



ON-DEMAND IT SUPPORT PRICING *

REMOTE SUPPORT SERVICES

Limited L0 Remote IT Support	Price x Hour
Business Hours	Free

Standard L1 Remote IT Support	Price x Hour
Business Hours <small>(excluding emergencies)</small>	\$109
After Hours <small>(excluding emergencies)</small>	\$139
Emergency Hours / Emergency Response	\$189

Advanced L2 Remote IT Support	Price x Hour
Business Hours <small>(excluding emergencies)</small>	\$139
After Hours <small>(excluding emergencies)</small>	\$169
Emergency Hours / Emergency Response	\$219

Bespoke L3 Remote IT Support	Price x Hour
Business Hours <small>(excluding emergencies)</small>	\$169
After Hours <small>(excluding emergencies)</small>	\$199
Emergency Hours / Emergency Response	\$249

ON-SITE SUPPORT SERVICES

Standard L1 On-Site IT Support	Price x Hour x Technician (On-Site)
Business Hours <small>(excluding emergencies)</small>	\$139
After Hours <small>(excluding emergencies)</small>	\$169
Emergency Hours / Emergency Response	\$219

Advanced L2 On-Site IT Support	Price x Hour x Technician (On-Site)
Business Hours <small>(excluding emergencies)</small>	\$169
After Hours <small>(excluding emergencies)</small>	\$229
Emergency Hours / Emergency Response	\$249

Bespoke L3 On-Site IT Support	Price x Hour x Technician (On-Site)
Business Hours <small>(excluding emergencies)</small>	\$229
After Hours <small>(excluding emergencies)</small>	\$249
Emergency Hours / Emergency Response	\$299

*All prices exclude applicable taxes. Updated on 12/5/2023. Always verify current pricing at itofus.com/price

IT of United States
PO Box 140515
Coral Gables, Florida 33134
United States of America
www.itofus.com



Toll Free: (855) 55 IT USA
48 872
Office: (305) 440-0554
Fax: (844) 219-6767
contactus@itofus.com

ON-DEMAND IT SUPPORT TIERS **

Limited L0 IT Support “Free Courtesy Assistance to Ensure Customer Success” ***

- Service Interruptions
- Licensing and Billing
- Login, Password Resets, and Multi-Factor Authentication

*** The referenced services are ONLY available during business hours and are limited to clients directly billed by IT of United States. Currently supported software and services are IT Shield, Web Services, Microsoft 365, Google Workspace, Ring Central, Acronis Cloud Backups, Wasabi, Keeper Security, and Sentinel One. The limited remote support is restricted to 30 minutes when the issue/request is on IT of United States opinion beyond the reasonable scope of the free service tier. The service is intended as courtesy assistance to ensure customer success and is NOT a managed service or training agreement. Consult your current service or MSP agreements, if applicable, or talk to our sales department for details.

Standard L1 IT Support “Basic Help Desk Assistance with Low Priority” **

Examples, not limited to:

- Information Request and Creating Users and Groups
- Essential Computer Support and Troubleshooting
- Workstation Viruses, Performance Issues, and Printers Setup
- Software Installations and Installing and Moving Basic Hardware
- Common Desktop Apps and MS Office Suite Problems

Advanced L2 IT Support “In-depth Technical Support with Medium to High Priority” **

Examples, not limited to:

- Networking: Infrastructure Copper Cabling, Firewalls, Routers, Switches, Access Points...
- Servers: Linux, Windows, Virtualization, ...
- Complex Equipment: Appliances, Access Control, Digital Billboards, ...
- Cloud Administration: Microsoft 365, Microsoft Azure, AWS, Google Cloud, Oracle, ...
- Scripting: Bash, PowerShell, Python, ...

Bespoke L3 IT Support “Specialized Expert Product and Service Support with High to Urgent Priority” **

Examples, not limited to:

- Complex Repairs: Core Datacenter Equipment, Mainframe, IXP ...
- Core Networking: Fiber Cabling, AS Routing, BGP, ...
- Systems Architecture: Kernel Issues, Zero Trust, VPC Lockdown, Power and Cooling, ...
- Cybersecurity: Vulnerability, Patches, Zero Days, PenTest, Ethical Hacking, ...
- Databases: Corruption, Recovery, Performance, ...
- Compliance: PCI DSS, FIPS, ISO, ...
- Integrations: API, Code Review, ...

** Descriptions are for informational purposes only. It is ultimately to IT of United States' discretion to classify the level of support provided.

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SUPPORT SERVICES BILLING SCHEDULE ****

Business Hours:

Monday through Friday, 8:00 AM to 5:00 PM

After Hours:

Monday through Friday, 5:00 PM to Midnight
Saturday, 8:00 AM to 5:00 PM

Emergency Hours:

Monday through Saturday, Midnight to 8:00 AM
Saturday, 5:00 PM to Midnight
Sunday, All Day
U.S. Federal Holidays *(including observances, if applicable)*

****** All services are scheduled and billed based on the client's local time when the service was performed.**

REQUIREMENTS

Before we can help with your first on-demand ticket, please visit itofus.com/odma to review and sign the required documentation.

Additionally, get a real-time estimate for IT Managed Services at itofus.com/msp without providing any contact information or getting calls back from our sales team. **If you have a business with more than 10 employees, an MSP contract will help you save money in the long term and improve your IT infrastructure with security updates and priority ticket response times.**

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HOW TO REPORT AN IT PROBLEM

Hello, and Welcome to the Enterprise IT World. We are glad to be your preferred Information Technology Solutions Provider.

Please report any technical issues by using **ONE** of the following methods:

- Send an E-mail to support@itofus.com

Open an e-mail application. Enter the support e-mail in the To field. Use the subject field to enter the title of the request and the e-mail body for a brief description of the problem and the priority level. Click send.

- Visit support.itofus.com on the Web.

Open any web browser. Enter the address above in the address bar. Once the website loads, fill out the web form and click submit.

- Submit a Request for Support using [IT Shield](#)

This option is only available to IT Shield clients. Click on the IT of United States logo on the Microsoft Windows system tray or the Apple macOS menu bar. Once the menu opens, click on the request support option. Enter a brief problem description in the message box, select the priority level, and click send.

- Call the U.S. Toll Free Line at [+1 \(855\) 554 - 8872](tel:+1(855)554-8872)

Please leave a detailed voicemail if you are unable to speak with a representative. The phone system will automatically open a ticket using the voicemail message information.

FOR IT EMERGENCIES 24 x 7 - CALL (855) 554 - 8872 AND PRESS 1

Support tickets can be open anytime, 24x7, 365 days a year. Please include a description of the problem, the importance level, and the preferred hours for service in the request. IT of United States will respond as soon as possible if a preferred response time frame is missing from the ticket. The response time may vary depending on the organization's service level agreement. **IT of United States reserves the right to update or change the information herein, and as such, we will post those changes on our website at itofus.com so that our users and clients are always aware of the most updated information.**