



# Sky Computer Services , LLC

[www.SkyITsupport.com](http://www.SkyITsupport.com)

3577 Overland Ave. Los Angeles, 90034

Tel: 310-837-2525 Fax: 310-496-0300

## Support Plan Rates

### Standard Rate Plan

- **Workstation Technician** - \$75.00 per hour
- **Network Engineer/Network Support** - \$95.00 per hour
- **Macintosh Technician** - \$95.00 per hour
- **Weekend, Evening\* & Holiday** - \$95.00 per hour
- **Network Security Services** - \$115.00 per hour
- **Remote/Telephone Support** - \$60.00 Per hour

### Reduced Rate Plan A

- ✓ Pre-pay \$2,000.00 or
- ✓ Make an advanced commitment of min. 16 hours scheduled service per month \*
  - **Workstation Technician** - \$70.00 per hour
  - **Network Engineer/Network Support** - \$90.00 per hour
  - **Macintosh Technician** - \$90.00 per hour
  - **Weekend, Evening\* & Holiday** - \$95.00 per hour
  - **Network Security Services** - \$95.00 per hour
  - **Remote/Telephone Support** - \$60.00 Per hour

### Reduced Rate Plan B

- ✓ Pre-pay \$4,000.00 or
- ✓ Make an advanced commitment of min. 32 hours scheduled service per month \*
  - **Workstation Technician** - \$65.00 per hour
  - **Network Engineer/Network Support** - \$85.00 per hour
  - **Macintosh Technician** - \$85.00 per hour
  - **Weekend, Evening\* & Holiday** - \$95.00 per hour
  - **Network Security Services** - \$95.00 per hour
  - **Remote/Telephone Support** - \$60.00 Per hour

- a. Sky Computer Services, LLC bills for all services (except printer and cabling services) by the hour.
- b. All rates are on-site unless indicated
- c. Most areas within Los Angeles County area are without travel fees. Services calls outside of Los Angeles County and other outlying areas require a travel fee.
- d. Pre-paid amounts do not expire and are partially or completely refundable without a penalty.
- e. Services that contribute to the pre-paid amount only include labor for PC, MAC and server/router/security (networking) services. Cabling, web design, web marketing, printer repair and notebook repair services do not apply toward pre-payments and discounted Price Plan do not apply to these services. Mentioned services are billed separately with separate terms.
- f. Invoices are issued upon the completion of work and due upon receipt unless a service agreement has been signed/approved. For clients on a service agreement a monthly statement will be sent at end of each month and all outstanding invoices are due at the end of each month (upon receipt of statement) with a max. of 15 day terms.
- g. Parts and materials costs are not deducted from pre-paid payments and invoiced separately under the company Santa Monica Technology Supply, Inc. The purchasing of parts and materials may require a deposit and/or payment upon delivery.
- h. To receive discount rates for scheduled support a signed Service Agreement is required with the commitment of hours indicated. If client fails to achieve the minimum number of hours, client will only be billed for the difference between the standard rate and the discounted rate.
- i. \*Scheduled services are services scheduled on a regular bases on the same days and times taking into account company holidays and vacations. Scheduled support must be schedule at least one week in advance. Evening service includes any service call arranged for 5pm or later.