

Ken Baker Consulting
PC Network Engineering and Support
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Basic Labor Price List

Network support: Onsite service	\$130.00 per hour: Client/Server networks \$95.00 per hour: Peer to Peer networks 1 hour minimum charge. Provides support for network-related problems and maintenance, including servers, network operating systems, the physical network, and hub/switches/routers. This includes Internet-related problems and maintenance affecting the overall network.
Workstation support: Onsite service	\$90.00 per hour 1 hour minimum charge. Provides support for workstation and standalone PC and Mac OSX problems and maintenance, including the operating system.
Telephone support Offsite service	\$60.00 per hour ½ hour minimum charge. Provides for <i>extensive</i> telephone support on a per-call basis. This type of support is for existing established hourly customers. An invoice will be mailed to you. Please note that quick problem resolutions and questions over the phone will still be free.
Consulting and research: Offsite/onsite service	\$90.00 per hour ½ hour minimum charge. Provides for <i>extensive</i> consulting and research services, either at your office or from offsite.
Support via email:	Free to existing established customers. Response time is typically within 24 hours, Monday through Friday. Support messages should be sent to ken@kbconsulting.org.
Before/After hours support:	Service can be arranged for before or after normal business hours, which are noted below. Hourly rates for before/after hours support are 1.5 times the hourly rate specified above, Monday through Friday.

Payment Options

Payment at time of service:	For those customers paying hourly for onsite service, an immediate 10% discount will be deducted from the labor charge if payment for services rendered is received at time of service.
Payment Terms:	Prompt payment of invoices with cash or check is appreciated and expected. If you have any questions regarding payment terms or have special needs, please feel free to contact me for more information. I do not accept credit cards or PayPal.

Service Contracts

Ken Baker Consulting offers service contracts for those companies wishing improved response time and a reduced rate. This involves a pre-payment of labor hour blocks at a reduced hourly rate. Pricing for basic services, as described above, is as follows:

Network support

Client/Server 10 hour block:	\$115.00 per hour or \$1150.00
Peer to Peer 10 hour block:	\$85.00 per hour or \$850.00

Workstation support

10 hour block:	\$75.00 per hour or \$750.00
20 hour block:	\$70.00 per hour or \$1400.00

Notes: Contracts can also be set up as "Dollar Value", where a pre-paid retainer is held on account and labor is deducted as used. Per-hour discounts are applicable depending on the amount of pre-payment. Please ask for details.

Before/after hours support charges are 1.5 times the contracted hourly rate for the service provided, Monday through Friday, and can be deducted from the prepaid block or retainer.

Referral Service

Ken Baker Consulting is pleased to refer you to reputable companies that provide computer reseller services, Internet connectivity, and other tech services. All of the companies that I refer to are solid companies and have proven track records. If you have a need for such services, please call for details.

Important

The prices shown are for the services noted above, may vary if you have special needs, and are subject to change without notice.

Normal business hours are 8:30 AM to 5:30 PM, Monday through Friday, excluding holidays.

Certain exclusions and/or limitations apply to service contracts with regard to supported issues, supported items, and third-party charges. More information or a sample contract is available upon request.