
Time and Material Rates if You Have No Service Plan

Time & Material Service Rates

Level 1 Services --\$90 per hour

- Standard Bench Computer, Printer, and Electronic Repair
- Computer and Workstation Remote Helpdesk support and services.
- Assistant/helper
- ½ hour minimum bill

Level 2 Services --\$110 per hour

- Onsite Computer and Network Services (LAN only).
- Onsite & Remote Telephone Services (Single location services).
- Remote Server and Networking support and services.
- Structured Cabling installation and support.
- 1 hour minimum bill

Level 3 Services --\$135 per hour

Onsite and Remote WAN network support.

- T1 & PRI Support and Installations
- Router configurations
- Multi-server support over WAN
- VPN Connectivity and Support
- 1 hour minimum bill

Advanced Network services that require specialized tools and software

- Fluke Network Analyzer
- Packet analyzing tools
- Advanced telephone support and services.
- VOIP over WAN Support
- Level 3 Telephone technician support
- 1 hour minimum bill