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Schedule of Fees Game Console Services

Base Charge for Diagnostics.....	\$25
Billing Increment	¼ Hour
On-site Support Billing Minimum.....	1 Hour

On-site support is defined as work done at client's place of business. The timer begins upon arrival at the client site.

Phone/Email/Remote Support Billing Minimum.....	¼ Hour
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Phone/Email support is defined as work done or advice given over the phone or email to the client. This is not time spent on the phone arranging for an on-site visit. Remote Support is defined as work performed on client's system(s) remotely. The work may be in conjunction with Phone Support. The work will be performed with the client's knowledge and permission. Remote access will typically be achieved via GoToAssist remote access. This will require an internet connection. If client is not able to get out to the internet, an on-site visit will be required.

Principal hours of business are Monday through Friday, 9:00 am to 4:30 pm, except for federal holidays. Morning service (before 9:00 am) must be arranged at least one business day in advance. Night and weekend service is available upon request, to be charged at time and a half.

Billing is done weekly or sooner. The preferred method of invoice delivery is an email. If the client cannot receive email, we will arrange an alternate method of delivery. Standard terms are net due 14 days.

James W. McKeand
McKeand Consulting, LLC