

SERVICE RATES & PLANS

www.snatek.com/support

HOURLY SERVICE RATES

Expert service and support by certified IT professionals. Non-contract services are billed hourly. Includes all remote-support and onsite services.

Desktop: \$100 per hour

Service and support for desktop and note-book hardware, operating systems and most desktop applications.

Advanced (Server & Networking): \$135 per hour

Service and support for networks including servers, network operating systems and applications, firewalls, switches, messaging and database systems, anti-virus, backup and recovery, security, custom programming and web development.

BLOCK TIME DISCOUNTED SERVICE RATES

Access to our expert service and support staff at discounted rates.

- Great for ongoing support and projects
- Time is sold in blocks of 10 hours
- Time used is deducted from the block of time at the discounted rates
- Block time is purchased in advance, prior to any service being performed
- Hours may be used for up to 12 months from date of purchase, no monthly minimums.

Desktop: 10 Hours/\$900

\$90 per hour (10% Savings)

Advanced (Server & Networking): 10 Hours/\$1200

\$120 per hour (11% Savings)

FLAT-RATE MANAGED & HOSTED SERVICES

Fixed monthly price for IT service and support with access to a complete IT staff.

Features

- Highest priority status, fastest response
- Dedicated service team and Virtual CIO
- Proactive maintenance and available 24x7x365 service
- Hosted anti-spam, anti-virus and remote backup services reduce costs and increase reliability and stability
- Help desk and onsite service for full user support
- Executive level network performance and asset reporting

Pricing

Plans prices are based on the size of the network and services required. Please contact us for a free network analysis and managed services plan designed specifically for your business.

SERVICE INFORMATION

Getting Service

By Phone: (954) 443-0255

Email us: helpdesk@snatek.com

On the Web: www.snatek.com

Emergency Support: Call (305) 975-7064

General Service Information

Onsite services: minimum charge is one hour. Remote services: minimum charge is 15 minutes. Fractional time is rounded to the next highest 15 minute increment.

Business Hours

Helpdesk: Monday-Friday, 7AM-7PM

General Office and Onsite Service Hours: Monday-Friday, 8AM - 5PM

Emergency Support: (305) 975-7064

Non-Business Hours Service Rates

After Hours: 5PM – 8PM (Add \$30 per hour) , 8PM – 8AM (Add \$60 per hour)

Weekends: Add \$60 per hour, 2 hour minimum

Public Holidays: Add \$150 per hour, 8 hour minimum*

Managed Service clients with 24x7x365 coverage receive emergency after hours, weekend, and holiday support at no additional charge.

Travel

Clients receive 30 minutes of travel time each way to and from the service site at no charge. Time is calculated from SNATEK's office. Travel time in excess of 30 minutes each way will be billed hourly or deducted from the client's block of time at the desktop services rate.

Payment

Payment for hardware and software is due when the order is placed. Any hardware or software used during the course of a service engagement is added to the most current invoice. Some services may require payment in advance such as block time, managed and hosted agreements.

Response & Support Services

For clients who utilize hourly or block time services, best-effort same or next-business day service is provided. For clients under a Managed or Hosted Services Agreement, response times are defined in the agreement.

Service Details & Restrictions

All services are subject to our Terms and Conditions located at. All services are NON-REFUNDABLE and NON-TRANSFERRABLE.