



Statement of Billing Practices

Last updated January 1, 2020

Time is billable

10D Tech provides hourly consulting and technical support on a paid basis. All time is billable. 10D Tech reserves the right to refuse any work at our sole discretion.

Standard Hourly Rates (Monday-Friday, 8:00 a.m. to 5 p.m.)

- \$180/hour Tier 1 – Any services performed by a PC Technician generally limited to computers running a desktop operating system as well as other general technologies such as phone configuration, printers (excluding MFPs and digital copiers) and non-managed network equipment.
- \$240/hour Tier 2/3 – Any services performed by a System Administrator, or Network Engineer including Tier 2 services plus other advanced technology services. VoIP issues, Windows server or other server hardware, SQL, Exchange, Terminal Services, virtualization solutions; security or filtering products; connectivity devices, e.g. routers, firewalls, etc.; and disaster recovery/business continuity planning.

There is a two-hour minimum for all on-site services; there is a one hour minimum for remote services.

Emergency, After-Hours, Weekends and Holiday Rates (Subject to Availability)

Business hour emergency¹ & weekday evenings (Monday - Friday from 5:00 p.m. to 9:00 p.m.) – 1.5 times applicable standard hourly rate with one hour minimum.

Weekday nights & Weekends (Monday – Thursday from 9:00 p.m. to 8:00 a.m. and 9:00 p.m. Friday to 8:00 a.m. Monday) – 2 times applicable standard hourly rate with two-hour minimum.

Holidays (starting at 9:00 p.m. on day prior to holiday and ending at 8:00 a.m. day after holiday) – 3 times applicable standard hourly rate with two-hour minimum (*Holidays are New Year's Day, Presidents Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day*)

After-hours service performed for non-contract clients, will have the applicable multiplier applied to the hourly rate.

¹*Business hour emergency rates are incurred when the service is performed before the next available appointment time. Customer can elect to pay an uplifted service rate (1.5 times applicable standard hourly rate) to receive a more rapid response. Emergency service performed for contract clients above their contract response times will have the applicable multiplier applied to the hourly rate.*

Travel Charges

\$2.00/mile Standard Travel Rate (round trip mileage charged as outlined below)

Travel to all sites is charged based on the round-trip mileage between the 10D Tech office and the customer's service location for each on-site technician per visit. The official mileage is determined by utilizing Google Maps.

Other Charges

Customer reimburses all parking charges, as well as lodging and meals for overnight stays.

Pricing for other services (e.g., managed services, service agreements, network monitoring, disaster recovery and business continuity, offsite backup) depend on many factors and are quoted on a case by case basis. Contact us for more information on any of these services.

Billing and Payment Policies

Unless other arrangements are made in advance, payment for hardware and software must be made upon acceptance of quotation; all other fees are due upon completion of services. Cash, check, and all major credit cards are accepted; however, all rates are based upon cash/ACH payment and reflect a cash discount. Payment via credit card voids any payment discounts.

Each past due invoice will be charged a late fee of \$35 and the maximum interest rate allowed by law. Rates set out above are subject to change at any time without notice. A charge of \$35 will be added to all returned checks.