



Priority Support Contract Overview

- Hourly Rate \$102/hour
- Response Time Response in ½ business day
- Appointment Time Appointment within 2 Business days
- Support Coverage M-F 8-5 and scheduled after hours maintenance, except holidays.
- Contact Method Call Business phone, E-mail or Pager
- Minimum Charge **On-site appointment is subject a one hour minimum**
- Travel Time 15 minutes travel time each way is free

Critical computer support

- Hourly Rate \$145/hour
- Response Time Response in 30 minutes
- Appointment Time Appointment same day when possible or first thing next day
- Support Coverage: 24/7 **including holidays**
- Contact Method Page with 911
- Minimum Charge **On-site appointment is subject a two hour minimum**
- Travel Time Travel time each way is charged to client

Other considerations

Voice mail, e-mail or pages (except 911) received after 5pm, on weekends or holidays will be returned the next business day.

Appointment time may be delayed until any needed parts are procured.

Estimates and Billing

Estimates are based on the information available at the time. Estimates include assembly of hardware and installation of software included on invoice. Additional expenses are billed on a time and materials basis.

Our technicians are consultants; their experience allows them to quickly and accurately respond to an issue starting with the least expensive and/or most likely chance for a swift resolution. Billing is done on a time and materials basis.

Work is invoiced monthly and payment is expected within 30 days after the invoice is sent. Past due invoices are subject to a 5% late fee.

Server and workstation builds are custom made and done with a 50% deposit and the balance on delivery.

Canceled orders where hardware has been ordered are subject to a 20% restocking fee.

Other Charges

Deliver or Pick up equipment \$35

Appointments canceled within 18 hours of scheduled time \$35

Server Support

For each server the client will be charged one hour per month.

The purpose of this service is to monitor the system, application, security, virus, APC, active monitor and backup logs where applicable in order to prevent instability, damage and data loss.

**4453 Arizona Street Suite 4
San Diego, CA 92116-2967
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Workstation and Server

An initial and annual update may be performed on each workstation and server IT Business Labs supports. The estimated time needed is one hour per workstation and two hours per server. The purpose of this service is to bring the Bios, drivers, software updates and services packs up to current levels which will assist in stabilizing the computing environment.

Software licensing

IT Business Labs will advise on all requested software licensing compliance issues. The client is responsible to assure that all software licensing is in compliance with all guidelines.

Data Integrity:

IT Business Labs will take reasonable steps to assure that no client data is lost or corrupt. The client is responsible to assure that all client data is not lost or corrupt.

Data Backup:

IT Business Labs will advise on all requested data backup issues and apply strategies customer decides on. The client is responsible to assure that all client data is backed up.

Holidays

IT Business Labs observes the following holidays:

- New Year's Day
- Martin Luther King Day
- Washington's Birthday or President's Day
- Memorial Day
- Independence Day
- Labor Day Monday
- Veteran's Day
- Thanksgiving and the following Friday
- Christmas Eve
- Christmas

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