



TECHNICAL SUPPORT RATES

| Limited Remote Support | Price x Hour x Technician |
|------------------------|---------------------------|
| Business Hours | Free |

| Standard Remote Support | Price x Hour x Technician |
|---|---------------------------|
| Business Hours (excluding emergencies) | \$69 |
| After Hours (excluding emergencies) | \$99 |
| Emergency Hours (or emergencies requiring immediate response) | \$119 |

| Advanced Remote Support | Price x Hour x Technician |
|---|---------------------------|
| Business Hours (excluding emergencies) | \$89 |
| After Hours (excluding emergencies) | \$139 |
| Emergency Hours (or emergencies requiring immediate response) | \$179 |

| Standard On-Site Support | Price x Hour x Technician |
|---|---------------------------|
| Business Hours (excluding emergencies) | \$99 |
| After Hours (excluding emergencies) | \$129 |
| Emergency Hours (or emergencies requiring immediate response) | \$149 |

| Advanced On-Site Support | Price x Hour x Technician |
|---|---------------------------|
| Business Hours (excluding emergencies) | \$129 |
| After Hours (excluding emergencies) | \$179 |
| Emergency Hours (or emergencies requiring immediate response) | \$229 |

Notes:

Taxes, if applicable, are not included in any price. Service time is billed in 15 minutes increments. Minimum billed time for remote support is 30 minutes, and 1 hour for on-site support. Driving time, tolls, and parking fees will not be charged to the client. Default response time is classified as Best Effort; however, most tickets are addressed the same business day they are open. IT of United States reserves the right to update and/or change the information herein, and as such we will post those changes in our website at itofus.com so that our users and/or clients are always aware of the most updated information.

The advanced support rate only applies when the work performed required complex Level 2 or 3 technical expertise, or the resolution involved pooling additional technical resources and is limited to the total time such resources were utilized.

SUPPORT TIERS

Limited *(available only for IT of United States clients with active web/online paid services)*

- Service Interruptions
- Licensing, Activation, and Billing
- Account Creations and Deletions
- Password Resets and 2 Factor Authentication *(excluding 2FA implementation)*
- Basic Service Management Tasks *(if less than 15 minutes in resolution time)*

Standard

- Level 1 and Common Level 2 Technical Support Activities
- Examples are: *(not limited to)*
 - Camera System Issues
 - Installing or Moving End User Equipment
 - Essential Computer Support and Troubleshooting
 - Workstation Viruses or Performance Issues
 - Software Installations or Printers Setup
 - MS Office Suite Problems

Advanced

- Complex Level 2, Level 3 or Specialized Technical Support Activities
- Examples are: *(not limited to)*
 - Firewall, VLANs or Network Routing
 - Windows or Linux Server Crashes
 - DNS Records or E-Mail Transport
 - Integrations and API
 - Scripting *(Bash, PowerShell, Python, etc.)*
 - Cyber-Security

MAINTENANCE TIERS

Essential

- Remote Installation of Manufacturer Recommended Updates and Patches.

Advanced

- Includes Essential Maintenance
- Includes Physical Maintenance *(as applicable) (if required)*
- Includes IT of US Recommendations and Best Practices Multipoint Checks
(as applicable) (one-time change management fee may be required for TPV provisioned equipment, services or software)