



IT Service Rates

Technical Services by Level:

- Network Support – Level I Engineer \$ 100.00 / hour*
- Network Support—Level II Engineer \$ 110.00 / hour*
- Senior IT/Network Consulting \$ 125.00 / hour*
- Other Specialized Consulting Rate Varies

Types of Services:

- Telephone Support Rate per support level
- Modem Dial-in/Remote Support Rate per support level
- Equipment Diagnosis/Depot Repair \$ 85.00 / hour
- Research / Other Admin. \$ 55.00 / hour

Additional Charges:

- 25% for Priority Calls (response within 12 hours)
- 50% for Emergency Calls (response within 4 hours)
- 50% for After-hour (weekdays from 8am – 6pm, weekends & holidays)
- Travel time is billed one way at \$50 per hour. (Charge will be waived for clients who are within 15-miles of our main office.)

Minimum Charges:

- 2 hour minimum for Network Level II Support and Senior IT Consulting
- 1.5 hour minimum for Network Level I & Level II Support
- 1 hour minimum for Depot Repair/Diagnosis
- 0.5 hour minimum for Telephone & Modem Dial-In Remote Support
- 0.5 hour minimum for Research
- 0.5 hour minimum for Travel (if applicable)

Note: All rates are subject to change without notice.

Service Contracts

Novateck Networks offers various types of Service Contracts such as Block of Hour Contracts, Weekly & Monthly Service Contracts, Server and Network Maintenance Contracts, Hardware Maintenance Contracts, and other customized plans for system administration and maintenance. By purchasing any of our Service Contracts, your company will benefit from a substantial cost effective savings. Please contact our Account Manager for more information.