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Prevailing Hourly Rates

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Service Type:	Hourly Rate:
Remote Service Desk	N/A
Level 1	$130.00
Level 2	$165.00
Project Management	$180.00
Project Services	$180.00
Level 3	$210.00
Application Programming	$210.00

Hourly rates are calculated at fifteen (15) minute intervals. There is a minimum charge of fifteen (15) minutes for Services provided remotely, and a minimum charge of two (2) hours for Services provided at Client's site. Services performed outside the Operating Hours are billed at two (2) times the standard rate set forth above. Travel and all other related expenses will be invoiced pursuant to the terms of the Letter of Engagement.

Description of Service Levels

Remote Service Desk (RSD)
RSD support is exclusively performed off-site via telephone and remote control software. The goal of the RSD is to handle a majority of the user problems before finding it necessary to escalate the issue to a higher level. RSD personnel are responsible for escalating issues to the appropriate level of support.

Examples of RSD incidents include:
- Workstation Hardware Support
- Operating System Support
- Basic Printing Problems
- Network Connectivity Problems
- Email Client (Outlook / Outlook Express)

Level 1 Support
Level 1 Support extends beyond the RSD to include matters that require more time for resolution and/or issues that are explicitly not covered by the RSD.

Examples of Level 1 incidents include:
- Software/application-related incidents on the desktop
- Printer-related problems such as mapping, drivers and connectivity
- Installation of new software
- File restoration and data backup
- Spyware or virus cleaning from either PCs/Laptops
- Configuration of Workstations
- Setup of new devices (PCs, simple network devices or peripherals)
- Problems occurring in 3rd party applications or devices
- Basic End User Training (i.e. Workstation related)

Level 2 Support
Level 2 Support extends beyond Level 1 Support to include issues that require access to a server/network for resolution and/or on-site service. This is a more in-depth technical support level than Level 1 containing experienced and more knowledgeable personnel on a particular product or service. Level 2 technicians are responsible for assisting Level 1 personnel solve basic technical problems and for investigating elevated issues by confirming the validity of the problem and seeking known solutions related to these more complex issues.

Examples of Level 2 incidents include:
- Incidents related to a network such as log in and response issues
- Core competency product set incidents (i.e. Microsoft, Cisco, etc.)
- Server based password resets (documentation, access, and approval process)
- User add, moves, or changes in Active Directory
- Spyware or virus cleaning from servers

- Setup of new devices (servers, complex network devices or peripherals)
- Server diagnostics
- Server troubleshooting
- Back-up troubleshooting, configuration and review

Level 3 Support

Level 3 Support extends beyond Level 2 Support to include issues that require expertise in security, server virtualization, Wide Area Network, consulting, etc. This is the highest level of support responsible for handling the most difficult or advanced problems. These individuals are experts in their fields and are responsible for assisting both Level 1 and Level 2 personnel. Furthermore, for new issues or problems with unknown remedies, Level 3 Support involves the research and development of alternative solutions, the evaluation of each alternative in a test case environment, and the implementation of the best solution to the problem.

Examples of Level 3 incidents include:
- Firewall troubleshooting
- Configuration of networks (routers, switches, etc.)
- Troubleshoot VPN connections
- VMware related issues
- Domain transfers
- Consulting / Training of Level 3 related matters