



Kauai Office: (808) 245-6255  
Maui Office: (808) 874-4928  
Oahu Office: (808) 386-1098  
{Lic#C-24211}  
www.pachawaii.com

## Kauai Services & Rate Sheet Update 2017

Company: Pacific Audio & Communications, Inc. (PAC) has been in Hawaii since 1991. Our company's headquarters is on Maui and is headed by Phil (Pres.) and Pat (V.P.) Mulligan. Offices are located in Maui & Kauai. Please see our web site for more information.

Services: PAC designs, engineers, installs, programs and maintains the following electronic systems; custom audio and video, controls integration, digital telephone, lighting control, networking (LAN), structured wiring (phone, cable, network) security, video surveillance and other related technologies.

Our rates are as follows:

Initial meeting/consultation: Fee may apply

Budgetary Proposal w/system Allowances: No Charge

Provide System Design Proposal: Fee TBD Based on work to be completed (A non-refundable design fee that will be applied towards the balance due should the proposal be accepted by the customer).

Additional consultation, engineering, installation and service labor: \$95.00 per hour

Programming labor (All Systems): \$125.00 per hour

E-waste Disposal Fee: \$50-\$100

All rates are per technician – per man hour. Work that is not completed and returned to on another scheduled date will be charged at \$95 per hour per technician with no minimum charge for the additional days until the job is completed.

Basic Service calls: \$125 minimum charge for up to 1 hour and \$95 per hour (billed in 1/4 hour increments) thereafter for all service calls scheduled by our office.

Weekend and After Hour Rates: After hours work begins at 5:00pm or later. \$250 minimum charge for up to 1 hour and \$142.50 per hour (billed in 1/4 hour increments) thereafter for all service calls scheduled by our office.

Emergency calls: \$500.00 minimum charge for up to 1 hour and \$285.00 per hour (billed in ¼ hour increments) thereafter. Billed time begins when the technician leaves his current job or location and ends when he arrives back to his current job or location. Emergency calls can be at any time on any day. Emergency calls are non-scheduled service calls where the customer requires immediate response and the technician must stop whatever job or task they are currently performing and drive immediately to the emergency location.

Holidays Observed by PAC:

New Year's Eve & Day

4th of July

Memorial Day

Labor Day

Thanksgiving & Day after Thanksgiving

Christmas Eve & Day

Credits: When on the job for time and material work it is common for us to get phone calls related to another job. Any time taken away from a job for this reason will be removed from the total time for that customer or job. Customers will not be charged for a technician's time while on a service call for them if the technician is dealing with another customer's job on the phone.

Payment: Customers who do not have an account with PAC will be required to provide a credit card to hold their appointment, a credit card authorization form will be provided. At the end of the service work performed, Customer may pay by check and/or credit card. We accept VISA, MC and Amex. All account customers will be billed with payment due net. 30 days.

Customer provided equipment: Unless special arrangements are made during contract negotiation, all jobs where the customer has elected to provide their own equipment will be charged at the weekend hourly rate. We select equipment specifically for its suitability for a particular job and the features it has that enable us to set up and program the system for optimum operation. It is common for customers to provide their own equipment that don't have the features we require to make the system work properly. Subsequently we spend additional, unplanned, time and effort to make systems work properly. PAC will not warranty or service any equipment that it does not sell.

Kauai Crew:

Operations Manager-Scott Greenleaf, [scott@pachawaii.com](mailto:scott@pachawaii.com) Project Manager-Alex Shmarev, [alex@pachawaii.com](mailto:alex@pachawaii.com)

Office Manager-Delcey Garma, [office@pachawaii.com](mailto:office@pachawaii.com) Account Manager-Kathleen Robb-Walshak, [admin@pachawaii.com](mailto:admin@pachawaii.com)