

## Policies and Fee Schedule

**AutoMates** offers a wide variety of services to businesses like yours.

Hardware \* Software \* Networking \* Technical Support \* Equipment Service

**Microsoft** Back Office, Exchange, Small Business Server, Windows 95/98/SE/ME/NT4/2000/XP Local Area/Wide Area Networking Installation and Service.

Sales and upgrades for Hardware and Software.

**MediSoft** Independent Preferred Dealer for all MediSoft Sales, Support and Training.

**AltaPoint** Independent Dealer for all AltaPoint Sales, Support and Training.

**Medisoft** and **AltPoint** Application Servers (ASP) remote access for **Medical Billing**.

Registered **Microsoft** Developer.

Custom **Microsoft Office 2000** Solutions and Training.

Internet Hosting, Design and Training.

Help is available on-site (Orange County only), Phone, direct modem connection, and Internet (**pcANYWHERE** required).

- \* Normal business hours: 8AM-5PM (PST) Monday through Friday. (Except holidays)
- On-site visits are billed 1 hour minimum, and 15 minute intervals thereafter. All travel time will be billed.
- **AutoMates** phone support is billed 10 minute minimum, and 1 minute intervals thereafter.
- **AutoMates** modem support is billed 10 minute minimum, and 1 minute intervals thereafter.
- All accounts must have a licensed copy of **pcANYWHERE** and a verified modem connection.
- For monthly billing, **AutoMates** requires a Payment Agreement on file, otherwise payment in full is due at time of service.

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Normal Telephone and on-Site Labor Rate **\$ 120.00 per hour\***

Unscheduled (after hours) & Emergency Support **\$ 150.00 per hour\***

We accept Visa, MasterCard, American Express & Discover Cards.

Last update: March 28, 2002 \* Hourly rates are subject to change without notice. Warranties: All computer parts are warranted for twelve (12) months from date of purchase. Manufacturers Warranty ONLY covers monitors, Printers, Scanners, Etc. Labor for repair is included for carry in service only. Any on-site labor is billed additionally. There are NO software warranties offered by **AutoMates**. All software warranties are limited to those provided by each Software Manufacturer.

I have read and understand AutoMates **Policies and Fee Schedule**.

Signature \_\_\_\_\_ Date \_\_\_\_\_

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