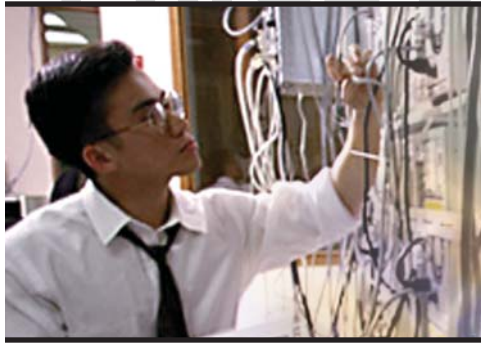


# PRICE SHEET



## LABOR RATE SCHEDULE

P r i c e S h e e t

All PenTeleData's Labor Rates are categorized in one of four of the following categories:  
(See below for details on each)

**Standard Rate      Non-Standard      Cabling      Misc.**

**Standard Hourly Rate:** ..... \$120.00 per hour #GJ11/UJE1

**Standard Travel Time Rate\*:** ..... \$60.00 per hour #UJC1

*\*Travel for labor is billed from Palmerton, Pennsylvania to the customer location.*

**Standard Operation HOURS:** ..... Monday through Friday 8am-5pm ET.  
Holidays & PenTeleData Holidays Excluded.

**Standard Rate applies to:**

- > On-site time, Portal-to-Portal from nearest service location, is billed at the standard hourly rate.
- > Verbal telephone assistance is billed at the standard hourly rate.
- > Hardware service is billed at the standard hourly rate.
- > Troubleshooting is billed at the standard hourly rate.
- > Labor (to replace parts) and Additional Expenses are billed at the standard hourly rate.
- > In-house depot configuration rate is billed at the standard hourly rate.
- > Telco on-line communication computer to computer & voice support is billed at the standard hourly rate. *(Time which includes verbal telephone assistance, hardware and software service and troubleshooting. Parts, Misc. Expenses and Telephone line charges are extra)*
- > Hardware/software as supplied and supported is billed at the standard hourly rate.
- > Sales Engineer Design and Configuration are billed at an hourly rate.
- > All Engineering services are billed at the standard hourly rate.
- > Network Control Center services are billed at the standard hourly rate.

**Minimum Billable Charge:**

- > The minimum field service charge is billed at a 1/2 hour minimum as applied by the technician.
- > The minimum billing amount is \$30.00
- > In order to reduce the overall charge to the customer, the customer can deliver or ship any serviceable items to our depot location. All depot delivered equipment will be minimum billed 1/2 hour. We do not perform scheduled service appointments at our depot location. Depot delivered items are generally serviced within ten business days.
- > Daily Rates and Proposals may apply. Normal travel expenses are included in our local service region (For example-Educational rate).

**Non-Standard:** ..... Hourly Rate of \$180.00 #GJ12/UJE2

**Non-Standard Operation HOURS:** ..... Monday through Saturday outside 8am-5pm ET.  
Sundays & Holidays are double standard Rate as personnel are available.

- > This rate is billed as an off hours rate. At the request of the customer PenTeleData may opt to extend a service call, over the defined standard time, and will be billed at the non-standard rate.

**Cabling:** ..... Hourly Rate of \$90.00 #GJ11/UJE1/UJC1



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(Continued on page 2)

# PRICE SHEET



## LABOR RATE SCHEDULE

**Misc.:** .....Charged according to the following outline:

- > Custom Programming Projects may be bid.
- > Job, Weekly and Term Rates are available by Proposal.
- > For extended distance sites, per diem and travel expenses are additional. These billable items are applied at the discretion of PenTeleData only.

**On-site Service Response Estimates:**

- > Standard Contract Response Time Goal is within nine workday hours.
  - *Contract calls are performed within stated contract terms.*
- > Billable & Manufacturers' Warranty Response Time (non-contract) is nine to twenty-four workday hours.
- > Vicinity response, no additional travel charges, and Installation Response Time is one day to two workday weeks.
  - *Expedite service is billable at non-standard hourly rate schedule.*
- > On-call billable (non-contract) goal for service response is one to three business days.
- > Services performed at our offices are generally complete within one to ten days.

**Note:** Prices & offerings subject to change without notice. Educational entities are billed at a flat discount of 15% (excluding equipment). Factory Telephone Service is extra. Specific equipment rates and sub-contractor rates may vary. All responses are subject to minimum charge at the will of PenTeleData. All shipping is at the expense of the client. Shipping UPS Ground Insured is implied and may be used for the client, unless otherwise specified. PenTeleData will normally ship best way if not specified. All shipping is the Client's responsibility as to any and all damages, claims, and or loss, etc. Minimum shipping charge is \$8.50. PenTeleData is not liable for any repairs required to any client's system(s) for any failure that occurs while the system is under our care, and that the repair of any such failure old or new, is the sole responsibility of the client. The client having delivered the system to PenTeleData for service, accepts these conditions, statements, and obligations freely. Sales and service of all products is conditional but not limited to PenTeleData General Contract, Limited Warranty, and Sales Statements as defined by PenTeleData at anytime, and the Laws of the Commonwealth of Pennsylvania, U.S.A. Limited General Service Warranty Statement available on request.