



COMMERCIAL PRICE LIST
Mission Critical Solutions: Service Department Schedule of Services

Document Purpose: This document determines the billing rates for work performed by the MCS Service Department employees. It is intended to be used as a basis for pricing and quoting for MCS customers. This document does not address special pricing set up for specific customers but rather provides a framework for pricing on all other customer work.

Customer Pricing Schedule¹:

CAT #	MCS SERVICE DEPARTMENT RATE SCHEDULE	STANDARD	OVERTIME	HOLIDAY
1	Journeyman Electrician / Electrical Technician	\$76.00	\$114.00	\$152.00
2	Apprentice Electrician / Helper Electrician	\$38.00	\$57.00	\$76.00
3	Telecommunications Technician	\$65.00	\$98.00	\$130.00
4	A/V Programmer-Engr / Systems Engineer	\$129.00	\$193.50	\$258.00
5	Audio Visual Technician	\$59.00	\$88.50	\$118.00
6	IT Technician - Hardware Services / Basic PC Work	\$59.00	\$88.50	\$118.00
7	IT Technician - Network Services / LAN - WAN Services/ Server	\$89.00	\$133.50	\$178.00
8	IT Technician (Field) - Hardware Services / Basic PC Work / Telephony	\$99.00	\$148.50	\$198.00
9	IT Technician-Engr. (Field) - Network Services / LAN - WAN Services/ Server	\$129.00	\$193.50	\$258.00
10	Key System (KSU) Technician	\$75.00	\$112.50	\$150.00
11	PBX / VOIP Technician	\$110.00	\$165.00	\$220.00
12	Applications Engineer	\$129.00	\$193.50	\$258.00
13	SME / Lead / IT Consultant	\$200.00	\$300.00	\$400.00

Expedite Fees: Any order placed with MCS Service Department requiring the technicians to be on-site in 72 hours or less after the order is placed will be subject to an expedite fee of \$100.00. In a case where an expedite fee is charged, normal rates structures apply.

Pricing Notes:

The following notes apply to all customers without any previous or special account set up:

1. All accounts are C.O.D. by default; no new customer is extended payment terms without a credit application and approval by MCS.
2. Rates quoted above do not include travel; MCS will charge time for service calls from the point that the technician engages in any work for the customer to the time that the technician returns to the MCS office and completes the billing on the work order.
3. Walk in customers or in-house work requests will be billed for (1) hour minimum for any work requested.
4. On-site work requests will be billed for (2) hours minimum on all requests.
5. MCS standard time rates apply to work performed between the hours of 7:00 AM and 6:00 PM. Work outside of these hours will be billed at an overtime rate. Overtime rates will also be applied for any work that requires more than 8 hours for a single technician in a single calendar day.

¹ Overtime and holiday rates are included here only for ease in identifying the proper rates for current service prices. Overtime rates are calculated at a time-and-a-half rate and holiday rates are calculated at a double-time rates.

² These rates for material mark-ups only apply to work orders that blend labor and materials. For material only pricing, contact the V.P. of Business Development for rates and mark-ups.

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