

**SCHEDULE OF FEES**

## Packages & Plans

(on monthly basis)	Block Hours	Startup	Established	Compliance	Enterprise
<b>Min # of Employees</b>	N/A	1	3	3	5
<b>Max # of Employees</b>	N/A	3	300	300	Unlimited
<b>Max # of Devices</b> <i>per employee</i>	N/A	1	2	3	3
<b>Hours of Support</b> <i>per employee</i>	N/A	10 Hours	Unlimited	Unlimited	Unlimited
<b>Availability of Support</b>	Business Hours	24/7/365	24/7/365	24/7/365	24/7/365
<b>Language of Support</b>	English	English	English, Spanish	English, Spanish	English, Spanish
<b>Network &amp; Endpoint Monitoring</b>	Optional + Billable	Included	Included	Included	Included
<b>Dedicated Account Manager</b>	Not Available	Not Available	Not Available	Included	Included
<b>Dedicated Security Engineer</b>	Not Available	Not Available	Not Available	Included	Included
<b>Dedicated Infrastructure Engineer</b>	Not Available	Not Available	Not Available	Not Available	Included

(on monthly basis)	Block Hours	Startup	Established	Compliance	Enterprise
<b>Office 365</b>	Optional + Billable	Microsoft 365 Business Standard	Microsoft 365 Business Premium	Microsoft 365 Business Premium	Microsoft Office 365 E5
<b>EUROPA (ERP)</b>	Optional + Billable	SMB	Enterprise	Enterprise Plus	Enterprise Plus
<b>Remote Workforce</b> <i>per employee</i>	Optional + Billable	1 Computer	3 Computers	3 Computers	5 Computers
<b>Included Cloud Server</b>	Optional + Billable	"Micro" Linux	"Micro" Linux	"Micro" Linux	"Micro" Linux
<b>Unifi Management</b>	Optional + Billable	1 Device	10 Devices	10 Devices	30 Devices
<b>Onboarding Hours</b> <i>complimentary</i>	0 Hours	20 Hours	40 Hours	50 Hours	75 Hours
<b>Anti-Virus</b>	Optional + Billable	Sophos Intercept-X w/ EDR	Sophos Intercept-X w/ EDR, MTR Std.	Sophos Intercept-X w/ EDR, MTR Std.	Sophos Intercept-X w/ EDR, MTR Adv.
<b>MDM</b>	Optional + Billable	Not Available	Sophos Mobile Advanced	Sophos Mobile Advanced	Sophos Mobile Advanced
<b>Anti-Spam</b>	Optional + Billable	ProofPoint Beginner	ProofPoint Business	ProofPoint Pro	ProofPoint Pro
<b>Device Encryption</b>	Optional + Billable	Not Available	Sophos Device Encryption	Sophos Device Encryption	Sophos Device Encryption
<b>Endpoint Backup</b> <i>per employee, license</i>	Optional + Billable	1 Desktop or Laptop	2 Desktops or Laptops	3 Desktops or Laptops	3 Desktops or Laptops

(on monthly basis)	Block Hours	Startup	Established	Compliance	Enterprise
<b>Endpoint Backup</b> <i>per employee, storage</i>	Optional + Billable	100 GB	500 GB	1 TB	1 TB
<b>Email Backup</b> <i>Office 365, Google</i>	Optional + Billable	Included (Unlimited)	Included (Unlimited)	Included (Unlimited)	Included (Unlimited)
<b>Password Manager</b>	Optional + Billable	Keeper Business	Keeper Business Plus	Keeper Enterprise Plus	Keeper Enterprise Plus
<b>User Training</b>	Optional + Billable	Wizer Free	Wizer Premium	Wizer Premium & Bigger Brains	Wizer Premium & Bigger Brains
<b>Branded IT Policies</b>	Optional + Billable	None	Included as PDF	Included w/ E-Sign	Included w/ E- Sign
<b>Monthly Price Per Active Employee</b>	See Hourly Rates Below	<b>\$99.99</b>	<b>\$149.99</b>	<b>\$199.99</b>	<b>\$249.99</b>
<b>Quarterly Price Per Active Employee</b>	-	-	-	-	<b>\$999.96</b>
<b>Annual Price Per Active Employee (15% discount)</b>	-	<b>\$1,019.90</b>	<b>\$1,529.90</b>	<b>\$2,039.90</b>	<b>\$2,549.90</b>

## Base Rate

For **Block Hour clients**, or **Startup clients that exceed the included 10 hours of support per employee**, all of our support services work back from this base rate.

Note this rate is exclusive of tax. All rates are provided in United States Dollars.

**Base Rate . . . . . \$75 USD**

## Work Types

For **all clients**, the following work type rates apply:

Work Type	Unit Type	Minimum	Rate
On-Site Support (United States)	Hour	1	\$110 USD
Call-Out Fee (United States)	Per Visit	-	\$25 USD

For **Block Hour clients**, or **Startup client that exceed the included 10 hours of support per employee**, the following work type rates apply:

Work Type	Unit Type	Minimum	Rate
Remote Support	Hour	0.25	Base Rate
Emergency Ticket Upgrade	Per Ticket	-	\$75
After Hours Remote Support	Hour	1	\$105

## Examples

### Example #01 ("Break-Fix, Urgent")

A small company has three employees who only require occasional support. Their software licenses, data backup, and similar are handled by another company or in-house. They are not subscribed to any Managed IT Plan, and are instead on **Block Hours**.

They call Hartmann Industries to remotely fix an **urgent** printer issue. As it is disrupting their business, they ask us to move their ticket to the top of the queue. It takes one hour to resolve.

- 1x Remote Support Hour = \$75
- 1x Emergency Ticket Upgrade = \$75
- **Total = \$150**

### Example #02 ("Break-Fix, On-Site")

The same small company from example #01 needs a server installed at their office. It takes an hour to install on-site, plus two hours to configure remotely.

- 1x On-Site Support Hour = \$110
- 1x Call Out Fee = \$25
- 2x Remote Support Hours = \$150
- **Total = \$285**

### Example #03 ("Compliance, Urgent")

A law firm requires immediate assistance as their server is offline during tax season. The issue takes 45 minutes to fix and is completed remotely. There is no extra charge for urgent tickets for Managed IT clients.

- 0.75x Remote Support Hours = \$56.25
- **Total = \$0 (Covered by Unlimited Support in Package)**

### Example #04 ("Compliance, On-Site")

The same law firm from example #03 needs two desktops installed and requested a technician comes on-site. It takes 30 minutes to install on-site, plus one hour to configure remotely.

On-site support has a one hour minimum.

- 1x On-Site Support Hour = \$110
- 1x Call Out Fee = \$25
- 1x Remote Support Hours = \$75
- **Total = \$135 (Remote Support Covered by Unlimited Support in Package)**

## FAQ

### What is covered under help desk support?

You will find a detailed list in your Agreement. Some examples of items that are covered under Help Desk support are:

- Problems with Outlook connecting to the server
- Excel not opening properly
- New users (on existing computers)
- Cancelling users

### What is 24/7/365 monitoring and support?

For clients on our Managed IT Packages, our remote monitoring and support application will be configured to monitor and alert our support team for things that could potentially cause issues on your network (e.g. hard drive errors, disk space usage, anti-virus problems, etc...)

We keep a 24/7/365 rotation of telephone receptionists and remote engineers. This includes all federal and state holidays.

### What about preventative maintenance?

For clients on our Managed IT Packages (including Startup), we perform regular maintenance (e.g. clearing excessive log files) on your servers and workstations in line with our best practices to make sure they are kept in top condition.

### Can I get fast support as a Block Hour client?

Absolutely, we have an option to upgrade any of your tickets to a "Critical" issue with an "Emergency Ticket Upgrade".

This means we'll treat your issue with our absolute highest priority.

Make sure you call us to open the service request and ask us to give this ticket an "Emergency Ticket Upgrade." The upgrade charge will be added to the ticket invoice.

### How do call out fees work?

All clients pay a baseline "call out" fee for each occurrence that a technician is dispatched to your physical office or location. This fee is exclusive of the total number of technicians dispatched.

## What are the guaranteed response times?

All issues from clients on our Managed IT Packages are managed through our help desk as follows.

For **Block Hours** clients, we will help you as fast as we can, however it will be on a "best effort" basis as we need to give priority to clients on our Managed IT Packages.

Priority	Examples	Guarantee	Our Target
Critical	Entire Company Office (call us) Main Application Offline (call us)	2 Hours	15 Minutes
High	Department Offline (call us) CEO's Computer Offline (call us)	4 hours	1 Hour
Medium	User PC Offline One Printer Not Working	8 Hours	4 Hours
Low	New User Setup User Access Changes	16 Hours	8 Hours

## How do we receive our invoices?

If you choose a Managed IT Package, you will receive your monthly invoice a few weeks before the start of the month. As Managed IT Agreements are a pre-paid agreement, this gives you a few weeks to organize payment.

If you are a Block Hour client, we invoice weekly for all tickets closed over the previous period. Tickets will be invoiced on a separate invoice than any a-la-carte licensing, and thus will not be covered under any automatic payment system you may have configured.

## Can I mix-and-match Managed IT packages?





No, we do not allow mixing and matching of Managed IT packages between employees in the same company. This is because our vendors license software bundles on a per-company basis and not a per-user basis.