

## CONSULTING SERVICES

Digital Applesauce is quite versatile in the services it can provide you. The list below is just a sampling of what we have to offer you:

- Macintosh and PC consulting: From setting up a new computer to fixing anything that might be ailing your old computer.
- Network Consulting: From connecting 2 computers together to setting up 100 node LANs.
- Filemaker Database Design
- Web Pages
- Web hosting: giving your web page a home
- Email hosting: For business with multiple employees, but only one email account.
- Spam Filtering: For business that require an enterprise spam solution.
- Training: Mostly internet, general computer use, filemaker and photoshop. I also do training with building web pages.

## BILLING RATES

Hourly	\$100/hr
Driving	\$50/hr(only out of city limits, both ways)
Phone Calls	\$100/hr (if over 10 minutes)
Minimum Time	45 min
Outside City	1 hr
Within Office	15 min (if you are an employee inside of an office that bills you directly)

## Digital Applesauce

Getting to know your computer consultant



### DIGITAL APPLESAUCE

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# GETTING TO KNOW THE COMPANY

Dear esteemed client,

This mailing is to serve as a guide for everything you need to know about doing business with Digital Applesauce. You will find information on what services I offer, how best to contact me for service, and a comprehensive list of our billing policies. Of course if there is anything that you that you might have a question on that is not included here, please feel free to call, fax or email me. Thank you so much and I sincerely appreciate the business!



## Staying In Touch

Even though I have every single form of communication known to man at my disposal, you might be surprised how hard it can be sometimes to get me on the phone. On the average I receive between 20 and 30 voice messages a day. Adhering strictly to the principle of only spending 2 hours on the phone per day, it's not uncommon for messages to go unanswered for days or sometimes not at all. Therefore, I've tried to setup some guidelines to contact me that work more effectively than voicemail. In general, I try to keep office hours between 8 and 10 a.m. The #1 way to talk to me in person, be it about a problem I can work with you over the phone or to schedule an appointment, is to call between these hours. If you have a non-emergency situation, I strongly suggest jotting it down on a post-it and calling during office hours.

The 2nd best method to contact me is by either email or fax. I check both of these first thing in the morning and will usually respond to them within one to two working days. The worst (yet most common) method to contact me is either by leaving a voice message or paging me numerically. I will do my best to get back to you, but rarely is it within 24 hours. Of course, quite often there are emergencies arise that can not necessarily wait until the next day. In this instance your best bet is to call my voice number and press 0 to have me paged directly. Please give a short description to the operator of what your problem is (i.e. "The server is down"), so that I have an idea of the severity of your problem.

In addition, you may also call my cell phone. If I am in an appointment, I will usually not answer it. However if you need immediate help during the day, definitely give it a try.

## Billing

My billing policies are quite straight forward:

- I do not bill for things I am unfamiliar with. If I have to learn something, I do it on my time.
- I do not bill for time spent in your office that is not work related.
- I do not bill for problems that reoccur after I've already billed for them (within reason). If I have to revisit a problem that ends up using more than 1/2 hour to fix it, I'll probably add to the bill. Of course, there are some problems that cannot be fixed on the first try and require multiple visits.
- I do not bill for phone calls less than 10 minutes as long as it doesn't become a daily habit! I try to use common sense for all of my billing. If there is ever a discrepancy with your bill I encourage you to contact me so that we might discuss it. In almost every instance I give the client the benefit of the doubt.

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