

Dear Technical Clients

Our current economic situation is highly affected by events of the world, and as you no doubt are experiencing, I have found my corporate reality shifting.

For the last 10 years, I've held my rates the same, while continually investing in my knowledge base in the shifting world of technology. I've considered increasing my hourly rate to match changes in the cost of living in this past decade, but I find that as the economy falters and each of my client's income base shifts with the tide, it's probably impractical to do so.

I'm pleased to let you know that my **regular hourly rate** for the upcoming year **will remain consistent** with the past decades' charges of \$95 per hour.

However, I'm forced to address the fact that much of my time is spend in unrecorded and unbilled time. While I've had a policy of offering no-charge support calls for a single item resolved in a less-than-five-minute phone call, I find that with the variety of modes of communication, and repeated calls to resolve issues, too much time and service has gone unbilled. In addition, the cost of providing after-hours support warrants a related rate differential.

Like any professional-services provider, all I have to sell is my time. So, like your accountant or lawyer, I've decided to track time more closely, and charge clients for the actual time spent on servicing their needs. To simplify the billing process I've established a "menu" of services, and provide it to you here for your information.

**Regular Hourly Rate:** **\$95.00/hr**  
9:00 – 5:00, Monday to Friday

**Emergency Service Rate\*\*:** **\$175.00/hr**  
For support outside of normal hours of operation.

**Billing Increments:**  
A minimum .2 hr (12 min) charge for service such as receiving and responding to support requests via any mode of communication including, but not limited to telephone, text messages and emails. Time spent in excess of the minimum will be billed in .1 hr increments.

Chargeable time starts at initial contact and covers time dedicated to providing service. Included is travel time **to** jobsite if necessary and providing detailed reports on the work done. Tickets are then compiled into bi-monthly or monthly billings. They provide a detailed explanation of the time to be charged so that clients have immediate feedback on problems and the cost of providing a solution.

I'm working on a 'support portal' that will provide you with the ability to request service online. The idea is to cut down on the time it takes me to address the problem, and thereby reducing your overall costs.

Revised billing procedures are effective immediately. Thank you very much for your past support and I look forward to providing you with the most broad-based technical support package possible.

Regards,

Peter Addison

Addison Graphics Ltd.