



January 2011

**Starotech
Rates and Terms for 2011**

Business Technical Support:

Computers in an office group network : \$90 per hour
Computers in an office domain server network: \$100 per hour

Minimum of 1 hour will be billed per visit.
Billed by invoice, net 10 days.
Locations more than 30 minutes from San Leandro will be billed for travel time.

Business Contract Technical Support:

Rates and Terms per monthly contract – contact Starotech for this option

Residential Technical Support (including home based businesses):

First Visit: \$99 to resolve the issue, providing up to 3 hours of service
Standard Rate: \$90 per hour, minimum of 1 hour billed per visit

Payable at time of service.
Locations more than 30 minutes from San Leandro will be billed for travel time.

Website Support:

Website design : Costs varies depending on complexity of website

Website maintenance: \$90 per hour for static changes
minimum of 15 minutes billed for each change

Starotech now accepts all major credit cards

