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## Services Rate Sheet

### Standard Rates

- Professional Services Mon – Fri, 8 am – 5 pm East Coast Time
- Phone and remote support will be billed in 15-minute increments at the rates listed below.
- The On-site Billing Policy below applies to all On-Site Support.

Services	On-Site   Rate Per Hour	Remote   Rate Per Hour*
PLC / HMI Programming Rockwell, Beckhoff, Siemens	\$95	\$75
Labview Programming ACS Motion Control	\$125	\$95
AutoCAD Electrical		\$65
Project Manager	\$150	

Emergency After-Hours Rates	Major Holidays Rates
Monday – Friday, 5 pm – 8 am East Coast time and weekends.	New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, and Christmas.
This applies to all support requests/emergencies that have not	All Scheduled and unscheduled work: All hours.

been pre-scheduled with your resource.	
\$185 per hour for on-site service calls for all resources	
\$125 per hour for phone and remote support for all resources, billed in 15-minute increments	

### On-site Billing Policy

- On-site service calls will incur billing for drive time, one way.
- On-site minimums for customers within these service areas as defined below:
  - **Local Customers<sup>1</sup>**: 2-hour minimum billing. The 2-hour minimum does not include drive time.

For out-of-market resources, on-site minimums of 4 hours or more will apply.

- **Out-of-Market: Area 1 Customers<sup>2</sup>**: 4-hour minimum billing. The 4-hour minimum does not include drive time.
- **Out-of-Market: Area 2 Customers<sup>3</sup>**: 8-hour minimum billing per day that we are on-site. The 8-hour minimum includes the drive time. The last day for on-site and/or travel will incur a 4-hour minimum billing.

**<sup>1</sup>Local Customer** – Located within a typical drive time of less than 1 hour from 11 Saxon Rd Worcester, Ma. 01602

**<sup>2</sup>Out-of-Market: Area 1 Customer** – Located between 1 – 2 hours’ drive time from 11 Saxon Rd Worcester, Ma. 01602

**<sup>3</sup>Out-of-Market: Area 2 Customer** – Located in an area more than 2 hours’ drive time from 11 Saxon Rd Worcester, Ma. 01602

**Cancellation Policy:** Same-day cancellations for scheduled on-site visits will incur a 2-hour charge per resource at their applicable rate.