

UNITED PC

P O Box 7473 • Sebring, Florida 33872
TEL: (863) 402-1717 • FAX: (863) 314-8896 • WWW.UNITED-PC.COM

December 1, 2020

Subject: Important Message To Our Customers

To whom it may concern,

United PC has been serving Highlands County and the surrounding areas since 1998. In that time we have seen many changes in the world around us and how our customers utilize technology. We have always strived to be at the forefront of these changes and provide our customers with knowledge and experience that can carry them into the future. We believe that we continue to provide this level of service to our customers now and we will continue to strive to do so.

One of the hardest things for a business to do it to notify its customers about changes that will affect them directly or indirectly. One of those changes is price increases. United PC has not increased prices in almost a decade. Unfortunately, due to the unprecedented growth in our economy, as well as recent political decisions made, we have decided that we can no longer avoid raising our prices.

You will find a link to our new price list [HERE](#), which goes into effect on January 1, 2021. Any services initiated or provided prior to January 1, 2021 will be honored at our current prices. Managed Service Plan pricing will remain unaffected. Additionally, the following policies will be more heavily enforced beginning January 1, 2021:

- Managed Service Plan (MSP) customers will receive priority response over hourly customers.
- Diamond MSP customers will receive priority over other MSP and hourly customers.
- Hourly rates are billed at a one (1) hour minimum, then one half (½) hour increments.
- \$20 deposit is required for all in-shop work.
- **NEW** Block time can be purchased in advance with an hourly discount. Ask for details.

We are hopeful that the reinforcement of our policies and procedures will allow us to continue to provide our customers with high quality and uniform customer service. We appreciate your continued business!

Sincerely,



Michael R. Chambers

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Basic Services / Price Sheet

The following charges take effect and replace our existing charges as of January 1, 2021

GENERAL LABOR & BASIC SERVICES	
Diagnostic / Bench Fee ¹	\$ 40.00
Travel / Pickup / Delivery (TPD) Fee ²	\$ 40.00
Remote Assistance ^{3, 4}	\$ 40.00/hr
Consultation ⁴	\$ 80.00/hr
Shop/Site Labor (1 Technician) ⁴	\$ 80.00/hr
Rush Fee - Non-Refundable ⁵	\$ 80.00
Full Service - Clean-Up - Complete Hardware Diagnostics - Virus/Spyware Removal - Software Clean-Up & Optimization - Physical Clean-Up & Wipe-Down	\$ 140.00
Simple Clean - Virus/Spyware Removal - Software Clean-Up & Optimization	\$ 80.00
Operating System (OS) Installation ⁶ - Includes driver & OS updates for supported versions of Windows, macOS, and Linux	\$ 45.00
Server Operating System (OS) Installation & Configuration ⁶ - Includes driver & OS updates for supported versions of Windows, macOS, and Linux - Also includes basic file sharing setup and configuration (excludes Windows Active Directory)	\$ 100.00
Backup & Data Transfer ⁷ - Includes (1) Organize & Restore Data	\$ 40.00

1. Diagnostics Include - Initial troubleshooting, preliminary virus / spyware scans, and an attempt to duplicate the problem as described by the customer. If necessary, a complete hardware diagnostic and stress test is performed. Upon duplication of the problem, a diagnosis is then given. The customer has the option to continue to repair or stop at the completion of diagnostics.
2. TPD fees are discretionary. A mileage fee may be imposed in place of a TPD Fee as the situation warrants and charged at two times (2x) the federal minimum mileage reimbursement rate.
3. Remote assistance requires the customer to have a high-speed internet connection and that they are able to successfully connect to the Internet. Upon establishment of a remote connection, the customer will need to agree to the United PC Remote Assistance Terms and Conditions.
4. Labor, including Consultation and Remote Assistance, is billed at one (1) hour minimum and then billed at one half (½) hour increments.
5. Rush Fees are non-refundable under any circumstances. Customer's device will be moved to the 1st non-rush position in the job queue or appointment slot and will be serviced in that order.
6. OS installation consists of valid copies of Operating Systems w/ current updates, current drivers and preload tools/software. Software must be properly licensed.
7. Backup consists of data only. Programs are not included and are not guaranteed functional after restoration.