



COMMERCIAL SERVICE RATES

Rates charged per hour/per call at **\$90.00** with one hour minimum charge for on-site service

Half hour minimum charge for phone support or remote support

Travel fee charged as follows:

BLOCK TIME PROGRAM: PACKAGES

Package A - 80 hours - \$5280 – 26% discount on labor rate or \$65/hr

Package B - 40 hours - \$2800 – 27% discount on labor rate or \$70/hr

Package C - 20 hours - \$1500 – 17% discount on labor rate or \$75/hr

Package D - 10 hours - \$800 – 12% discount on labor rate or \$80/hr

Customized Monthly Retainer Option

PROGRAM: HIGHLIGHTS

Service Calls:

- 4 hour response time (during normal business hours as long as call comes in before 2pm)
- Priority is given to clients who have purchased block time hours.

Charges:

- All labor charges are deducted from prepaid time and are at a discounted rate.
- Client pays no travel fees.

Software/Hardware:

- Any purchases outside of service will be invoiced separately.

PROGRAM: DETAILS

Block hours are prepaid segments of support time which offer you savings over the standard per hour charges for 'pay as you go' services and travel charges. Clients choose the package that best fits their needs. Clients with blocktime programs receive priority over clients without. Block hour programs also allow for predictable management of IT support costs. Our Technicians can also be available on a predetermined schedule for preventative maintenance or to resolve banked issues. Each service call is then deducted from that prepaid time. Hurricane Technologies will keep a record of all service calls performed and will send the information with a renewal invoice when the block hours reach between 2-5 hours or upon request.

Block hours are used typically for system engineering and help-desk issues at the desktop level. This includes workstation problems, software problems and installations, system break/fix and diagnosis (replacement of hardware) and proactive maintenance. Normal network server administration or server related products and related software. Special projects, customized software, certain upgrades, relocation, network drops and wiring, website and web hosting are examples of work not normally included in Block Time. Any work deemed to be outside of the scope of the prepaid block time program will be communicated to the customer by Hurricane Technologies and price and scope will be communicated and agreed upon by both parties.

Block hours are deducted in one hour minimums for on site services and in .5 hour increments after the first hour, for work performed during normal business hours defined as Mon—Fri from 8:00am to 5:00pm. If customer requests or requires work to be done outside of normal work hours as defined above will be charged at 1.5 block time.

Hours for Sunday or Holidays will be charged at 2 times block time.