

## UNSCHEDULED SERVICE RATES (Effective December 1, 2015)

### Per Call

#### Schedule Services: **None**

No Scheduled Monitoring of Backup or Server Logs.  
*\*Customer responsible for maintaining & verifying backup.*

#### Remote / Telephone Support:

M-F, 8a – 6pm = \$80 /Hr.  
 Evenings & Weekends = \$120 /Hr.  
 Billed in 15 Min. Increments.

#### On-site Service:

M-F, 8a-6pm = \$100/Hr., (1 hr. Minimum.)  
 Evenings & Weekends = \$150 /Hr., (1 Hr. minimum.)  
 \$10 Travel Charge



*"Experience is why we're First!"*

## SCHEDULED SERVICE LEVELS (Effective December 1, 2015)

### Minimum Schedule

#### \$50 / Month

#### Scheduled Services: **Twice / Month**

Verify Backup Status.  
 Check Server Event Logs.  
 Maintain "Comprehensive Technology Documentation".  
**(Once / Month)**  
 Install Windows/Security Updates on Server(s).  
 Provide Monthly Activity Report.

#### Remote / Telephone Support: **30 Min. / Month**

\$15/ Mo. Rollover/Credit if unused.  
 \$60 / Hr. after 30 Min. (M-F, 8a-6p).  
 \$90 / hr. (Evenings & Weekends).  
 Billed in 15 Min. Increments.

#### On-site Service:

M-F, 8a-6pm = \$80/Hr. (1 Hr. Minimum).  
 Evenings & Weekends = \$120 /Hr.  
 No Travel Charge.

### Intermediate Schedule

#### \$100 / Month

#### Scheduled Services: **Once / Week**

Verify Backup Status.  
 Check Server Event Logs.  
 Maintain Secure "Comprehensive Technology Documentation".  
**(Once / Month)**  
 Install Windows/Security Updates on Server(s).  
 Provide Monthly Activity Report.

#### Remote / Telephone Support: **1 Hr. / Month**

\$50 / Mo. Rollover/Credit if unused.  
 \$60 / Hr. after 1 Hour. (M-F, 8a-6p).  
 \$90 / hr. (Evenings & Weekends).  
 Billed in 15 Min. Increments.

#### On-site Service:

M-F, 8a-6pm = \$80/Hr. (1 Hr. Minimum).  
 Evenings & Weekends = \$120 /Hr.  
 No Travel Charge.

## SCHEDULED SERVICE LEVELS (Effective December 1, 2015)

### Advanced Schedule

#### \$200 / Month

#### Scheduled Services: **Twice / Week**

Verify Backup Status.  
 Check Server Event Logs.  
**(Once/Month)**  
 Install Windows/Security Updates on Server(s).  
 Install Windows/Security Updates on All Workstations.  
 Verify Anti-virus and Check ALL Logs on all workstations.  
 Maintain "Comprehensive Technology Documentation".  
 Provide Monthly Activity Report.

#### Remote / Telephone Support: **2 hr. / Month**

\$100 / Mo. Rollover/Credit if unused.  
 \$50 / Hr. after 2 Hours. (M-F, 8a-6p).  
 \$75 / hr. (Evenings & Weekends).  
 Billed in 15 Min. Increments.

#### On-site Service:

M-F, 8a-6pm = \$80/Hr. (1Hr. Minimum).  
 Evenings & Weekends = \$120 /Hr.  
 No Travel Charge.

### Comprehensive Schedule

#### \$350 / Month

#### Scheduled Services: **Once / Day (M-F)**

Verify Backup Status.  
 Check Server Event Logs.  
**(Twice/Month)**  
 Install Windows/Security Updates on Server(s).  
 Install Windows/Security Updates on All Workstations.  
 Verify Anti-virus and Check ALL Logs on all workstations.  
 Update Critical Applications on all Workstations.  
 Maintain "Comprehensive Technology Documentation".  
 Provide Monthly Activity Report.

#### Remote / Telephone Support: **4 hr. / Month**

\$150 / Mo. Rollover/Credit if unused.  
 \$50 / Hr. after 4 Hours. (M-F, 8a-6p).  
 \$75 / hr. (Evenings & Weekends).  
 Billed in 15 Min. Increments.

#### On-site Service:

M-F, 8a-6pm = \$80/Hr. (1Hr. Minimum).  
 Evenings & Weekends = \$120 /Hr.  
 No Travel Charge.