

## DESCRIPTION OF PLANETWORKING .NET CHARGES, FEES, & RATES

Competitive rates are what we offer to our customers, every business is an individual requiring support that is custom tailored, and there is *"no one price fits all, take it or leave it"* here. We feel that the client is entitled to pay what is right for the support required for their business and within a specified budget that will not get bloated and out of control.

*We are a NY & NJ licensed and insured LLC and authorized to collect State Sales Tax where applicable.*

### **EXAMPLE OF A BUSINESS CONTRACT PACKAGE (blocks of 10 hours per month\*):**

10 hours each month at client's location with an additional 2 **FREE** hours of support:

Monday thru Friday 9AM to 5PM = \$125 per hour onsite minimum 1 hr

Monday thru Friday 5PM to 9AM = \$150 per hour onsite minimum 1 hr

Saturday & Sundays = \$175 per hour onsite minimum 1 hr

Holidays = \$200 per hour onsite minimum 1 hr

\*10 hrs block contract provides the customer with 12 hrs per month guaranteed (getting an additional 2 hours of support **FREE** a savings of \$250 each month). Routine visits to monitor and support are within the contracts as well as **FREE** remote/phone support 24/7. In the long run, the customer will save and always get more than they pay for with us, we never ticket how many hours we really support both onsite and remotely beyond the monthly contract fees because we prefer building a relationship with our clients rather than to nickel & dime every minute clocked. Fees beyond the monthly contract would be incurred only for additional tasks & functions, special projects, add-ons, and anything that was not originally agreed upon within the signed contract, and only after approval firsthand. Contracts are the way to go, you will definitely feel comfortable knowing that we are on call and arrive within 1 hour or taking whatever time remotely to resolve issues never leaving the situation unfixed.

*\*The client reserves the right to how the monthly hours are to be used, either thru routine visits daily/weekly, or on hold for emergencies, **NO MONTHLY ROLLOVERS ALLOWED.***

A contract detailing everything will be drafted and submitted for signature upon agreement. Monthly contracts are to be considered **"Auto Renewable"** yearly upon anniversary date of signed accepted proposal and its effective starting date.

### **>>ADDITIONAL CONTRACT PACKAGES AVAILABLE UPON REQUEST<<**

*However, we seldom agree to contracts blocked for less than 5 hrs per month that would entitle the client to mandatory visits and free 24/7 remote/phone support any time of the day any day of the week including weekends and holidays.*

### **NON CONTRACT RATES:**

On site at client's location (depending on call volume, arrival between 2 to 4 hours from time of call, or next business day):

Monday thru Friday 9AM to 5PM = \$150 per hour onsite minimum 1 hr

Monday thru Friday 5PM to 9AM = \$175 per hour onsite minimum 1 hr

Saturday & Sundays = \$200 per hour onsite minimum 1 hr

Holidays = \$225 per hour onsite minimum 1 hr

**\*Non contract clients are NOT entitled to our monitoring of hardware/software performance, integrity and stability of the network, nor any updating or upgrading, nor data backup jobs to local or cloud based devices & services, nor any other technology functionality of any kind by either onsite visits or via remote access. These are services only provided to contract clients. The client will be responsible at all times for any of these tasks.**

### **REMOTE SUPPORT PER INCIDENT\* PAID THRU PAYPAL INSTANT FUNDS TRANSFER**

Payment must be received prior to start of support:

Monday thru Friday 9AM - 5PM = \$150

Monday thru Friday 5PM - 9AM = \$175

Saturday & Sundays = \$200

Holidays = \$225

***\*Pay per incident refers to when a client calls for remote/phone support, payable thru PayPal Instant Funds Transfer Services, it is a one time fee charged regardless whatever is taken to resolve the incident. This includes anything within remote access control such as computer operating systems issues, printer connectivity, network related problems, file & folder recovery, etc. Should it be determined that after reasonable timeframe a resolution thru remote/phone support cannot be achieved then an onsite visit will be required at standard hourly rate, upon client's approval.***

**HOME TECHNOLOGY SUPPORT PER INCIDENT\***

Payment in full upon completion of services (CASH or personal checks accepted):

Monday thru Friday 9AM - 5PM = \$100 (onetime fee)

Monday thru Friday 5PM - 9AM = \$125 (onetime fee)

Saturday & Sundays = \$150 (onetime fee)

Holidays = \$175 (onetime fee)

***\*Home technology support per incident refers to a onetime fee for servicing one computer until it is resolved.***

***Additional computers requiring service will be charged an additional \$75 per pc.***

***All applicable state sales tax apply. Only cash, checks, or PayPal payments are accepted, no credit cards or other forms of payment accepted at this time. For contract packages all fees are to be paid in full and received by the 1st of every month, an invoice will be emailed 5 days prior.***

**Planetworking .NET is NOT responsible NOR accountable for the following:**

- ISP (Internet Service Provider) any devices or services installed and maintained by the local provider, a staffed employee should be assigned responsibility to call in trouble tickets and be contact person with that provider, we are responsible for networks we install and its connectivity to the ISP's on site hardware not for their performance or any outages sustained.

- Telephones, PBX systems, Cellular/Mobile equipment or services, wiring (unless installed by us), equipment or services, we do not install nor support telecom technology, please contact your installer and/or service provider directly for support

- Web sites; we do not design web pages nor implement and support any domain/website services

- Email; unless a local email server is in place on site within the network we installed and manage under contract, we are not responsible for any email flow, traffic, spam activity or issues of any kind, other than installing a local email client software on computers and attaching to the email provider's servers with client provided information. Please refer to your email provider for support.

- Alarm & Camera Security equipment and services, please contact your installer directly for support.

- Television or any other broadcast systems and audio/video hardware, please refer to your installer and/or local service provider for support.

- Any other office equipment such as copiers, fax machines, or furniture, please refer to your retailer for support.

- Power or any other utilities failures and outages.

**Planetworking .NET does not lease or loan out equipment. We do not stock up on replacement equipment or parts, so it should not be assumed that equipment can be readily swapped out when trouble occurs.**

**We do not provide extended warranties for products existing in place nor installed by us. Warranties are strictly the responsibility of the hardware's manufacturer and/or software's developer.**

**We do not engage in bartering deals and no credit plans are offered or implied.**

***These rates and rules are in effect as of July 2013.***

***...helping clear the path to Excellence!***