

New Clients

We request that all new clients **print and sign** this page prior to our arrival (problems permitting!). This represents our contracted typical policies, although each individual client agreement is different and must be approved verbally or electronically ahead of time and **supercedes** our typical policies outline.

Rates

Our standard rate is **\$150/hr**, billed in 5 minute increments. For on-site work, there is a **2 hour minimum** per visit. There is a **flat charge for travel** per-visit based on location, typically \$30-\$60 within the Metro-Boston area (within the Route 128 belt) and and Metrowest areas and slightly higher for locations outside of the Route 128 and Metrowest areas. Initial evaluations are not subject to the two-hour minimum. Travel beyond those areas or overnight is negotiated in advance.

Billable Time

Billable time is any time spent that **utilizes our expertise**. Time spent creating proposals, providing purchasing advice, walking through new facilities, meeting you at the Apple Store, speaking with vendors or contractors on your behalf... these are all billable functions. Just as with our service time, we do our best to complete these tasks **quickly and thoroughly**. We don't hang around and chat on your dime!

Payment

We require that new clients pay on site, in the form of cash or check. Please make checks payable to **Call Andy! Macintosh Consulting**. Existing clients with whom we have arranged terms will be billed according to those terms.

Email, phone, or remote support

Technology often enables us to solve your issues **without coming to your location** in some instances. We do this whenever possible, as it is the most efficient use of everybody's time. For existing clients, short calls (<5 minutes) or emails are **without charge**. For longer interactions or new clients, **we bill** our standard rate in 15 minute increments, but without travel or minimum.

Occasionally, we will **have to take a call** from another client when we're with you. We **do not bill you** for this time, and remember - that call **may be you** next time.

We use our discretion in evaluating whether or not phone, email, or remote support delivers more value than an on-site visit. If we feel that your issue **cannot be solved remotely**, we will work with you to schedule an appointment.

Cancellations

We understand that occasionally circumstances come up that require you to **cancel a previously scheduled appointment**. We will do our best to accommodate these situations, however, we ask that you give us as much notice as possible. Cancellations made **within 24 hours** of an appointment will be charged the **2 hour minimum** for that appointment, while cancellations made when we are **already in transit** will be charged at the **2 hour minimum plus travel**. We will always work with you to **reschedule your appointment** in a timely fashion.

Our hours

We're available **24x7x365**. Having said that, our "official" business hours are **9am to 6pm**, Monday through Friday, except for recognized holidays. Our on-site appointment starting times are typically **10am and 1:30pm**.

We do have to eat to think, so during any full-day appointment we will quietly step out for **30-45 minutes to grab lunch**. This is not billable time.

Any request to work outside of these hours is evaluated on a **per-request basis**.

Emergencies

We will do our best to provide the **fastest support possible**. If your emergency does not conflict with a previous appointment, we can generally **be on site** within travel time + 30 minutes during business hours. If it is an **after-hours emergency**, we can provide phone, email, and remote support at our typical rate if appropriate, or schedule you for the next available appointment. We evaluate each emergency on a **case-by-case basis** and work with you to get an **optimum resolution**.

But what IS an emergency?

An emergency is a situation where your ability to work is **totally compromised**. Only you can determine when a situation is an emergency, but here's a helpful checklist:

- You have restarted, and the problem still exists
- You have repaired disk permissions, and the problem still exists
- You have restarted your modem and router (for network issues)
- Your system is unresponsive
- You can't perform a critical function
- There is a very strange sound

- Smoke. Anywhere. Anytime.

For **after-hours emergencies**, we also request that you **ask yourself** the following before contacting us:

- Is there a temporary workaround, however imperfect?
- Can this wait until business hours?

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Signature: _____ **Date:** _____