

General Services & Support Policy

General Information

Our general support hours are Monday through Friday, 8:00am to 5:00pm Pacific Standard Time ("business hours"). For immediate support, please call our office at (916)-542-1566 or you can open a trouble ticket online by sending an email to support@raptorit.net. All open trouble tickets are handled according to our *Response Time Policy*.

Response Time Policy

(Al-A-Card) - Critical issues such as multi-user service interruptions & network related emergencies are handled as high priority and are addressed within four hours. Non-emergency support tickets are addressed within 24 hours.

(All-you-can-eat) - Critical issues such as multi-user service interruptions & network related emergencies are handled as high priority and are addressed within one hour. Non-emergency support tickets are addressed within 4 hours.

IT Support Service Policy

- *(Al-A-Card)* - Minimum one-hour charge for IT Support onsite and minimum 15-minute charge for remote IT Support ****see IT Support Policy****, additional time spent is billed in 15-minute increments thereafter.
- *(All-you-can-eat)* - ****see What is All-You-Can-Eat IT Support Policy****
****see IT Support Policy****

IT Support: Project Work Definition

****see What is All-You-Can-Eat IT Support Policy**** Project work is classified as the following:

- Any Hardware, Software, & Service upgrades to existing infrastructure
- Any Hardware, Software, & Service replacements (RMA's, warranties, etc...) of existing infrastructure
- Any New hardware, software, & service integrations with existing infrastructure

Website Development Service Policy

(Al-A-Card) - Minimum 15-minute charge for Website Development Service ****see Website Development Policy****, billed in 15-minute increments thereafter.

(All-you-can-eat) - ****see What is All-You-Can-Eat IT Support Policy**** Project work is classified as the following:

- Adding any new content to pages, posts, features, and/or plugins on existing website infrastructure
- Any hardware, software, & service upgrades or replacements (RMA's, warranties, migration to new hardware, migration to new software, etc...) of existing website infrastructure
- Any New hardware, software, & service integrations with existing website infrastructure

Additional Information

- All project work requires a completed, signed "Scope of Work" agreement by an authorized party (the Client).
- Approved hardware costs are due upon signing the "Scope of Work" agreement.
- Labor time is estimated, calculated by actual time spent, and therefore billed according to our *General Services & Support Policy*.

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Standard Labor Rate (Business Hours)

\$155 per hour

Non-Profit Labor Rate

\$135 per hour

All-You-Can-Eat

Project Work Labor Rate (Business Hours)

\$115 per hour

Non-Profit Project Work Labor Rate

\$95 per hour

After Hours & Emergency Labor Rate

\$225 per hour