

IT Support policy

A good IT support company is integral to the success of your business. An IT support company will be able to ensure that your IT services run smoothly with the absolute minimum of down time. Work an IT support company does can involve everything from fixing bugs and backing up data, to overseeing security and managing IT infrastructure. They'll be able to supply you with, and install, high quality telecoms, IT systems, network and DSL services which will maximize the efficiency of your business and eliminate any IT issues before they become massive problems.

Raptor IT is a one-stop technology solutions provider; all technology related issues are thoroughly assessed in order to offer knowledgeable IT Support in a timely manner. Refer to *General Services & Support Policy* for more information.

Additional Information

"Al-a-carte": All IT Support trouble tickets and project work are billed according to the *General Service & Support Policy*.

"All-you-can-eat": All IT Support trouble tickets and project work are billed according to the *Master Service Agreement*.

Al-A-Carte

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

*One-way travel time will be billed for on-site visits at our Standard Labor Rate. For Managed IT Services Customers, travel time fee is waived. ***See Managed IT Services Policy****