

RATE TYPE	\$/HOUR	RESTRICTIONS	VALUE ADDED FEATURES
IN-HOUSE / PHONE SUPPORT	100	—	—
ON-SITE	120	2 hour minimum	—
AFTER HOURS	150	2 hour minimum, based on availability	—
SOFTWARE DEVELOPMENT	120/160	Rate varies depending on scope and type of development	On-site and remote development available
20 HOUR RETAINER	110	2 hour minimum	Remote support options
40 HOUR RETAINER	100	2 hour minimum	Remote Support options

Rate Type Details

| Phone support |

Having a panic attack? Need help now? Give us a call and we will provide quality phone support to help walk you through a small to mid-sized IT crisis. For the really tough challenges, we prefer to visit your location in person to assess the situation and smooth things out.

| On-site |

For complex IT problems, we will come to your office to install, upgrade, or repair your technology solutions and have you up and running again in no time at all.

| In-house |

Some solutions require detailed or time-intensive work that we can do better and more efficiently at our hardware laboratories in our main office. For these jobs, and for jobs that do not require immediate support, we offer in-house solutions billed at our in-house/phone support rate.

| After Hours |

When it's 6:00 PM, your deadline is tomorrow, and your computer just crashed, we are here to help. If your server is in dire need of an upgrade but needs to be online during work hours, we can be available on weekends to service your needs.

| Software Development |

Need a database solution for your business? Dreaming of custom software to help automate and improve your workflow? From databases to web-based solutions to Apple scripting, we can help you out.

| Twenty Hour Retainer |

If you have a big project coming up, book us for a twenty-hour block of time at a reduced rate. As a retainer customer, you'll receive added services, like remote support options that allow us to fix your problems right in front of you from our remote location. You can apply your retainer hours to any block of time, from two hours to eight a day, as you need them.

| Forty Hour Retainer |

Our best deal! Set up regular visits and let us be your full-time or part-time IT department. With a forty-hour retainer you get our lowest possible rate and the outstanding service you deserve. Like the twenty-hour retainer, you'll have access to value-added features such as remote support options that we are unable to offer our non-retainer customers.