



## SERVICE DEPARTMENT REPAIR & FIELD RATES

### Video Repair:

Service	In Shop Labor Fee	Field Rate Labor Fee	On Site Preventative Maintenance
<b>Video Equipment:</b> Video Decks, Cameras, Video Switchers, Vectorscopes, Waveform Monitors, Video Monitors, Plasma Displays, Projectors	\$85/hour	\$100/hour (2 hour minimum)*	\$85/hour (2 hour minimum)*  Service Support Plans Available
*Trip Fee Applies *Charged in 1/2 hour increments			

### Audio Repair:

Service	In Shop Labor Fee	Field Rate Labor Fee
<b>Analog:</b> Keyboards, Power Amps, Guitar Amps, Accessories, Wireless Microphones, Microphone Systems, Speakers, Mixers	\$75/hour	\$95/hour (2 hour minimum)*
<b>Digital:</b> Consoles, Recording Systems, Mixers	\$90/hour	\$110/hour (2 hour minimum)*
*Trip Fee Applies *Charged in 1/2 hour increments		

### Computer Services: Broadcast, Post Production and A/V Support

Service	In Shop Labor Fee	Field Rate Labor Fee	On Site Preventative Maintenance
NLE Post Systems, A/V Control Systems, Digital Audio Systems	\$100/hour  Rush Priority \$75/Flat Fee + Hourly Rate	\$125/hour (2 hour minimum)*	Service Support Plans Available
<b>On-Air Critical Support:</b> Systems and equipment critical to on-air broadcast operations	N/A	\$175/hour (2 hour minimum)*	Service Support Plans Available
<b>Phone Support</b>	\$100/hour (1/4 hour increments)		Service Support Plans Available
*Trip Fee Applies *Charged in 1/2 hour increments Please inquire about specialty product rates.			

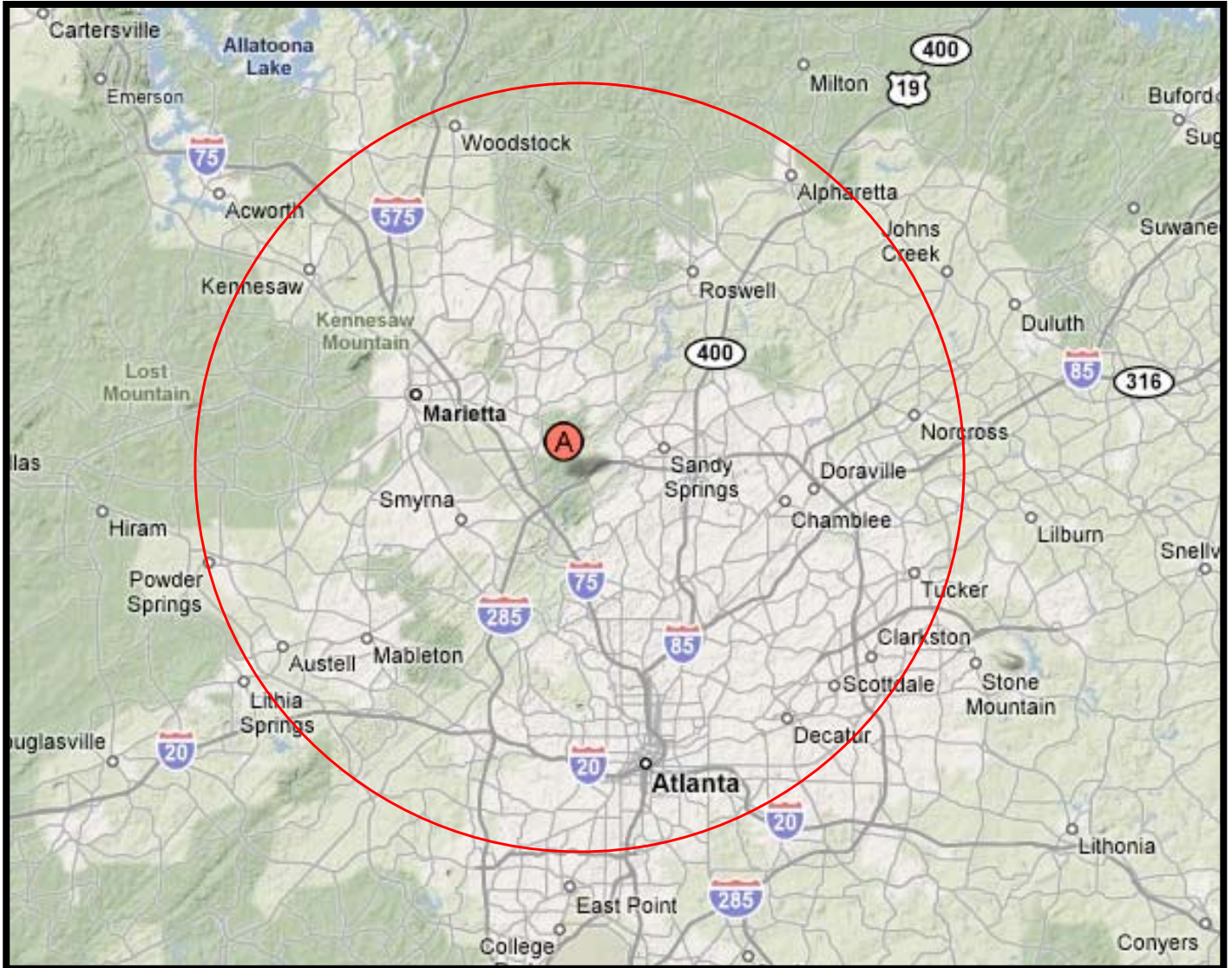
*Our Service Support Plans can save you money. Ask us how!*

V008

## Professional Broadcast and Audio Visual Solutions

Equipment Sales and Consultation · Systems Design and Integration · Service and Repair · Training Services

2030 Powers Ferry Rd · Suite 130 · Atlanta, GA 30339 · 404-352-3000 · 1-888-557-4284 · www.ctgatlanta.com



### Travel Rates:

- Site visits for Metro Atlanta within 25 miles of CTG are subject to a \$48.50 trip fee, in addition to the applicable hourly rate (not applicable to Service Support Plan customers).
- Site visits over 25 miles but less than 100 miles one-way are subject to the applicable hourly labor rate from portal to portal (not applicable to Service Support Plan customers).
- Site visits greater than 100 miles from Atlanta or requiring overnight travel require a quote for a day rate plus travel time and expenses.

## *Go Further Start Here*

### *Professional Broadcast and Audio Visual Solutions*

*Equipment Sales and Consultation · Systems Design and Integration · Service and Repair · Training Services*



## SERVICE DEPARTMENT TERMS AND CONDITIONS AND GENERAL INFORMATION

### Terms and Conditions and General Information:

The published Service rates are for services performed during CTG's standard business hours, Monday through Friday, 9:00a.m. to 6:00p.m. ET. A Minimum Repair/Deposit fee is required for each unit before it will be accepted and/or repaired by CTG. CTG's required deposit fee(s) is equal to one labor hour, or the minimum labor required, for the applicable Service repair requested. Subsequent labor is billed in one half hour increments. On-site field service and/or repair for non-scheduled work after business hours or on the weekend is subject to the applicable hourly service labor rate at time and one half (a four (4) hour minimum may apply) and applicable trip fees.

Deposits are applied toward the cost(s) for the repair of the unit or for evaluation. To expedite repairs, you may approve a "NOT TO EXCEED" preliminary estimate based on the average cost of repair for a similar unit. If the actual repair cost is less, the Customer will be charged and/or billed accordingly. If the cost exceeds the pre-approval amount, CTG will submit a new estimate for Customer's approval before the unit is repaired. Customer has ten (10) business days to approve or disapprove such Estimate. Upon expiration, the Estimate becomes null and void and the Customer is expected to arrange for pick up of the unit and/or have CTG return-ship the unit to the Customer at the Customer's expense. Payment is due upon completion of service, unless an account has been established. Warranty service work is done at the discretion of the original manufacturer and the Customer is responsible for any balance due. Customer is responsible for all shipping charges relating to the repair of the unit. CTG does not ship equipment to P.O. boxes and requires that the Customer provide a shipment value on each unit. CTG is not responsible for equipment damaged during shipment. CTG accepts the following as payment for Minimum Repair/Deposits and services rendered:

- VISA
- MC
- AMEX
- Personal or Company checks are accepted with prior approval only.

Customer will be responsible for insuring the Equipment against all loss and acknowledges that the Equipment is not insured or otherwise protected against loss occasioned by theft, fire, vandalism or other causes beyond CTG's control. In addition to all other available legal and equitable remedies, client grants CTG a lien on the Equipment for all charges for work or repairs (including parts and labor), storage, shipping, and reasonable attorney's fees. Any Equipment not picked up by the Customer for more than thirty (30) days following CTG's notice that work or repairs have been completed will be deemed abandoned by Customer, and further grants CTG the right to sell the Equipment. If any charges remain unpaid following thirty (30) days from the date of CTG's invoice, CTG may refer the charges to its attorneys for collection and the Customer shall pay all expenses of collection, including reasonable attorney's fees. Customer agrees to pay CTG for all work performed and approved. CTG standard labor is guaranteed for thirty (30) days from pick up date of your repaired item; parts carry manufacturer's warranty only.

Customer shall be exclusively responsible for the supervision, management and control of its equipment, and CTG or its authorized representatives shall have no liability therefore. Without limiting the generality of the foregoing, Customer shall make back-up copies of all relevant programs and media prior to the performance by CTG of any service.

### **Travel Rates:**

- Site visits for Metro Atlanta within 25 miles of CTG are subject to an applicable trip fee, in addition to the applicable hourly rate.
- Site visits over 25 miles but less than 100 miles one way are subject to the applicable hourly rate from portal to portal.
- Site visits greater than 100 miles from Atlanta or requiring overnight travel require a quote for a day rate plus travel time and expenses.

# *Go Further Start Here*

V008

*Professional Broadcast and Audio Visual Solutions*  
*Equipment Sales and Consultation · Systems Design and Integration · Service and Repair · Training Services*

2030 Powers Ferry Rd · Suite 130 · Atlanta, GA 30339 · 404-352-3000 · 1-888-557-4284 · www.ctgatlanta.com