

## Service **Billing** Policies

- All in-house services are not subject to minimum charge. Technology USA, LLC bills in 15 minute increments, with any portion of an increment billed as a full increment.
- There is a 1-hour minimum charge for all services performed. For on-site service calls, billing begins when we leave our facility. Additional fuel charges apply.
- Payment "in full" is due upon completion of service unless terms or contract have been previously established. Net terms are subject to credit approval.



Computer &  
Network Solutions

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# TECHNOLOGY USA, LLC

"..we have IT  
covered"

COMPUTER  
& NETWORK  
SOLUTIONS



**Microsoft**  
OEM System Builder

# Technology USA, LLC

## Flex Package Agreements

Technology USA's *Flex-Package Agreement* is a support arrangement that can take care of all your computer hardware, IT planning and networking concerns. A *Flex-Package Agreement* can be used for any of the services you might ordinarily obtain from Technology USA, LLC. A single *Flex-Package Agreement* covers all of our services.



Flex-Package	Pre-Paid Hours	Service Labor Rate
Savers Package	100	\$77.00
Red Package	50	\$80.00
White Package	25	\$83.00
Blue Package	10	\$86.00

Unlike many service contracts, *Flex-Package hours* can be applied toward a wide variety of our services and support over an extended period of time. The labor hours you purchase today will be valid without expiration and your current labor rate is guaranteed. This means there is no need for concern regarding the loss of pre-purchased time. Technology USA LLC's Flex-Package Agreements are a great value. By purchasing time in blocks, you reduce the overall maintenance costs of your computer infrastructure and still receive knowledgeable Microsoft Certified support service. Preferred service is another benefit of our Flex-Package Agreements. As a contract customer, your service calls are our first priority, typically resulting in Same-Day or Next-Business-Day service. Prepaid service also reduces the paperwork and service delays associated with purchase orders and requisitions. Labor is simply deducted from the block of hours as needed. In addition, Technology USA, LLC tracks the usage of your contract and sends monthly statements detailing the quantity of service calls, the work performed, and the prepaid labor remaining on the contract. Maintaining your computer infrastructure has never been easier!

### Technology USA Flex-Package

Hourly rates listed apply to normal business hours, Monday-Friday 8:00am-5:00pm, excluding holidays. Scheduled services performed outside our normal business hours on weekdays, and anytime on Saturday, will be billed at 1.5 times the normal hourly rate. Scheduled services performed on Sundays and Holidays will be billed at 2 times the normal rate. Technology USA LLC's Flex-Time Agreements are paid in advance of services performed based on the quantity of hours required to suite your needs.

## Services Your Key to Success

**Technology USA, LLC** is dedicated to providing outstanding IT services at competitive rates. Our labor rates cover a complete spectrum of technology services designed to help you manage your existing infrastructure. Our factory authorized repair facility and certified technicians provide complete repair services for HP/Compaq, Toshiba, and IBM products; including warranty and non-warranty repairs of computers, laptops, and printers. Vanguard provides network maintenance and server administration, asset and logistics management, and complete IT services. We specialize in supplementing your existing IT department using our expertise and resources to address immediate and long-term needs. We offer you a unique perspective and partnership that will help reach your business goals while managing costs.

### Technology USA, LLC Technical Services Hourly Rates

Technology Consulting Services	\$ 88.00/hr
Network Engineering	\$ 88.00/hr
Hardware / OS Diagnostics and Repair	\$ 88.00/hr
Technology Integration	\$ 88.00/hr
Security Services	\$ 88.00/hr
Digital Video Security System	\$ 88.00/hr
Technology Planning	\$ 88.00/hr
Data Recovery Services	\$ 88.00/hr
Network Data Wiring	
installation, testing and certification	\$ 65.00/hr
Web Design	\$ 65.00/hr
PC repair in our Service office	\$ 65.00/hr

### Standard Technical Service Hours

Standard technical service is provided Monday through Friday from 8:00am to 5:00pm (CST), excluding Holidays. Technology USA, LLC responds to most service requests next business day.

### Premium Technical Service Hours

Premium Technical Service is available after or before normal business hours, Monday through Friday, and on Saturdays at a rate of 1.5 times the Standard Rate, provided the work is scheduled in advance. Sundays and Holidays are billed at a rate of 2 times the Standard Rate, provided the work is scheduled in advance. Emergency or unscheduled service provided outside normal business hours is billed at a rate of 2 times the Standard Rate. Guaranteed response times and Technology USA, LLC Flex Packages are available to save you time and manage costs. Please see a Technology USA, LLC's representative for Flex-Package details.

