



## Support Plan Rates

### Your complete Technology Support Provider

PC Repair, Networking Support, Equipment & System Procurement, Technology Solutions, Telephone Support, Remote Support, Web Services and Design<sup>1</sup>, Custom Application Development<sup>1</sup>, Data Cabling<sup>1</sup>

Rate Plan	
A	<p><b><u>\$400.00 to \$750 per month in labor</u></b></p> <ul style="list-style-type: none"> <li>• <b>Workstation Support</b> (on-site and remote) - \$120.00 per hour</li> <li>• <b>Networking/Server Support</b> (on-site and remote) - \$120 per hour</li> <li>• <b>On-site Emergency Response</b> (on-site) - \$125 per hour (standard rate is \$225 / hour)</li> <li>• <b>On-site Computer Training</b> - \$85 per hour</li> <li>• <b>Telephone Support Available</b></li> </ul>
B	<p><b><u>\$800.00 to \$1,100 per month in labor (minimum \$800.00)</u></b></p> <ul style="list-style-type: none"> <li>• <b>Workstation Support</b> (on-site and remote) - \$100.00 per hour (standard rate is \$120 / hour)</li> <li>• <b>Networking/Server Support</b> (on-site and remote) - \$100.00 per hour (standard rate is \$120 / hour)</li> <li>• <b>On-site Emergency Response</b> (on-site) - \$125.00 per hour (standard rate is \$225 / hour)</li> <li>• <b>On-site Computer Training</b> - \$80.00 per hour</li> <li>• <b>Telephone Support Available</b></li> </ul>
C	<p><b><u>\$1,200.00 or more per month in labor (minimum \$1,200.00)</u></b></p> <ul style="list-style-type: none"> <li>• <b>Workstation Support</b> (on-site and remote) - \$95.00 per hour (standard rate is \$120 / hour)</li> <li>• <b>Networking/Server Support</b> (on-site and remote) - \$95.00 per hour (standard rate is \$120 / hour)</li> <li>• <b>On-site Emergency Response</b> (on-site) - \$125.00 per hour (standard rate is \$225 / hour)</li> <li>• <b>On-site Computer Training</b> - \$65.00 per hour</li> <li>• <b>Telephone Support Available</b></li> </ul>
	<p><b>Pre-payment Plans (Retainers)</b></p> <ul style="list-style-type: none"> <li>• A <i>onetime</i> \$2,000.00 pre-payment receives Reduced Rate <b>Plan A</b>*</li> <li>• A <i>onetime</i> \$4,000.00 pre-payment receives Reduced Rate <b>Plan B</b>*</li> <li>• A <i>onetime</i> \$8,000.00 pre-payment receives Reduced Rate <b>Plan C</b>*</li> </ul> <p>(*A onetime pre-payment allows clients to receive reduced rates <b>only until</b> the pre-payment fee is exhausted.)</p>

### Terms and Conditions

- Client agrees to provide a signed open credit card authorization for all labor provided by All Computer Solutions and understands that each invoice will be automatically charged to the client's credit card unless other arrangements have been made.
- Client has (7) days from the date of invoice to dispute an invoice; in which case All Computer Solutions will credit back ( to the credit card on file ) the refund amount as agreed by both parties as fair and amiable within seven (7) days of agreement.
- Hardware, software and material costs are not deducted from pre-paid amounts and are not included in monthly support costs as referred to in this document. Purchased products are invoiced separately. Purchasing of parts and material may require a deposit and/or payment upon order.
- Additional hours billed over the pre-paid amount will not receive the discounted rates
- On-site service calls in New Jersey area require an additional \$30 service call fee. Service calls outside New Jersey require additional travel fees.
- <sup>1</sup> Individual services are billed separately with separate terms of service.