



Technology Provider

Gold 2019

Hourly Rates - Minimum

- In House \$ 95.00 per hour
- Data Transfer \$115.00 minimum
- Virus Removal \$180.00 + if format is needed
- We will call if job will exceed two hours.

On Site Rates - Two hour minimum + trip

- Trip Charge \$ 45.00 minimum
- On Site Desktop \$150.00 per hour
- Networking \$195.00
- Advanced Networking \$285.00
- VMware / Exchange \$225.00
- Server / Domain \$185.00
- Consulting \$200.00 / \$250.00

Layout building, VMware, Server, Remote Storage or RAID, etc.

Installations - Hardware / Software

Items sold separately:

Remote work saves trip and is faster – Same Rates as Onsite.

There is a 2 hour minimum charge for any onsite work. This rate is rounded up to the next 30 minutes increment 5 minutes after second hour is exceeded.

R-Team Computers, Inc. POLICIES AND RATES

All prices reflect a discount for cash. Credit card purchases must be made by swiping the credit card at R-Team Computers, Inc. Only Visa & MasterCard are accepted.

Returned checks are assessed a \$30.00 returned check fee in addition to 1.5% per month interest from the date of purchase.

DATA RECOVERY STARTS AT A MINIMUM of \$200.00 up to \$115,000.00
An estimate will not cost above the \$200.00 initial charge.

Phone or remote desktop support is normal hourly rate with no trip charge and no rush fee if we can do it without making other clients wait.

Service Contracts Start at \$75.00 Per Desktop and \$150.00 Per Server Virtual or Physical per month.

Data Transfer or Recovery Services are never covered by warranty in any way. It is the customer's responsibility to back up their data at regular intervals and locations that they deem necessary; i.e. daily, weekly, monthly or continually, with a RAID solution if necessary. R-TEAM Computers, Inc. will not be responsible for any loss of data on any system in our store or on site. If the data is important **back it up to multiple devices and at multiple locations** before there is a problem.

Tiered Rate Structure

| Scheduled | Requested task (or system alert can wait until next scheduled visit. | Next Scheduled Visit | Your lowest hourly rate (e.g. \$110.00/hour) |
|------------|---|--------------------------------|--|
| Priority | Senior user down, workaround available. | Two business days | Your lowest hourly rate x1.25 (e.g. \$137.50/hour) |
| Priority 2 | Single user down, workaround available. Multiple users down, workaround available. | Next business day | Your lowest hourly rate x1.50 (e.g. \$165.00/hour) |
| Priority 1 | Multiple users down, no workaround available. Executive down. | Today (or after hours/ weekend | Your lowest hourly rate x2.0 (e.g. \$200.00/hour) |