



IT solutions for tomorrow

Rate Policy

December 1, 2024

Grahek Enterprises LLC DBA Grahek Technology
Document Sender : Chad Grahek



Rate Policy

Below is the current rate policy for Grahek Technology. This document is subject to change without notice at anytime. Please refer to <https://grahektechnology.com/RatePolicy> for the most recent version of this document. If you have an IT Services agreement, please refer to that document for your rates / minimums as they may vary from the below.

General Rates

- **Remote Support Rates**
 - \$140/Hour/Per Person/Resource billed in one hour increments. Each incident will be billed at a minimum of one hour.
- **Onsite Rates**
 - \$140/Hour Per Person/Resource billed in one hour increments - Each person/resource has a minimum charge of one hour per visit. Travel time billed at the same rate as the hourly rate that is being charged. The additional travel fee will account for the time to travel to the site from our office and back to our office location.
 - Cabling and Installation Services will incur a truck roll fee of \$70 per site visit on top of hourly rates.
- **Emergency Rates**
 - Requests outside of our normal business hours (8AM to 5PM Monday through Friday) will be charged emergency rates. Emergency rates are one and a half times our standard rate with a 2 hour minimum - onsite will have all travel charged at the same hourly rate from the technician's location and back .

Consulting Rates

- Refer to your agreement for specifics

All agreements and work performed by Grahek Technology are subject to the terms and conditions published at <https://www.grahektechnology.com/termsandconditions/>

Company Name

December 22, 20



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Audit

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