



MacResolve

Solutions: Fast, Simple, Creative

Who: MacResolve is independently owned and operated by Race Owen. Established in 2000 with the philosophy that computers are meant to enhance our lives, making them more productive and enjoyable. The goal of MacResolve is to provide excellent service, application support & troubleshooting for the Macintosh. With more than 15 years experience, we specialize in:

- Hardware Setup
- Software tutorial
- Network design
- Troubleshooting
- Mac OS X & the entire family of Apple products

Fast: 24 / 7 / 365 . . . just about says it all.

Simple: Each individual issue is unique. Our focus is to completely resolve your problem while maintaining an emphasis on personal attention. Your productivity is the most important part of the computer experience.

Creative: With 15 years of experience in the motion picture industry, we have an intimate understanding of the time sensitive nature of Film / TV production. We pride ourselves on being production friendly.

Select Clients:

Carolyn Barry	Carolyn Barry Creative
Sande Alessi	Sande Alessi Casting
Jerry Digney	Solters & Digney PR
Jeff Gerrard	Big House Casting
Kevin E. West	The Actors' Network
Nia Vardalos	Actress
Rob Light	CAA



MacResolve - Testimonials

Jeff Gerrard

Jeff Gerrard Casting

Race came in and networked my office with speed and accuracy. He gave some great hands on advice and training to a person who is completely computer ILLERATE . . . and yes you can quote me.

Jerry Digney

Partner, SOLTERS & DIGNEY Public Relations

www.SoltersPR.com

"Race is a terrific asset to our business. When you need him he's there and he gives wise advice that doesn't waste time or money. He's very professional and efficient...we are 100 percent behind his services."

Carolyne Barry

Casting Director, Acting Coach, Director

Now that MacResolve is on my speed-dial, I know that I am one call away from piece of mind whenever I have any Mac computer problems or when I want to update programs. Race really takes care of my business.

Kevin E. West

President/ Founder - The Actors' Network

www.actors-network.com

"It is more than just a pleasure to work with Race Owen, it is also a smart move. He is calm, precise, knowledgeable, efficient, punctual and fun. Simply put...he is a professional's expert. Having owned my own business since 1991, I only wish my other vendors offered even 50% of the professionalism, customer service and caring that Mr. Owen brings to the table. A true joy!"

Jeffrey R. Gund

Composer and Info List publisher

www.InfoList.com

Race Owen is the greatest – not only does he come up with creative solutions to unique problems, but he takes the time to present all the options to give you the best solution for your particular needs. He knows how to put all that tech jargon into language you can understand, and he definitely knows the Mac inside and out!

Paulo Andres

Link Talent Group

www.LinkTalentGroup.com

Most of my day is spent working closely with my clients. I cannot and do not want to spend valuable time during the day dealing with the operations of my computers. I just need them to work. I have called on Race on more than one occasion as my computer needs have grown and changed. Whether it is fixing the broken or updating the systems, he instills confidence that all will work smoothly. I use his years of experience and expertise to my advantage. It makes focusing on my clients much more effective.

MacResolve - Rates

- Individual - Rate – weekdays \$95.00 hr.
- Enterprise - Rate – weekdays \$125.00 hr.
- Weekends - Rate \$145.00 hr.
- After Hours or Rush Service (<3 hr. Notice) Rate X 2
- Standard Hrs 10a – 6p
- Hourly minimum 1 hr.

• * Standard Mileage >10 mi. from Hollywood & Highland, \$5.00 /mi. beyond

MacResolve – Policies

- We primarily support Mac OS and Apple products.
- We support Windows based Computers as well.
- An “Individual” is defined by any of the following:
 - o A singular computer/user,
 - o A mixed environment (PC & Mac) of 2 or fewer stations,
 - o A home base network with fewer than 3 nodes,
- An “Enterprise” is defined by any of the following:
 - o A multi user/computer network,
 - o A mixed environment (PC & Mac) of 4 or more stations,
 - o A profit generating entity or business,
 - o A workgroup or learning institution,
- All service performed during Standard business hours of 10am to 6pm is billed under the standard rate schedule.
- Any Research performed on clients behalf is billed within that Clients standard rate schedule under Normal hourly rates.
- Any Service that extends beyond Standard business hours is prorated at Rate x 2.
- Any Service performed in a Dangerous, or Hostile environment (physical or verbal) is billed at Rate x 3.
- Any Service performed during ‘Late Night’ hours, 9pm to 7am, is billed at Rate x 3.
- Mileage is calculated for locations beyond a 10 mi. radius from Hollywood & Highland.
- Payment is requested to be paid in full at the time of service, Otherwise payment is due on a net 15 days after the date of invoice.
- A convenience fee of 5% will be applied to all payment made via credit, debit or check card.
- Any purchase made on the clients behalf, including hardware, software or third party services will incur a 20% service fee over and above the cost of the purchase.
- Late payments unfortunately automatically incur the following service fee:
 - o 30 days past due = 10%
 - o 45 days past due = 15%
 - o 60 days past due = 25%
 - o 90 days past due = 50%
 - o 120 days past due = 100%

Date_____ Client Signature_____

(Rates and Policies are subject to change without notice)