



## Rate Schedule for NW Tech, LLC



Last Updated: Dec 27th 2023

## SCHEDULE OF FEES

We offer two types of plans: a Casual Plan for the occasional help, and Contract Plans for ongoing support. This document focuses on the casual plans only.

	CASUAL PLAN	CONTRACT PLANS Prices start at \$450 per Month
Client Access Portal	✓	✓
Office365 Training Courses	✓	✓
Guaranteed Response Times	Per Ticket Upgrade Available	✓
Remote Support	Rates Below	✓
Scheduled Maintenance	Rates Below	Choose from Monthly, Quarterly or Annually
Vendor Management	Rates Below	✓
Full Disaster Recovery Tests	Optional + Billable	✓
Monthly Manual Test Restores	Optional + Billable	✓
24/7/365 Monitoring	Optional + Billable	✓
Microsoft Patch Management	Optional + Billable	✓
3 <sup>rd</sup> Party Application Updates	Optional + Billable	✓
Monthly Executive Report	✗	✓
Preventative Maintenance	✗	✓
		<b>ASK US FOR A QUOTE...</b>



## BASE RATE

To make it easy, all of our support services work back from this base rate.

Base Rate	\$130
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# WORK TYPES

Depending on the type of work you need, the below items are the way charges will be calculated.

Work Type	Multiplier	Unit type	Minimum	Example at Base Rate
Remote Support	1	Hour	0.25	\$32.50
Onsite Support	1	Hour	1	\$130.00
Call Out Fee	0.75	Per Visit	-	\$97.50
Emergency Ticket Upgrade	1.50	Per Ticket	-	\$195.00
After Hours Support	1.50	Hour	1	\$195.00
Drive Time (only charged if over 30 min from our office in Bonners Ferry, ID)  Both ways, Per Technician	1	Hour	1	\$130.00

## EXAMPLE 1

Let's say you require a tech on site in a few days' time (i.e. not urgent) to help install a new printer you have just purchased for your office. It takes an hour to install and configure.

- 1 x Onsite Support = \$130.00
- 1 x Call Out Fee = \$97.50
- Total: \$227.50



## EXAMPLE 2

You require urgent assistance as your server is offline; however, you are on a Casual Plan, so you ask us to add an “Emergency Ticket Upgrade” to jump ahead in line. The issue takes 45 minutes to fix. With the “Emergency Ticket Upgrade” we give this issue our highest priority (we treat it as a “Critical” issue) and move everything around to work on it for you ASAP.

- 0.75 x Remote Support = \$97.50
- 1 x Emergency Ticket Upgrade = \$195.00
- Total: \$292.50

## WHAT IS THE CLIENT PORTAL?

A web-based portal where you can add new tickets, view a listing of all of your open/closed tickets, add more information to tickets, and access your invoices and more.

## WHAT IS THE REMOTE ACCESS AGENT?

A small tool we install on each of your servers and computers to assist us to easily remotely assist you through any issues. This means that when we are helping you with an issue, we can quickly and easily remotely take over your PC to assist rather than attend on site. This is installed at no charge as it makes our job easier.

## WHY DO A MONTHLY TEST FILE RESTORE?

For clients on our Contract Agreements, each month we perform a restore of some data from your backups to confirm the backups are running successfully.

We will send you an email to confirm everything is running nicely (or if we have found any problems and fixed them).

We also monitor your backups daily with our automated systems; however, we always like to have a regular “human touch” as an extra check.

If you are a Casual client, you can ask us at any time to perform one of these tests for you. Just shoot us an email to [support@nwtech.us](mailto:support@nwtech.us) and our ticket system will notify us of your request.



## WHAT IS 24/7/365 MONITORING?

For clients on Contract Agreements, our remote access agent will be configured to monitor and alert our support team for things that could potentially cause issues on your network ahead of time (e.g. hard drive errors, disk space usage, Anti-Virus problems etc.).

## WHAT IS PATCH MANAGEMENT?

Every month, Microsoft and Apple release a series of updates, patches and security fixes to their software.

It is extremely important that these updates are installed on your computers and servers to make sure you are not only getting the latest versions of software, but also that you are properly secured against any potential security vulnerabilities.

For clients on our Contract Plans, we manage this for you by pushing out approved patches using our Remote Agent to ensure that all of your machines are kept up to date and secure.

If you are on a Casual Plan, just shoot us an email to [support@nwtech.us](mailto:support@nwtech.us) at any time if you'd like us to do any updates for you.

## WHAT IS PREVENTATIVE MAINTENANCE?

For clients on our Contract Plans, we perform regular maintenance (e.g. clearing excessive log files) on your Servers and Workstations in line with our best practices to make sure they are kept in top condition.





Heat is the number 1 enemy of computer longevity. Cleaning dust from servers and PC's is essential for keeping them running cool and long lasting. Our contract plan includes cleaning the dust out of all covered machines annually. (excluding laptops and all-in-one devices not designed to be opened)



## WHAT ARE THE GUARANTEED RESPONSE TIMES?

All issues from clients on our Contract Plans are managed through our Helpdesk as follows.

If you choose a Casual Plan, we will help you as fast as we can; however, it will be on a “best effort” basis as we need to give priority to clients on our Contract Plans.

Priority	Examples	Our Guaranteed	Our Target
 Critical	Entire Company Offline (Call Us!) Main Application Offline (Call Us!)	3 Hours	15 Mins
 High	Department Offline (Call us!) CEO's Computer Offline (Call Us!)	4 Hours	1 Hour
 Medium	User PC Offline One Printer Not Working	8 Hours	4 Hours
 Low	New User Setup User Access Changes	16 Hours	8 Hours

## CAN I GET FAST SUPPORT AS A CASUAL CLIENT?

Absolutely! We have an option to upgrade any of your tickets to a “Critical” issue with an “Emergency Ticket Upgrade”.

This means we’ll treat your issue with our absolute highest priority.

Make sure you call us to open the support request and ask us to give this ticket an “Emergency Ticket Upgrade”. The upgrade charge will be added to the ticket / deducted from Pre-Paid Credit.

## WHAT IS THE MONTHLY EXECUTIVE REPORT?

A monthly report sent to the Primary IT Contact of clients on our Contract Care plans outlining some key IT business metrics from the last month such as: Most Active Users, Tickets Opened by Type, Tickets Opened by Sub-Type and more.



## HOW DO CALL OUT FEES WORK?

For clients on Casual Plans, there will be a Call Out charge based on the hourly rate your current agreement is.

For clients on a Contract Plan, the Call Out charge will be waived for all your scheduled monthly/quarterly visits and Virtual CIO/IT Management visits covered under your agreement.

All other additional visits will have a Call Out Fee in line with your agreed rates.

## HOW DO WE RECEIVE OUR INVOICES?

If you choose a Casual Plan, we invoice on the 15<sup>th</sup> of each month for all time tracked over the previous month (even if the specific tickets being worked on are not yet resolved) and deduct the amount from Credit you may have.

Each ticket will be noted on the invoice line items so you can appropriate the costs to the right area of your business. Invoices for casual plans are due upon receipt.

We accept all major Credit Cards, ACH or Check Payments via mail.

