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# IT Service, Support & Maintenance Programs

Name	Package Type	Suggested For	Other	Hrs/Mo	\$ per Hour	Total / Month***
<b>Level 1</b>	<b>1 Day / Month*</b> 1 Scheduled day (e.g., first Tuesday)	Up to 4 desktops and 3 workstations in a Peer-to-Peer or basic client / server network.	Network Monitoring \$250 / mo Extra	8	<b>\$95</b>	<b>\$760</b>
<b>Level 2</b>	<b>2 Days / Month*</b> 2 Scheduled days (e.g., 1st & 3rd Tuesday)	Up to one server and 10 desktops / workstations in a client / server network.	Includes up to 2 Hr Remote Support, and Network Monitoring up to 254 devices.	16	<b>\$95</b>	<b>\$1,520</b>
<b>Level 4</b>	<b>Four Days / Month*</b> 4 Scheduled days (e.g., 1st 4 Tuesdays)	More than 10 desktops / workstations in a client / server network.	Includes up to 4 Hr Remote Support, and Network Monitoring up to 254 devices.	32	<b>\$90</b>	<b>\$2,880</b>
<b>Level 6</b>	<b>2 Days / Week</b> 2 Scheduled days	More than 25 users, multiple servers and storage network.	Includes up to 4 Hr Remote Support, and Network Monitoring up to 254 devices.	70**	<b>\$85</b>	<b>\$5950</b>
<b>Block</b>	<b>Block of Hours</b>	100 hours or more, paid in 3 monthly installments		As needed	<b>\$90</b>	<b>\$3000 / mo. x 3 mo.</b>
<b>Custom</b>	<b>Flexible</b>	Unique situations, project management, temporary offices		As needed	Custom	

\* Some months have 5 weeks. Weekly based schedules are available.

\*\*Weekly based agreements billed either on actual days worked or average.

\*\*\* Invoiced monthly in advance. Prices are subject to change without notice .