

Professional Technical Service Rate Schedule 2009

<u>Technical Labor Description</u>	<u>Rates</u>	<u>Contract Mnt</u>
PC or Workstation Scheduled On Site ----- Standard computer used by a user that is not configured as a server or shared drive scenario in a peer to peer network or used as any type of gateway.	\$95.00 Hour	*No Charge or \$75
Network and Server Scheduled On Site ----- Standard single or dual processor server with or without mirrored drives. Hardware repair may be limited to manufacturers parts availability and shipping unless other provisions are specified under a separate maintenance agreement.	\$135.00 Hour	*No Charge or \$75
Wan, Clouds, Routers & Raid Server Scheduled On Site --- Technical High Level Service for Routers, Multiple Drive Arrays, Complex Systems, Multiple Server Domains and Wide Area Networks.	\$150.00 Hour	*No Charge or \$75
Lab and Bench Service Repairs Our Location ----- Off-site repairs and trouble shooting with 4 to 7 business day typical service completion. Some repairs are subject to component or parts market availability due to age and brand of system and obtaining the parts may take longer. Customer pickup and delivery at our location or shipper handling.	\$85.00 Hour	*No Charge or \$65
Web Graphic Design & Technical Documentation -----	\$85.00 Hour	*No Charge or \$75
Telephone and Web Access Support ----- All telephone support is billed at the current rates as applicable for the Technical Labor Description by the hour with the minimum charge.. Immediate service may apply if our technician needs to terminate an existing customer service call.	\$85.00 Hour	*No Charge or \$75

* Labor covered by maintenance contract is not charged, all other labor is discounted as indicated.

Weekend and work provided after hours is subject to 15% increase in hourly rate for the type of labor as described above. **Emergency response for non-maintenance customers is available for servers only and the first hour is billed at twice the standard rate for the technical labor description as described above.** Emergency services may require us to negotiate an existing service call or service job in process. All the travel time travel and related expenses will be charged to the customer not covered by contract.

All service calls are subject to travel and parking expenses and will be typically performed as scheduled with our office. We reserve the right to reschedule an appointment due to circumstances including but not limited to traffic congestion, emergencies, weather conditions or other unprecedented events.

Maintenance contract customers pay for services not covered under their contract at the above reduced labor charges at their covered maintenance site location only. In the event of work backlog arising due to any major event or catastrophe the contract customer receives priority and is aided with securing their data.

Complete Software/Hardware Custom Maintenance Plans Available

Technical Maintenance Contracts

Coverage provided for many major brands of computer hardware and software systems. We become familiar with existing specialized software to resolve maintenance and system trouble shooting issues.

- ☑ Disaster recovery planning, testing & deployment
- ☑ Firewall Security monitoring, testing and configuration
- ☑ Loaner Server or Computer in required situations
- ☑ Repairs, Reinstallation and Recovery of Systems
- ☑ Relocation Service in Emergency

☑ Experienced Support

Advanced Network System Solutions

System Diagnostic Trouble Shooting

Ultra Quality HP Raid Servers

T1, DSL, Web & Mail Access

Wan/Cloud Configuration

Web Site Design/Setup

Maintenance Updates

Backup Data Testing

Computer Repair

Data Retrieval

