

Billing Rates for Software Services



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Date Effective	January 1 st , 2008
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SWYER Associates, Inc. adjusts its billing rates according to the amount of time spent resolving each incident or finishing each individual project. The rates are as follows:

Amount of Time Spent	Hourly Rate:
1 Hour or less	\$95.00 per Hour
Up to 4 Hours	\$85.00 per Hour
Up to 16 Hours	\$75.00 per Hour
Up to 32 Hours	\$65.00 per Hour
Up to 40 Hours	\$60.00 per Hour
Over 40 Hours	\$55.00 per Hour

These rates apply to:

- Software Support
- Travel Time to site (one way) - if required
- Phone or Remote Support (some Phone/Remote support is covered – see the maintenance agreement for details)

Other factors to be considered:

1. Time spent on support or in travel will be counted in $\frac{1}{4}$ **hour increments** and will be charged accordingly.
2. For larger projects, discounted rates may be available. In this instance, a customized project quote will be provided.
3. These rates apply to services provided Monday through Friday 7:00AM to 5:00PM EST. Evening rates from 5:00PM TO 7:00AM EST the next day, as well as Saturday, are time and a half the standard rate. Sundays and Holidays are double the standard rate.

If you have any questions about our billing rates or policies feel free to contact us at (717) 757-6478.