

Dear Clients,

I first want to thank you for all of the support you have given my small business. I love being able to help each one of my clients find solutions for any problems, big or small.

For years I have kept my hourly rate incredibly affordable, and I plan to continue to do this, especially for remote support. This has not only helped to grow my business over the past 13 years but also given me the chance to grow and understand how best to solve IT problems quickly and efficiently. However, I feel it is important to bring my rates closer the current market value of my work, but to still keep them below most of my competitors, in order to help me support my family and its future going forward.

As of January 1st, 2018, the new rates will be as follows:

Remote	On-Site	Emergency On-Site*
1st hour: - \$60/hr - \$40 minimum billing (for 40 min or less) After 1st hour: - Billed in 15-min intervals	1st hour: - \$75/hr - 1 hour minimum billing After 1st hour: - Billed in 15-min intervals.	1st hour: - \$100 - 1 hour minimum billing After 1st hour: - \$75/hour rate - Billed in 15-min intervals.

**If an on-site appointment is deemed Emergency status, the client will be notified in advance.*

I truly appreciate the relationships we have developed, and I also appreciate that I have been able to both give support and receive your support in return.

Sincerely,

-Jonathan Monte

Your Personal IT Consultant