

Service Rates

VNS has 3 primary methods of selling our services. For organizations that only need us occasionally, our *Standard Time and Materials* rate is available. *Block Time* pricing provides discounts for projects or ongoing work, and our most cost-effective model for most small businesses is a *NetCare Managed Service Plan*.

Standard Time and Materials Service Rates:

- Charged per incident at \$125.00 per hour: typically 4 to 8 business hour response time. Valley Network Solutions prioritizes calls for service in the order we receive them. Most service calls are scheduled in the next available 2-hour time window based on the severity of the problem. Please make sure the person you speak to at Valley Network Solutions knows how important the issue you are having is so we may prioritize your service call accordingly. If you have a preference for a specific consultant, we can usually accommodate your needs as well.
- 1-hour minimum, billed in ½-hour increments (unless client has a service agreement with us).
- Mileage charges begin after 30 minutes travel to the work site at applicable hourly rate.

Block Time:

Volume discounts are available for blocks of time purchased in advance, or for contracted project labor. Block time is also billed in smaller, 15-minute increments.

- 10 Hour block: \$1,187.50 (5% discount, \$118.75/hour)
- 25 Hour block: \$2,812.50 (10% discount, \$112.50/hour)
- 50 Hour block: \$5,312.50 (15% discount, \$106.25/hour)
- 100 Hour block: \$10,000.00 (20% discount, \$100.00/hour)

NetCare Managed Services:

VNS also provides a comprehensive outsourced network management service, giving businesses without a dedicated IT staff all the benefits of a virtual IT staff. This service allows us to regularly visit your business to insure smooth operations, in addition to providing help desk support! We can also remotely monitor and proactively manage the health of your network. We can then alert you and take proactive measures *before* you lose data. End the "firefighting" approach to managing your network - ask your VNS Account Executive about our *NetCare Service Plan* and put your network on autopilot. Pricing is customized for each client, based on your specific environment, needs and requirements.

After Hours Service Rate:

- Charged per incident at \$200.00 per hour: 2 to 4 hour response time.
- 1-hour minimum, billed in 1-hour increments

Emergency Service Rate:

- Charged per incident prevailing hourly rate: One business hour response time.
- 2-hour minimum, billed in 1-hour increments

Other Miscellaneous Rates:

- Phone and email support rate: \$60 per hour, charged in 15-minute increments.
- In-shop repair of non-warranty hardware: \$90 per hour, 1-hour minimum. VNS is an authorized warranty service provider for Compaq, HP, IBM and Xerox/Tektronix.
- Data Recovery: \$250.00 Minimum to start
- Ethernet cable installation: varies depending on the scope of each project. Please call us for a free quote. A single faceplate with one voice and one data outlet (includes jacks and faceplates) typically costs \$90.00, and our hourly labor rate for installation services is \$75.00.