



Service & Labor Rates

Partner Support Rates

1/2 Hour Remote Labor	\$92.00
1 Hour Labor and/or Project Management	\$140.00
1 Hour Advanced App/Networking Labor	\$196.00
After Hours/Holiday Labor (hourly)	\$180.00
After Hours Advanced App/Networking Labor (hourly)	\$236.00

Non Partner Support Rates

1/2 Hour Remote Labor	\$96.00
1 Hour Labor and/or Project Management	\$168.00
1 Hour Advanced App/Networking Labor	\$236.00
After Hours/Holiday Labor (hourly)	\$240.00
After Hours Advanced App/Networking Labor (hourly)	\$308.00

**Telco Services contracted through Matrix Networks are repaired at no charge. Services not contracted through Matrix Networks are billed at the Standard Labor Rate. Adds, Moves, and Changes are billed at the Standard Labor Rate.

Scheduling Times

- Emergency Response within 3 hours
- Non-emergency Service: 1-2 business days
- Minor programming, adds, moves, and changes: 2-3 business days
- Major projects and Installations: time frames vary based on scope of project
- Partner and Non-Partner Support Labor Rates: 1 hour minimum billed in 15 minute increments thereafter. Initial billing includes ½ hour charge for travel and ½ hour labor charge for on-site work. After Hours/Holiday are billed a minimum of 1 hour for remote support and 2 hours for on-site support.
- Expedite fees for service outside of normal lead times are billed at 150% of Partner Support or Non-Partner Support Labor Rates. Expedite fees for installations range from a minimum of \$750.00 up to 5% of the system's purchase price.

Office Hours

Monday - Friday
8:00 AM to 5:00 PM

www.MatrixNetworks.com

Service@MatrixNetworks.com
503-654-3000

Scheduling Cutoff:

2:00 PM
Each Business Day

**Response is defined as any manner that Matrix Networks acknowledges a customer's situation and begins corrective action, whether it is by a phone call, by accessing the system remotely, or by driving to site.