



Alyrica Networks, Inc.

Rates, Fees, and Refund Policy

February 24, 2016

Alyrica hourly rates vary depending on the type of work being performed. Hourly rates do not apply to most fixed wireless installations or to flat rate quoted contract work.

HOURLY RATES

Tech 1 services - \$95/hr

General computer services, onsite or offsite; PC backup services; equipment installation labor

Tech 2 services - \$175/hr

Server administration; network / wireless / security consulting and engineering; programming and website design

Onsite and after-hours minimum charge 1 hour; normal Alyrica premises minimum 1/2 hour. Onsite work is billed for any travel time. "Urgent" and after hours callout rate is 2x normal rate. Holiday callout rate is 4x normal rate and includes all 'doors closed' holidays as published in the yearly holiday schedule. Work billed in half-hour increments.

REFUND POLICY

Because the majority of Alyrica Networks, Inc. business is service, all refunds are at Alyrica Networks, Inc. sole discretion. Any hardware that is sold by Alyrica Networks, Inc. if accepted back, may incur a 20% restocking fee.