

## **Commercial Customer Service Pricing**

Aerial's standard pricing for services is based on a per call service. Please refer to "Maintenance Options" for additional information regarding other service options.

### Cabling Services:

- Aerial provides (non IP) voice systems cabling \$50.00 per hr.
- Aerial provides data network cabling \$55.00 per hr.
- Aerial provides fiber cabling \$90.00 per hr.

### Computer Maintenance:

- On-site hardware and software service \$75.00 per hr.
- In-house hardware and software service \$70.00 per hr.

### Service Call Rates:

- Bedford Borough limits \$25.00 per call
- Bedford County \$50.00 per call
- Out of Bedford County \$100.00 per call

### Consulting Service:

- Site visit and recommendation provided \$75.00 per hr.

### Maintenance Options:

- Aerial also offers a maintenance option for customers that want to prepay for a "Block of Time". Aerial provides a ten (10) hour block of time based on a \$70.00 hourly rate. No service call will be charged within Bedford County. Out of Bedford County the reduced service call rate of \$50.00 per call will apply.
- All service calls are deducted from the block of time. This option is not based on an annual period with all remaining time carried over to the next calendar year. Monthly statements will be mailed to the customers showing usage and the current remaining time.
- Volume products and/or services will be quoted on a case by case basis providing an accurate cost effective price to our customers.
- Aerial is open to discussions regarding other service options to meet customer requirements.

Aerial provides hardware and software products to our customers but will be quoted based on the current market pricing plus shipping costs.

Aerial will strive to maintain the listed pricing but reserves the right to change pricing as required without notice.

Billing is based on one half hour increments for the on-site time. Travel is included in the service call.