

## XTK Systems Rate Schedule 2009

### **Computer/Network Services:**

#### **1. Standard**

- \$95/hr onsite
- \$75/hr offsite (bring machine to our location)
- \$75/hr remote (we log in to your machine)

#### **2. Preferred Retainer <sup>1</sup>**

- \$20/machine/mo (\$50/mo minimum, Volume discounts start at 3+ machines)
- \$75/hr reduced rate onsite
- \$55/hr reduced rate remote work

- High priority phone/email support
- Preferred Scheduling
- Emergency response availability <sup>2</sup>
- After-hrs support <sup>3</sup>
- Tracking services <sup>4</sup>

### **Data/Website/VPN hosted Services:**

#### **3. Offsite Data Protection**

- \$25/mo (\$10/mo additional machines)
- Includes 5GB offsite backup storage
- \$1 for each additional GB of storage
- Complete managed data service, monitoring.
- Unique backup set for 7 days

#### **4. Website Hosting**

- \$25/mo for 1GB (\$35/mo for 10GB account)
- Includes unlimited e-mail accounts
- Free Domain registration
- 20/200GB monthly bandwidth

#### **5. Dedicated VPN/Terminal Server Box:**

- \$75/mo + \$20/mo/client connection
- Includes redundant backup solution
- 100GB storage

### **Discounts:**

- Combine any 2 monthly services - 15% reduction
- Combine any 3 monthly services - 25% reduction

<sup>1</sup> Broadband connectivity required

<sup>2</sup> 99% availability. Within **4hr response time** if needed. If emergency services are unavailable, notice will be given. If any emergency service is requested and not fulfilled, **3** months retainer support charge will be credited back to client. Rate will be adjusted to \$95/hr for service items that have been previously recommended to client, but client chose not to implement.

<sup>3</sup> After-hrs support not always available

<sup>4</sup> Clients in this support plan are continually tracked for progress on present and future issues to insure all project deadlines are met and orders fulfilled in the most efficient manner. Top prioritization.