



VoIP Systems USA

## PUBLISHED HOURLY SERVICE RATE SCHEDULE

**1. WARRANTY** - See applicable contract, agreement or Service Activation Form and Agreement for the specific limited warranty, which applies, to each sale. Warranty terms are in the Terms of Service located at:

<http://www.usaphone.com/pdf/voipsystemsusaterms.pdf>

Parts and Labor warranties may have different terms, lengths and provisions. Service calls for moves, adds and changes or other work not covered by a warranty or service contract are billable at the customer's applicable rate.

**2. PREFERRED RATES** - Customers with Remote Managed Services, White Glove service or USAPhonecare ONLY with no overdue balance on their account, with approved, signed Credit Application on file and with a Credit Card Authorization On-File. Billed in half hour increments after a 1 hr minimum.

TECHNICIAN or Senior Technician	\$175.00 per hour (additional hours billed in half hour increment)
OVERTIME (weekdays, Saturday)	\$225.00 per hour with a 4 hour minimum for dispatch (additional hours billed in half hour increment)
SUNDAYS & HOLIDAYS	\$300.00 per hour with a 4 hour minimum for dispatch (additional hours billed in half hour increment)
REMOTE ASSISTANCE AND SERVICE	\$37.50 per quarter hour (1/2 hour minimum - no trip charge)
CONSULTING AND ENGINEERING	\$350.00 per hour (additional hours billed in half hour increment)
SERVICE ORDER / TRIP CHARGE	\$75.00 + expenses i.e. tolls, parking, lodging, etc. (Additional fees billed on a case-by-case basis <u>outside our local service area</u> )

**3. STANDARD RATES** – Customers not qualified for our Preferred Rate and with no overdue balance on their account with approved, signed Credit Application on file and with Credit Card Authorization On-File. Billed in 1- hour increments with a 1- hour minimum.

TECHNICIAN or Senior Technician	\$225.00 per hour (additional hours billed in hour increment)
OVERTIME (weekdays, Saturday)	\$262.50 per hour with a 4 hour minimum for dispatch (additional hours billed in hour increment)
SUNDAYS & HOLIDAYS	\$350.00 per hour with a 4 hour minimum for dispatch (additional hours billed in hour increment)
REMOTE ASSISTANCE AND SERVICE	\$43.75 per quarter hour (1/2 hour minimum- no trip charge)
CONSULTING AND ENGINEERING	\$450.00 per hour (additional hours billed in hour increment)
SERVICE ORDER / TRIP CHARGE	\$75.00 + expenses i.e. tolls, parking, lodging, etc. (Additional fees billed on a case-by-case basis <u>outside our local service area</u> )

**5. NATIONAL RESELLERS AND INTERCONNECTS** – Contact us for competitive industry rates

**NOTE 1.** A SIGNED AND COMPLETED CREDIT APPLICATION MUST BE ON FILE IN ORDER TO APPLY FOR CREDIT.