



Reliance Data Service Rates

We are simplifying our service policy to better suit your company's IT requests. Our options include remote, on-site and depot service. We offer Contract and Non-Contract support.

Contract Support

With a service contract, you have priority access to technical support. We work hard to keep your network "covered". Our service contract is billed quarterly and includes 2 hours server-related phone/remote support. Additional time is billed at \$115/hr.

- a. Check status of backup device;
- b. Check status of antivirus software;
- c. Install software and OS updates;
- d. Check space and health of disks, RAID, etc.;
- e. Check memory usage;
- f. Examine Server error logs for issues;
- g. Examine equipment for problems, e.g., dust, heat, failed cooling fans, etc.

***Billed Quarterly: \$225/quarter, 5% discount for 12-month pre-payment.
Pre-payment for each quarter is required. Each successive payment will be
for the next quarter.***

Customers who have a service contract can also receive support for workstations at the rate of \$95/hour instead of \$105/hour for all of our service options and travel (minimum ½ hour travel charge). Remote/phone support will be tabulated and billed monthly, with a minimum monthly charge of ½ hour. Depot (Carry-In) service will be invoiced per incident, with a minimum charge of ½ hour.

Non-Contract Support

Remote/Phone, Depot (Carry-In) or On-site technical support will be billed at the rate of \$125/hour (server), \$105 (workstation). Travel time will be billed at \$105/hr, minimum ½ hour. Remote/phone support will be tabulated and billed monthly, with a minimum monthly charge of ½ hr. Depot (Carry-In) service will be invoiced per incident, with a minimum charge of ½ hour.

Contract Features

	Support Contract	Non-Contract Support
Server Rate	\$225/Qtr	\$125/hr
Included Service	2 Hours Quarterly, add'l hrs @ \$115/hr	None
Standard Incident Response	Priority	Contact within 1 business day
Quarterly Review (remote/on-site)	Yes	No
Workstation Support	\$95/hr	\$105/hr
On-site workstation support	\$95/hr plus travel	\$105/hr plus travel
Travel Time Charge (min ½ hr)	\$95/hr	\$105/hr

The Service Provider agrees to implement and maintain physical, electronic, and procedural safeguards as may be required by Customer from time to time in Customer's sole discretion, to guard all information and data relating to Customer's customers to which Service Provider has access pursuant to the terms of this Agreement. Such safeguards shall, at a minimum, comply with applicable federal, state and local laws and regulations.

Since you are already participating in our service contract, you can just sign and fax, email, or return this page in the enclosed envelope. Our updated description includes non-server related pricing advantages which we know you will appreciate.

ACCEPTED & AGREED

DATE

Signature _____

Print Name _____

Name of Business _____

Phone _____