

*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) <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 (Minimum Charge for all Non-Warranty Tech Services) <i>Applied toward Labor Charge if work is done at time of drop off</i>	\$ 65.00
TS-SWL	Factory Software Only ReLoad (QuickRestore CD) <i>CD Drive Required - Selected Models</i>	\$ 75.00
TS-IT	Installation Fees (Bench Only) 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) <i>Includes Dealer Preparation and Diagnostic Testing for TSL purchases</i>	\$ 95.00
TS-SOFT2	Additional Software Installation (per Title Windows App)	\$ 15.00/Ea
TS-PREP-WLAN	Wireless SMB Network Setup WLAN	\$ 130.00/Hr
TS-BU	External Storage Back-Up Service For PC <i>Required for certain services - TSL is not responsible for data loss (Includes Media)</i>	\$ 75.00
TS-IMAGE	PC Imaging Service (Ghosting) - Backup or Restore (On customer provided media /HD)	\$ 125.00
TS-PCTU	PC Tune-Up (Complete System Check, Diags, Malware Scan, General Cleaning) <i>Bench Carry-In Only</i>	\$ 95.00
TS-DP	Pick-Up/Return Fee or Depot Service (Metro Chicago Area)	\$ 65.00



**Advanced Network Services**

TS-UNIX	UNIX/LINUX Services On-Site Fee (2 Hours Minimum)	\$ 225.00/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 Configuration (Prep)	\$ 95.00
TS-RSW	Disaster Recovery/Ransomware (non-network device)	\$ 200.00/Hr
TS-HELP	Help Desk Phone or On-Line Support (All Products - 15min Minimum)	\$ 80.00/Hr

**Ask about our T-CARE Managed Service 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!