



# IT Service & Pricing Guide

## IT Support

Service	Fee
Security – Antivirus, Malware, Spyware Protection <ul style="list-style-type: none"> <li>• Virus/spyware scan</li> <li>• Spyware/virus removal</li> <li>• Registry &amp; program clean up</li> <li>• Redefine internet options – increased security settings, taskbar/shortcut clean up &amp; manage browser add-on options</li> <li>• Antivirus software installation</li> <li>• Hardware &amp; software analysis and functionality test</li> <li>• Customer education</li> </ul>	\$70/hr
Diagnostic & Troubleshooting Services <ul style="list-style-type: none"> <li>• Operating System Repair</li> <li>• System Defrag</li> <li>• Driver &amp; Software Updates</li> <li>• Software Updates</li> <li>• Performance Optimization</li> <li>• Provide recommendations &amp; perform necessary hardware/software upgrades</li> <li>• Physical cleansing – clear hard drive, fans, hoses, ports of dust/dirt/etc.</li> </ul>	\$70/hr
Network Installation <ul style="list-style-type: none"> <li>• Network strategy</li> <li>• File, media &amp; printer sharing</li> <li>• Wireless networking/Router installation</li> <li>• Test connection for proper functionality</li> <li>• Expand existing network with additional devices</li> <li>• Configure wireless network connection with ISP</li> <li>• Remote access capability for all connected devices</li> <li>• Server/workstation/network configuration</li> <li>• Network security &amp; encryption</li> <li>• Customer Education</li> </ul>	\$70/hr
Hardware Installation <ul style="list-style-type: none"> <li>• Hard drive/optical drive</li> <li>• Video/Sound card</li> <li>• CD/DVD player/burner</li> <li>• Printer, scanner, web cam, external devices</li> <li>• Modem</li> <li>• Memory / RAM</li> </ul>	\$39.99/hr
New PC Set Up <ul style="list-style-type: none"> <li>• Connect peripherals (PC, monitor, mouse, keyboards, printer, speakers)</li> <li>• Internet configuration</li> <li>• Proper system start up</li> <li>• Software installation</li> <li>• Adjust system settings &amp; user accounts</li> <li>• Configure outlook email accounts</li> <li>• Install antivirus/spyware protection</li> </ul>	\$70/hr
Network Drop Installation	\$175/drop
Reimage /Operating System Restore	\$140
Holiday Support Rates	\$125/hour
After Hour/ Weekend Support Rates	\$90/hour
Remote Desktop Support	\$30/hour
Site Consultation	
Trip Fee <i>(rates may vary on gas price fluctuation)</i>	\$25 trip
Late Fees (30 days past due of invoice due date)	\$39
Upgrades and Configuration	\$70/hr



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<p><b>BRONZE Managed Service Package</b>  <b>1 Proactive Site Service Visit per Month</b>  <u>Preventative Maintenance:</u></p> <ul style="list-style-type: none"> <li>• Performance Evaluation – server, network, all individual workstations &amp; laptops</li> <li>• Remote Monitoring / Maintenance</li> <li>• System Defrag</li> <li>• Software Security Updates</li> <li>• Virus &amp; Spyware Protection</li> </ul> <p><b>3 Hrs - Project Planning &amp; Emergency Response</b>  <u>Repair &amp; Troubleshooting Maintenance:</u></p> <ul style="list-style-type: none"> <li>• Virus, Spyware, Adware Repair &amp; Removal</li> <li>• Troubleshooting &amp; Repair – server, network, hardware &amp; software</li> <li>• Reimage/Reinstall of Operating System &amp; Software</li> <li>• Remote Desktop</li> <li>• Rapid Response <ul style="list-style-type: none"> <li>○ Business Hours (Monday-Friday 8 AM – 5 PM CST) – 2 hr Response</li> <li>○ Weekends, After-Hours, &amp; Holidays – 2 hr max</li> </ul> </li> </ul> <p><u>Projects &amp; IMAC (Install, Move, Add, Change):</u></p> <ul style="list-style-type: none"> <li>• Networking – Design, configuration, installation- software, hardware/equipment, cable</li> <li>• Upgrades – Operating System, Software, Hardware &amp; Equipment</li> <li>• Licensed Software</li> <li>• Manufacturer warranty on all CPUs &amp; Laptops purchased through GetWired Networks</li> </ul> <p><i>Services extending past 3 hours billed at \$66 each additional hour</i>  <i>Minimum of 12 month commitment</i></p>	<p>\$200/month</p>
<p><b>SILVER Managed Service Package</b>  <b>2 Proactive Site Service Visits per month</b>  <u>Preventative Maintenance:</u></p> <ul style="list-style-type: none"> <li>• Bronze package, plus:</li> <li>• Data Back Up, Off Site Storage &amp; Disaster Recovery</li> </ul> <p><b>6 Hrs - Project Planning &amp; Emergency Response</b>  <u>Repair &amp; Troubleshooting Maintenance:</u></p> <ul style="list-style-type: none"> <li>• Virus, Spyware, Adware Repair &amp; Removal</li> <li>• Troubleshooting &amp; Repair – server, network, hardware &amp; software</li> <li>• Reimage/Reinstall of Operating System &amp; Software</li> <li>• Remote Desktop</li> <li>• Rapid Response <ul style="list-style-type: none"> <li>○ Business Hours (Monday-Friday 8 AM – 5 PM CST) – 1 hr Response</li> <li>○ Weekends, After-Hours, &amp; Holidays – 2 hour max</li> </ul> </li> </ul> <p><u>Projects &amp; IMAC (Install, Move, Add, Change):</u></p> <ul style="list-style-type: none"> <li>• Networking – Design, configuration, installation- software, hardware/equipment, cable</li> <li>• Upgrades – Operating System, Software, Hardware &amp; Equipment</li> <li>• Licensed Software</li> <li>• Manufacturer warranty on all CPUs &amp; Laptops purchased through GetWired Networks</li> </ul> <p><i>Services extending past 6 hours billed at \$58 each additional hour</i>  <i>Minimum of 12 month commitment</i></p>	<p>\$350/month</p>



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<p><b><u>GOLD Managed Service Package</u></b> <b>4 Proactive Site Service Visits per Month</b> <b><u>Preventative Maintenance:</u></b></p> <ul style="list-style-type: none"><li>• Silver package, plus:</li><li>• 7% Annual return on all IT services &amp; products provided by GetWired Networks</li></ul> <p><b>12 Hrs- Project Planning &amp; Emergency Response</b> <b><u>Repair &amp; Troubleshooting Maintenance:</u></b></p> <ul style="list-style-type: none"><li>• Virus, Spyware, Adware Repair &amp; Removal</li><li>• Troubleshooting &amp; Repair – server, network, hardware &amp; software</li><li>• Reimage/Reinstall of Operating System &amp; Software</li><li>• Remote Desktop</li><li>• Rapid Response<ul style="list-style-type: none"><li>○ Business Hours (Monday-Friday 8 AM – 5 PM CST) – 30 minutes Response</li><li>○ Weekends, After-Hours, &amp; Holidays – 1 hr max</li></ul></li></ul> <p><b><u>Projects &amp; IMAC (Install, Move, Add, Change):</u></b></p> <ul style="list-style-type: none"><li>• Networking – Design, configuration, installation- software, hardware/equipment, cable</li><li>• Upgrades – Operating System, Software, Hardware &amp; Equipment</li><li>• Licensed Software</li><li>• Manufacturer warranty on all CPUs &amp; Laptops purchased through GetWired Networks</li></ul> <p><i>Services extending past 12 hours billed at \$50 each additional hour</i> <i>Minimum of 12 month commitment</i></p>	<p>\$600/month</p>
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## Identity & Web Design

Graphic Design and Website Development	Fee
<b>Logo Design</b> 6-8 Initial Concepts sketched 3 rounds of revisions Final Logo color/black and white	\$290.00
<b>Brochures (1000)</b> 2-side, Trifold 3 rounds of revisions	\$425.00 (Design & Print)
<b>Business Cards (1000 cards)</b> 1 or 2-side, Standard size 6-8 Concepts 3 Sessions of revisions	\$165.00 (Design & Print)
<b>HTML Website</b> Site Analytics Site backlinks Custom template design Includes up to 5 pages 1 Flash animation Random Image Rotator Additional Pages	\$800.00 \$35/page
<b>Flash Website</b> Includes menu navigation Rollover buttons Random images rotator Image gallery Custom preloader	\$2100.00
<b>Content Management System (CMS)</b> Site Analytics Site backlinks Custom template design User profiles Site Map Event Calendars Java Script Image Rotators or Galleries	\$1200.00
<b>Photography</b> Photo restoration	\$70.00/hr
<b>Research/Content Development</b> Gather content Research Competitors Gather photos	\$79.99 first hour/ 9.99 each additional
<b>Video Editing</b> Converting files, Edit video(s)	\$135/video
<b>Web Banner</b> Advertisement to other or current site	Starting at \$70/hr
<b>Flash Animations</b>	\$85/hr
<b>E-Commerce (for HTML sites only)</b> Full functional shopping cart Includes login and check out, product display, ordering, and receiving payments	\$1100.00
<b>Maintenance</b> unlimited updates text, photos, calendar events, etc	39.99/mo 349.00/yr
<b>Website Hosting</b> Mini Pro Deluxe	39.99/yr 69.99/yr 89.99/yr

