

Financial Year of 2011

Dear Applicant,

I'm pleased to provide you with some general company information and our current billing rates. PC Services is seasoned in delivering quality services and products to our wide client base. We welcome the opportunity to work with you and your team.

General Company Information:

Our business was founded in 1991 on the ethics of providing the best service and solution, at a fair price. From here we built the impeccable and ethical service standards and foundations on which our company managed to grow. We have since grown to a diverse and dedicated group of 12 consultants, hand picked to solve any problems the industry can throw at us.

We will always advise our clients to the correct solution without prejudice, and are proud of the versatility of our technicians in this regard. We aim to be the single point of contact for our clients, creating innovative and tested techniques to solve issues across the IT spectrum. These ethics run through our daily work routine and all employees follow it very strictly.

Labour rates:

Our hourly rate from 1 April 2010 is R410/hour VAT exclusive.

We do not charge a call-out fee, but we do bill a minimum amount of time for a call-out, based on the distance from Stellenbosch to the client:

Distance from office	< 10KM	10 – 25KM	26KM – 60KM
Minimum time billed	0.5hr	1.0hr	1.5hr

Additional time is billed in 0.5 hour increments for every 0.5 hours or any part thereof.

Phone, remote and carry-in support:

Work done in our office (where the computer is brought to us), as well as phone and remote support, will be billed in ¼ hour increments.

After hours support rates:

We supply 24/7, 365 days a year support. Our after hours support rates are as follows.

Day	Monday – Friday				
Hours	00:00-07:00	07:00-08:00	08:00-17:00	17:00-20:00	20:00-00:00
Normal rate x	2x	1.5x	1x	1.5x	2x

Day	Saturday		Sunday	
Hours	00:00-09:00	09:00-15:00	15:00-00:00	00:00-00:00
Normal rate x	2x	1.5x	2x	2x

A minimum fee of 1 hour will be charged for any work done when rates increase to 1.5x. Similarly 1.5 hours minimum will be charged when rates increase to 2x.

Public holidays:

On a public holiday everything from 17h00 on the last working day preceding the public holiday until 08h00 on the first working day following the public holiday will be charged at normal rates x 2 (normal minimum billing rule applies). In short, if a Monday is a public holiday, the whole weekend and Monday is considered to be a Sunday.

Phone support:

Any after hours phone support will be billed at a minimum of ½ hour at the increased rates.

Maintenance contracts:

We've had quite a few clients who have asked for some sort of maintenance contract for their normal IT spending, to ensure there are no nasty surprises at the end of the month. For these clients we have come up with a maintenance contract to cover all the basic IT spending, excluding upgrades / expansion of their current IT infrastructure. Basically we will supply all labour to maintain their system and / or sort out system failures at a fixed rate. The short version of the costs involved, are (monthly, excl. VAT):

R600 per server

R300 per PC

R100 per printer

Labour for upgrades / expansion will be handled as per the normal billing structure.

Discounted carry-in labour rates:

Sometimes a specific piece of IT equipment may not be mission-critical and it may not be necessary to have it repaired on-site. This saves us, as a company, money on the costs of physically driving out to the client, as well as time wasted on the road. We have, therefore, decided to introduce a special rate for clients who:

1. Deliver their PCs to us and collect it upon completion of the work.
2. Are willing to wait for a repair job and are not insistent on having their PC looked at immediately upon arrival at our offices. PCs will be handled first in, first out.

We will charge R250/hr (excl. VAT) for this service (broken down into quarter hour increments).

Discounted pre-bought labour rates:

This new initiative is aimed at clients who generally spend at least a certain amount with us monthly for general labour costs. It affords the client the opportunity to pre-buy this labour at a reduced rate. The rates are (excl. VAT):

Hours per month	Rate per hour
1-5	R 390.00
6-10	R 370.00
11-20	R 340.00
21-30	R 320.00
31-40	R 300.00
41-50	R 280.00
50 +	R 260.00

This is a “staggering” rate. For example, if you want to pre-buy 26 hours, you will be billed as follows:

R390 for hours 1-5, R370 for hours 6-10, R340 for hours 11-20 and R320 for hours 21-26. This will work out to an average of roughly R350/hr.

You can commit to any number of hours. Unused hours will expire at the end of the month, and any hours spent in addition to your pre-bought hours will be charged at our normal hourly rate.

Delivery of goods:

Delivery or collection of goods will be billed at the following rates.

Distance from office	< 10KM	10 – 25KM	26KM – 60KM
Rate Charged	R 50.00 Incl.	R 125.00 Incl.	R 250.00 Incl.

Free delivery of goods will happen for the following conditions:

Distance from office	< 10KM	10 – 25KM	26KM – 60KM
Value of goods	R 5000.00 +	R 10 000.00 +	R 20 000.00 +

Should there be any queries, please contact us (as always 24 hours) on (021) 883-8271.

Regards,

The PC Services Team