

Dear Clients,

In March 2023, I will be celebrating 20 years of IT support. This is due in large part to the support from you, my clients, as well as my loving and supportive wife Sarah, and my parents. Without my parents' support, I couldn't have afforded to start my own business. Lastly, a special thanks goes to Ms. Bryce for giving me my 1<sup>st</sup> ever referral to the Maloney family! Without the Maloney family, I don't think I would know as many of you as I do. As a referral-only business, I only grow when my clients refer me.

I have offered on-site support since 2003, and in 2009, I started offering remote support as well. Since that time, my remote business now accounts for over 70% of all my invoices. With less demand for on-site appointments and more demand for remote support, I have had to adjust my on-site appointments and rates. This will be my first rate adjustment since 2018, and only my 4<sup>th</sup> change since starting almost 20 years ago.

As of January 1st, 2023, the new rates will be as follows:

<b>Remote</b>	<b>On-Site Tuesday</b>	<b>On-Site, Non-Tuesday</b>
New hourly rate: - \$80/hr - \$60 minimum billing (for 45 min or less) After 1st hour: - Billed in 15-min intervals	New hourly rate: - \$100/hr - 1-hour minimum billing After 1st hour: - Billed in 15-min intervals.	New on-site option: - \$150/hr - 1-hour minimum billing After 1st hour: - Billed in 15-min intervals.

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. I hope to continue to give you excellent service in the future.

Sincerely,

-Jonathan Monte

Your Personal IT Consultant