



School Service Agreement Rate Card

Services	Bronze	Silver	Gold	Titanium
Hours per contract	5	10	30	50
Minimum price (pre-paid)	\$600	\$1100	\$3500	\$6000
Number of computers serviced	Unlimited	Unlimited	Unlimited	Unlimited
Scheduled visits per contract	2	Up to 5	Up to 15	Up to 25
• Diagnostics	Yes	Yes	Yes	Yes
• Drive Defragmentation	Yes	Yes	Yes	Yes
• Virus Scans	Yes	Yes	Yes	Yes
• Install updaters	Yes	Yes	Yes	Yes
Phone Support	Yes / Discounted from member hours	Yes / Discounted from member hours	Yes / Discounted from member hours	Yes / Discounted from member hours
Bonus Phone Support Time	N/A	30 mins. per year	45 mins. per year	60 mins. per year
Extra Phone Support Minutes	Yes / \$80 per/hr*	Yes / \$80 per/hr*	Yes / \$80 per/hr*	Yes / \$80 per/hr*
Phone Support Response Time	Immediate	Immediate	Immediate	Immediate
On-Site Emergency Response Time	Scheduled	Scheduled	Within 3 hours	Within 3 hours
Remote Support Time	N/A	N/A	N/A	N/A
IDF Router or Switch Support	N/A	N/A	N/A	N/A
Are the yearly hours transferable*	No	Yes**	Yes**	Yes**

* During the time your service agreement is in effect you can buy additional hours for remote or phone support at a discounted rate so that you do not use your service agreement hours. Just buy up front or let a sales representative know and we will charge you for the additional time.

** If during your service agreement year you do not use up all of your hours you can renew your membership and all unused hours will be carried over to the next membership year. This only applies if you renew before the yearly anniversary and there is no lapse in time before renewal.