts and computers are warranted for one year from purchase date. During this time, Petronella Computer Consultants, Inc. warrants products to be free from defects in material and workmanship under normal use and service. This warranty is contingent upon the proper use of the product in question, and Petronella Computer Consultants, Inc. does not in any way claim responsibility or can it be held liable for any injuries or damages sustained because of defective product, misuse, or negligence to any person(s) or properties. If the product incurs any physical damage, the warranty will be void. Parts found defective by Petronella Computer Consultants, Inc. within the warranty period will be either repaired or replaced at the sole discretion of Petronella Computer Consultants, Inc. All warranties by Petronella Computer Consultants, Inc. will be void if the warranty sticker is broken or removed. Petronella Computer Consultants, Inc. is not responsible for any loss of data that may incur while equipment is being repaired on-site or in our possession. Petronella Computer Consultants, Inc. is also not responsible for any part that fails while in our possession, unless specified part is still covered under the warranty provided by Petronella Computer Consultants, Inc. For non-Petronella Computer Consultants, Inc. parts we guarantee only the parts installed by us will perform satisfactorily under conditions of normal usage for a period of ninety days after the date of repair.

PETRONELLA COMPUTER CONSULTANTS, INC. DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING THE WARRANTY OF FITNESS AND THE WARRANTY OF MERCHANTABILITY.

CANCELLATION POLICY: All clients shall be required to give a 24 hour notice of cancellation of any set appointment. If you fail to notify Petronella Computer Consultants, Inc. of cancellation and/or reschedule within the specified time frame, a fee equal to one hour service charge will be charged.

EXCEPTIONS: All clearance items carry a limited 7-day limited warranty unless otherwise marked. Retail boxed products & special orders have their own specific manufacturer warranties & support (for example: scanners, printers, etc...).

TECHNICAL SUPPORT: During the Petronella Computer Consultants, Inc. limited warranty period, technical support on hardware issues is provided with all Petronella Computer Consultants, Inc. personal computers. Please call the respective publishers for software support. Software related setup and technical support will be billed to the customer at the applicable bill rate listed on the current price sheet.

SATISFACTION GUARANTEE: Petronella Computer Consultants, Inc. guarantees service and repair work. If the same problem reoccurs or the issue is not resolved with 100% satisfaction, a return visit within 30 days of the original visit is always at no charge. This guarantee does not apply to virus or spyware infections and will be void if repair is attempted by someone other than a Petronella Computer Consultants, Inc. technician. Return visits associated with the satisfaction guarantee will be limited to the availability of the original technician involved and during regular business hours only.

LIMITATION OF LIABILITY: Petronella Computer Consultants, Inc. will not be responsible for consequential damage to any product that it sells, caused by either internal or external equipment, shorted connections or components not installed by or obtained from Petronella Computer Consultants, Inc. Petronella Computer Consultants, Inc. shall not be liable for damage to painted surfaces or products due to physical abuse, excessive use, exposure to liquids, chemicals, oxidation, or corrosion. Petronella Computer Consultants' liability for monetary damages shall not exceed the amount paid by the client to Petronella Computer Consultants, Inc.

The Limited Warranty does not cover any losses or damages that may occur as a result of:

- A. Shipping or improper installation or maintenance not performed by Petronella Computer Consultants, Inc.
- B. Misuse, neglect, or improper environment.
- C. Excessive or inadequate electrical power surges, or other irregularities.

Petronella Computer Consultants, Inc. reserves the right to make changes to the above Terms and Conditions at any time and for any reason.

I have read and agree to the terms set forth above on the _____ day of _____ 20____.

Customer Signature _____ Title _____

Technician _____

Effective July 1, 2008

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