

Discounted Support Plans - Retainer / Managed Service Rates

Retainer Plans

Local Residential & Small Office Hourly Retainer Discounted Plan:

(Designed for our clients who need support from time-to-time)

5 hours @ 60/Hour - \$300 10 hours @ 55/Hour - \$550 20 hours @ 50/Hour - \$1000
(current standard rate is \$70.00/hour)

Out of Local Area Residential & Small Office Hourly Retainer Discounted Plan:

5 hours @ 80/Hour - \$400 10 hours @ 75/Hour - \$750 20 hours @ 70/Hour - \$1400
(current standard rate is \$95.00/hour)

Direct phone support (out-side of normal business hours including weekends)
Hours will never expire (plan rate stays locked if renewed)
Priority scheduling for same day or next day service (including weekends)
May be used for any of our consulting, training, and support services (on-site and remote)

Remote Server Monitoring

Standalone Weekly Remote Server Monitoring:

\$140/Month - (Includes up to three at this rate which are combined into one weekly report)

Managed Service Plans

Small to Medium-Sized Business Managed-Service Plan Rates:

(Designed for our clients who need dedicated managed support services)

Support plan A: \$400 to \$750 estimated cost per month on labor
(current standard rate of \$70.00/hour - retainer discounted rate \$60.00/hour - details below*)

Macintosh Workstation Support (on-site and remote)
Networking/Server Support (on-site and remote)
New Hardware and Software Deployments Projects (professionally planned and managed)
Direct phone support (out-side of normal business hours including weekends)
Weekly Remote Server Monitoring (included - standard rate \$140/Month)
On-Site Training (group or one-on-one setting)
On-Site Emergency Response (same day 1-3 hour response time within the metro area)

Support plan B: \$800 to \$1100 estimated cost per month on labor (minimum \$800.00)
(current standard rate of \$70.00/hour - retainer discounted rate \$50.00/hour - details below*)

Macintosh Workstation Support (on-site and remote)
Networking/Server Support (on-site and remote)
New Hardware and Software Deployments Projects (professionally planned and managed)
Direct phone support (out-side of normal business hours including weekends)
Weekly Remote Server Monitoring (included - standard rate \$140/Month)
On-Site Training (group or one-on-one setting)
On-Site Emergency Response (same day 1-3 hour response time within the metro area)

Support plan C: \$1,200 or more estimated cost per month on labor (minimum \$1200.00)
(current standard rate of \$70.00/hour - retainer discounted rate \$40.00/hour - details below*)

Macintosh Workstation Support (on-site and remote)

Networking/Server Support (on-site and remote)

New Hardware and Software Deployments Projects (professionally planned and managed)

Direct phone support (out-side of normal business hours including weekends)

Weekly Remote Server Monitoring (included - standard rate \$140/Month)

On-Site Training (group or one-on-one setting)

On-Site Emergency Response (same day 1-3 hour response time within the metro area)

*A one time \$2,000.00 pre-payment receives Reduced Rate Plan A**

*A one time \$4,000.00 pre-payment receives Reduced Rate Plan B**

*A one time \$8,000.00 pre-payment receives Reduced Rate Plan C**

(*A one time pre-payment allows clients to receive reduced rates **only until** the pre-payment fee is exhausted.)

The Fine Print:

- a. Client agrees to use **MetroMacs, Inc.** invoicing and support ticketing system.
- b. Client agrees to provide *a signed open credit card authorization for all labor* provided by **MetroMacs, Inc.** and understands that each invoice will be automatically charged to the client's credit card unless other arrangements have been made. (monthly invoicing is also available for established clients)
- c. Client has seven (7) days from the date of invoice to dispute an invoice; in which case **MetroMacs, Inc.** will credit back (to the credit card on file) the refund amount as agreed by both parties as fair and amiable within seven (7) days of agreement.
- d. Hardware, software and material costs are not deducted from pre-paid amounts and are not included in monthly support costs as referred to in this document. Purchased products are invoiced separately. Purchasing of parts and materials may require a deposit and/or payment upon order.
- e. Additional hours billed over the pre-paid amount will not receive the discounted rates.
- f. On-site service calls in the Kansas City Metro area will not incur travel time.
- g. Service calls outside Kansas City Metro require travel time.