

# Standard Rates for Additional Services

*(For Services that are not Included in Your Plan)*

All hourly rate services are scheduled based on availability.

Business Hourly Rate	ManageIT, AugmentIT, SecureIT Additional Services Rates	Time and Material Rates
<b>TECHNICAL SUPPORT SERVICES</b>		
Device & User Support	\$165.00	
Server, Network & Security Support	\$200.00	
CIO, CSO, Board Advisory Service	\$255.00	
<b>SECUREIT SERVICES</b>		
vCISO	\$265.00	\$320.00
Senior Cybersecurity Engineer	\$245.00	\$295.00
Compliance Engineer	\$230.00	\$275.00
Cybersecurity Engineer	\$230.00	\$275.00
Junior Cybersecurity Engineer	\$195.00	\$215.00
<b>CONSULTIT SERVICES</b>		
Principal Consultant	\$265.00	\$320.00
Senior Consultant	\$245.00	\$295.00
Consultant	\$230.00	\$275.00
Project Manager	\$210.00	\$250.00
Project Engineer	\$195.00	\$215.00
Project Technician	\$165.00	\$195.00

- **Business Hour Rate** support services are provided from 8:00am to 5:00pm local time Monday through Friday, excluding national holidays, are listed above. There is a minimum 1-hour On-Site service visit requirement, and any time after the 1-hour mark will be billed in 30-minute increments. Remote telephone service calls and monitoring repair service are invoiced in 15-minute increments with a minimum billing requirement of ½ hour. One-way travel charges at this hourly rate apply.
- **Non-Standard Hour Rate** support services are provided from 5:00pm to 8:00am local time, Monday through Friday, are billed at 1.5 times the Standard Rate listed above. There is a minimum 1-hour On-Site service visit requirement, and any time after the 1-hour mark will be billed in 30-minute increments. Remote telephone service calls and monitoring repair service are invoiced in 30-minute increments, with a minimum billing requirement of 1 hour. One-way travel charges at this hourly rate apply.
- **Emergency Hour Rate** All unscheduled services provided from 8:00pm to 8:00am local time, Monday through Friday, or on weekends and national holidays, are billed at 1.5 times the Standard Rate listed above for the type of support provided. Your team can request emergency response services by adjusting the incident's assigned SLA priority to our highest priority (P1), and such services will be billed at Emergency Hourly Rate. One-way travel charges at this hourly rate apply.

