

2025 Rates

Customized Service Agreement Contract

Custom support contracts are available to clients needing industry specific options. The custom support contracts can provide scheduled onsite technician time to suit your IT needs. Please call us if you are interested in pricing for your environment.

MSP Service Agreement Rates

As an MSP SA Client, you are covered under your contract for most items. These rates are for items that are not covered under the agreement.

<u>Service</u>	<u>Rates</u>
New Device Fee	\$325
New User Fee	\$175
New Device Fee (Server)	KGT Quote
Outside of Contract	KGT Quote
After Hours Rate	\$250 / hr.

Time Blocks

Time blocks are a way to pre-purchase time at a discounted rate. A minimum of 10 hours is required for each time block purchase. Time usage is tracked through our website and is used in 15-minute increments.

<u>Service</u>	<u>Rates</u>
During Normal Business Hours	\$175 / hr.
After Hours Use	1.5 Hours of Time Block Used Per 1 Hour of Work

Non-Service Agreement Rates

If you are not an SA client and have not pre-purchased a time block, then all work performed is subject to the rates listed below. Onsite work will be billed for a minimum of one hour, then in 15-minute increments thereafter. Remote/Phone support will be billed in 15-minute increments.

<u>Service</u>	<u>Rates</u>
During Normal Business Hours	\$200 / hr.
After Hours Rate	\$275 / hr.
Remote/Phone Support	\$150 / hr.
Special Projects (new hardware, training, etc.)	CALL