

XTK Systems Rate Schedule 2010

Computer/Network Services, I.T. Consulting:

1. Standard ¹	Emergency request/After hrs
\$125/hr Onsite	\$175/hr
\$95/hr Offsite (bring machine to our location)	\$125/hr
\$95/hr Remote (we login to your machine)	\$125/hr

2. Preferred Retainer ²	
\$25/machine/mo (volume discounts)	
\$95/hr Onsite	\$125/hr
\$75/hr Offsite	\$95/hr
\$75/hr Remote	\$95/hr

Reduced hourly rates
High priority phone/email support
Preferred Scheduling
Priority Emergency response availability³
After-hrs support⁴
Comprehensive IT management⁵

Data/Website/Hosted Solutions:

- 3. Offsite Data Backup/Protection**
\$25/machine/mo (volume discounts)
Includes 10GB offsite backup storage
\$1 for each additional GB of storage
Complete managed data service
- 4. Data Recovery**⁶ (in event you didn't use #3)
Free Evaluation
\$200 to recover data (100GB+ additional charges apply)
\$100 additional to expedite (48hrs)
- 5. Website/Email Hosting**
\$25/mo for 1GB account
\$35/mo for 10GB account
Includes unlimited e-mail accounts
Free Domain registration
20/200GB monthly bandwidth

1 Standard services subject to very limited availability

2 We effectively become your IT department and consulting for all matters IT.

3 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 satisfied, **3 months** retainer support charge will be credited back to client.

4 After-hrs support not always available.

5 Clients in this support plan are continually tracked for progress on present and future issues to ensure all project deadlines are met and orders fulfilled in the most efficient manner. Along with this, future technology is consistently reviewed for potential use to keep efficiency at its best.

6 Rates do not include media to put recovered data on. If client provides media (CD, DVD, Flash drive, hard drive), no additional charges apply. If not, we will charge for cost of such device required to transfer data to. All recoveries are non-invasive. If drive requires invasive recovery we will let you know during free eval period.

* Onsite hourly rate \$20/hr extra for locations outside our standard serviceable range.