

SCHEDULE OF FEES

Packages & Plans

(on monthly basis)	Block Hours	Startup	Established	Growth	Enterprise
Min # of Employees	N/A	1	5	10	25
Max # of Employees	N/A	5	300	300	Unlimited
Max # of Devices <i>per employee</i>	N/A	1	3	3	5
Hours of Support <i>per employee</i>	N/A	Unlimited	Unlimited	Unlimited	Unlimited
Availability of Support	Business Hours	24/7/365	24/7/365	24/7/365	24/7/365
Language of Support	English	English	English, Spanish	English, Spanish	English, Spanish
Network & Endpoint Monitoring	Optional + Billable	Included	Included	Included	Included
Dedicated Account Manager	Not Available	Not Available	Not Available	Included	Included
Dedicated Security Engineer	Not Available	Not Available	Not Available	Included	Included
Dedicated Infrastructure Engineer	Not Available	Not Available	Not Available	Not Available	Included

(on monthly basis)	Block Hours	Startup	Established	Growth	Enterprise
Office 365	Optional + Billable	Microsoft 365 Business Premium	Microsoft 365 Business Premium	Microsoft 365 Business Premium	Microsoft 365 E5
Remote Workforce <i>per employee</i>	Optional + Billable	1 Computer	3 Computers	3 Computers	5 Computers
Unifi Management	Optional + Billable	1 Device	10 Devices	10 Devices	30 Devices
Onboarding Hours <i>complimentary</i>	0 Hours	5 Hours	10 Hours	30 Hours	50 Hours
Anti-Virus	Optional + Billable	Sophos Intercept-X w/ EDR	Sophos Intercept-X w/ EDR, MTR Std.	Sophos Intercept-X w/ EDR, MTR Adv.	Sophos Intercept-X w/ EDR, MTR Adv.
MDM	Optional + Billable	Not Available	Microsoft Intune	Microsoft Intune	Microsoft Intune
Anti-Spam	Optional + Billable	Defender for 365 Plan 1	Defender for 365 Plan 1	Defender for 365 Plan 2	Defender for 365 Plan 2
Additional Email Security	Optional + Billable	Not Available	IronScales Core	IronScales Core, DMARC Monitoring	IronScales Core+, DMARC Monitoring
Device Encryption	Optional + Billable	Not Available	Sophos Device Encryption	Sophos Device Encryption	Sophos Device Encryption
Endpoint Backup <i>per employee, license</i>	Optional + Billable	1 Desktop or Laptop	3 Desktops or Laptops	3 Desktops or Laptops	5 Desktops or Laptops
Endpoint Backup <i>per employee, storage</i>	Optional + Billable	100 GB	500 GB	1000 GB	1000 GB

(on monthly basis)	Block Hours	Startup	Established	Growth	Enterprise
Email Backup <i>Office 365, Google</i>	Optional + Billable	Included (Unlimited)	Included (Unlimited)	Included (Unlimited)	Included (Unlimited)
Password Manager	Optional + Billable	Keeper Business	Keeper Business Plus	Keeper Enterprise Plus	Keeper Enterprise Plus
User Training	Optional + Billable	Not Available	Included, Group	Included, 1:1	Included, 1:1, On-Site Available
Branded IT Policies	Optional + Billable	Not Available	Included as PDF	Included w/ E-Sign	Included w/ E-Sign
Virtual CTO (vCTO) Services	Not Available	Not Available	Not Available	Not Available	20 Hours per Month (per company)
Vendor Management	Optional + Billable	Not Available	Not Available	Optional + Billable	Included, 5 IT vendors
Brand Monitoring	Optional + Billable	Not Available	Not Available	Optional + Billable	Lookalike Monitoring
Monthly Price Per Active Employee	See Hourly Rates Below	\$100	\$150	\$250	\$325
Quarterly Price Per Active Employee	-	-	-	-	\$975
Annual Price Per Active Employee (15% discount)	-	\$1,020	\$1,530	\$2,550	\$3,315

Base Rate

For **Block Hour clients**, 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 \$125 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	\$150 USD
Call-Out Fee (United States)	Per Visit	-	\$30 USD

For **Block Hour clients**, the following work type rates apply:

Work Type	Unit Type	Minimum	Rate
Remote Support	Hour	0.25	Base Rate
Emergency Ticket Upgrade	Per Ticket	-	\$100
After Hours Remote Support	Hour	1	\$140

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 = \$125
- 1x Emergency Ticket Upgrade = \$100
- **Total = \$225**

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 = \$150
- 1x Call Out Fee = \$30
- 2x Remote Support Hours = \$250
- **Total = \$430**

Example #03 ("Growth, 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 = \$93.75
- **Total = \$0 (Covered by Unlimited Support in Package)**

Example #04 ("Growth, 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 = \$150
- 1x Call Out Fee = \$30
- 1x Remote Support Hours = \$125
- **Total = \$180 (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, 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	24 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 we license software bundles on a per-company basis and not a per-user basis.