

XTK Systems Rate Schedule 2007

In order to best serve my clients, I am implementing critical new support options. They are designed to create the best possible service experience and will allow for continued improvement and expansion. Rates will go in full effect Q2 2007.

Support levels:

1. Standard

\$75/hr flat rate

2. Support Retainer ¹

\$19/machine/mo (\$99/mo for 10pack, \$180/mo for 20pack)

\$75/hr rate onsite

\$55/hr reduced rate for remote work

High priority phone line

High priority e-mail box

Emergency response available – within **4hr** response time if needed ²

After-hrs support (emergency rate applies) ³

Tracking services ⁴

3. Managed Services ¹

\$55/machine/mo (minimum 5 machines) \$45/machine/mo for 20+ \$99/mo/servers

\$55/hr reduced onsite rate for items not covered

\$55/hr reduced rate for remote work not covered

Covers:

All machines will always be guaranteed to be functioning optimally. Preventative measures will be continuously taken to insure issues do not arise or are easily treatable if so. EX: updates, antivirus, disk maintenance, check backups, repair/replace defective components. Hardware must also meet minimum requirements. Hardware cost not covered unless purchased from XTK with warranty or add-on #1 in effect.

Also Includes:

High priority phone line

High priority e-mail box

Emergency response available – within **4hr** response time if needed ²

After-hrs support (emergency rate applies) ³

Tracking services ⁴

Does not cover:

New installations software/hardware

¹ Broadband connectivity required

² \$95/hr emergency rate. 99% availability. If emergency services are unavailable, notice will be given. If any emergency service is requested and not fulfilled, 3 months retainer support charge will be credited back to client.

³ After-hrs support not always available

⁴ Clients in this support plan are continually tracked for progress on present and future issues to insure all project deadlines are met and orders fulfilled in the most efficient manner. Top prioritization.

^x Clients located 30+ minutes away may be subject to additional drive time charges.

Additional services:

Optional add-on #1: Automatic 3 year on-site warranty on all hardware obtained through XTK Systems. (Regardless of quantity purchased) **\$29/mo** additional.

Optional add-on #2: Automatic daily backups of all critical data to secure off-site location **\$9/mo** per GB. Volume discounts.

Optional add-on #3: Website domain hosting. **\$15-35/mo** depending on features. Includes full administration (modifying e-mail accounts, setting user permissions, repairing any website issues, etc) - Website design/editing separate.

Network Cabling:

Level of Difficulty Please see definitions below chart	Installation cost per drop*			
	1-10 drops	11-50 drops	51-100 drops	>101 drops
Level 1 Simple	\$120.00	\$96.00	\$76.00	\$60.00
Level 2 Moderate	\$150.00	\$120.00	\$90.00	\$75.00
Level 3 Difficult	\$200.00	\$160.00	\$120.00	\$100.00
Level 4 Extremely Difficult	\$250.00	\$200.00	\$150.00	\$125.00

Definitions of the levels of difficulty for installing Cat5e cabling refer to the following conditions:

Level 1 — Wall with existing outlet and conduit to the overhead cable distribution system, drop ceiling construction. This could include new or recently renovated buildings.

Level 2 — Wall with existing outlet in a "fishable" hollow wall or solid walls with surface mounted system and sufficient capacity for additional cabling. Drop ceiling or open ceiling architecture with cable support.

Level 3 — Solid or hollow walls with no existing wall outlet or one that is at maximum capacity requiring a new location and materials. Drop ceiling or open ceiling architecture.

Level 4 — Solid walls and hard ceilings with no existing outlet or cable pathways. Also includes buildings with historical architecture that may require cable pathways that are difficult to navigate, such as attics or crawl spaces.

NOTES ON PRICING

1. These prices include the cost to install a standards compliant Cat5e Data or Voice cable from an existing termination point to a work area outlet. This price does not include removal of existing, unused cabling or the provisions for the installation of substantial cabling support systems such as cable trays and J-hooks. If a new cabling support system has to be installed, it will be included in the quotation.

2. The following items are included in the per-drop charge.

Labor and materials needed to provide the above.
Cable from termination point to work area outlet.
Faceplate, jack, inserts or surface boxes and molding in work areas.
Termination of cabling at existing blocks and patch panels.
Proper Fire stopping of wall or floor penetrations when required.
Standards compliant testing appropriate for the requested cabling.
Labeling and documentations of all installed cabling.

The following items are NOT included in the per-drop charge.

Labor required outside normal business working hours.
Pathway construction, such as cable support (cable trays or J-hooks) and, coring or drilling through floors or walls.
Installation of termination equipment such as patch panels and telecommunications racks and/or the installation of active or passive electronics such as switches and hubs.
Patch cables for equipment or work areas.
Connection to or "patching in" the connections to the necessary equipment in the telecommunications room or the work area.

Additional notes:

Referral credit: Clients who refer others to our services can get (1) hr free service for a residential referral, or up to (5) hrs service from a business referral.

All referrals that generate any business will get at least (1) hr service credit. If a referral results in a managed or retainer support plan, up to (5) hrs service credit may be applied.

Feel free to contact me with any questions! In certain instances, custom rates will be issued.

- Tom Kennedy
267-577-0985

tom@xtksystems.com

