

*Unless covered by warranty, the following fees will billed for any work order.*

**Basic SMB Services Fees**

|              |  |              |
|--------------|--|--------------|
| TS-OS        | On-Site PC Fee (1 Hour Minimum)<br><i>Stand-alone non-networking PCs Only</i>  | \$ 130.00/Hr |
| TS-BL        | Bench Repair / Non-Warranty / Research Labor Rate  | \$ 95.00/Hr  |
| TS-NPF       | Estimate Charge / No Problem Found / One Time Look at Fee<br>(Minimum Charge for all Non-Warranty Tech Services)<br><i>Applied toward Labor Charge if work is done at time of drop off</i> | \$ 60.00     |
| TS-SWL       | Factory Software Only ReLoad (QuickRestore CD)<br><i>CD Drive Required - Selected Models</i>   | \$ 35.00     |
| TS-IT        | Installation Fee<br>After Market Products purchased from TSL (1 Hour Minimum)  | \$ 60.00/Hr  |
| TS-IE        | Products purchased elsewhere (1 Hour Minimum)  | \$ 95.00/Hr  |
| TS-PREP      | Basic Dealer PC Configuration Fee (HW & Pre-Load SW Only)<br><i>Includes Dealer Preparation and Diagnostic Testing for TSL purchases</i>   | \$ 50.00     |
| TS-SOFT2     | Additional Software Installation (per Title DOS or Windows)  | \$ 10.00/Ea  |
| TS-PREPM     | Custom Multimedia Kit Install & Config (Snd Card, CD-ROM, Drv)   | \$ 50.00     |
| TS-PREP-WLAN | Wireless SMB Network Setup WLAN  | \$130.00/Hr  |
| TS-BU        | DVD Back-Up Service For PC<br><i>Required for certain services - TSL is not responsible for data loss (Includes Media)</i>   | \$ 25.00/DVD |
| TS-IMAGE     | PC Imaging Service (Ghosting) - Backup or Restore<br>(On customer provided media HD)   | \$75.00      |
| TS-PCTU      | PC Tune-Up<br>(Complete System Check, Diags, Virus Scan, General Cleaning)<br><i>Bench Carry-In Only</i>   | \$ 75.00     |
| TS-DP        | Pick-Up/Return Fee or Depot Service (Metro Chicago Area)   | \$ 50.00     |



**Advanced Network Services**

|         |   |                      |
|---------|---|----------------------|
| TS-UNIX | UNIX/LINUX Services On-Site Fee (2 Hours Minimum)                                 | \$175.00/Hr          |
| TS-NOS  | Network On-Site Fee (3 Hour Minimum)  | \$150.00/Hr          |
| TS-NBL  | Network Bench Labor (1 Hour Minimum)  | \$100.00/Hr          |
| TS-CONS | Network or Systems Design & Consultation (Pre-Sales/Post-Sales)                   | \$175.00/Hr          |
| TS-AP   | Advanced PC Systems Network WS (1 <sup>st</sup> 30 min NIC ) Configuration (Prep) | \$90.00              |
| TS-HELP | Help Desk Phone or On-Line Support (All Products - 15min Minimum)                 | \$ 80.00/Hr          |
| TS-DRV  | Driver Update Service (House/Download) <i>CD \$6 extra</i>                        | \$10.00/\$15.00/Disk |

**Ask about our T-CARE Service Support Agreements which provide substantial discounts on block purchases of technical services.**

These fees only apply to services provided by Tallgrass Systems Ltd. Services provided by the manufacturer or other third party provider will be billed at the then current rates published by the servicing vendor. Fees are subject to change without notice. On-Line or Phone services require prepayment or payment guarantees in advance. Other special fees may apply to any service order, please inquire. Time units are measured in 15-minute increments (min 15 min). Corporate Sales Policy applies. Fees are portal to portal. Ask about new (first time) discounts!