

GeekPro Technology Services - Discount Rate Plans

Monthly Maintenance & Support Plans

Our monthly maintenance & support plans are designed to address basic computer support and routine maintenance issues. These plans provide you with basic technical support and routine maintenance services at a reduced hourly rate.

These plans allow you to take advantage of our discounted hourly rates. You can choose a plan that best fits your business needs and response time requirements. With a premium support service plan you'll receive a priority response (within 2 hours) including an additional discount for hourly onsite service.

Our monthly maintenance & support plans cover the troubleshooting of computers, printers, and Wi-Fi connection issues. In addition, they also include software preventive maintenance in order to create a stable and secure IT infrastructure for your business. Plan periods are available on a month to month basis. All monthly plans require payment in advance for the entire duration of the service plan selected. Additional computers can be added at any time and will be prorated in advance according to the time remaining on your plan.

Monthly Support Plan A - \$34.99 a month per computer w/ 24 hour response time

Our Monthly Support Coverage Plan A is best suited for a location with up to **5 computers**
This Plan Includes:

- 30 minutes of phone support included (9am-5pm, M-F)
- 1 hour of remote support included (9am-5pm, M-F)
- 24 hour guaranteed response time
- On-site hourly rate discounted to \$45.00/hour
- Discounted flat fee service rates

Monthly Support Plan B - \$54.99 a month per computer w/ 2 hour response time

Our Monthly Support Coverage Plan B is best suited for a location with up to **10 computers**
This Plan Includes:

- 30 minutes of phone support included (9am-5pm, M-F)
- 2 hours of remote support included (9am-5pm, M-F)
- 2 hour guaranteed priority response time
- On-site hourly rate discounted to \$40.00/hour
- Discounted flat fee service rates

Remote Support Plans

Our Remote Support Plans are perfect for business or home office computers with high-speed internet access. When you choose this plan, you'll receive secure remote assistance via the internet.

Our remote service plans are great for support issues such as:

- Spyware/Adware Removal
- Hardware Issues
- Printer Malfunctions
- Virus Removal
- Software problems
- Computer configuration
- Security Updates
- Performance Tune-ups
- Data Backup Assistance
- Windows Error & Event Monitoring
- Email setup & configuration
- Lost documents or data

Remote Support Plan A - \$24.99 a month per computer w/ 24 hour response time

Our Remote Support Plan A is best suited for a location with up to **5 computers** and high speed internet access. The Plan Includes:

- 30 minutes of phone support included (9am-5pm, M-F)
- 30 minutes of remote support included (9am-5pm, M-F)
- 24 hour guaranteed response time
- On-site hourly rate discounted to \$45.00/hour
- Discounted flat fee service rates

Remote Support Plan B - \$44.99 a month per computer w/ 2 hour response time

Our Remote Support Plan is best suited for a location with up to **10 computers** and high speed internet access. The Plan Includes:

- 30 minutes of phone support included (9am-5pm, M-F)
- 1 hour of remote support included (9am-5pm, M-F)
- 2 hour guaranteed priority response time
- On-site hourly rate discounted to \$40.00/hour
- Discounted flat fee service rates

Prepaid Block of Hours

The Prepaid Block of Hours plan is a cost saving alternative to our standard hourly rates. Prepaid hours are discounted from our standard hourly rates.

Hours can be used for desktop, laptop, printer or Wi-Fi network support. With each block of hours you'll also receive technical phone support and remote desktop support. All prepaid (50 hour blocks) include two (2) hour onsite priority response and cover extended service hours (9am-9pm, M-F) All other prepaid hourly block plans are available for use within standard business hours (9am-5pm, M-F) and include a 24 hour response time.

Emergency service calls (before 9am or after 5pm, M-F) include a \$100 rapid response fee. (All prepaid hours must be used within one (1) year from the time your payment is made)

Prepaid Block of Hours Pricing

10 hour block	(\$55 hr.)	Includes 10 hours of on-site support, 30 min of phone support and 30 min of remote support.
15 hour block	(\$50 hr.)	Includes 15 hours of on-site support, 1 hour of phone support and 1 hour of remote support.
25 hour block	(\$45 hr.)	Includes 25 hours of on-site support, 1.5 hours of phone support and 1.5 hours of remote support.
50 hour block	(\$40 hr.)	Includes 50 hours of on-site support, 3 hours of phone support and 3 hours of remote support.

Note: If you exceed your prepaid hours, you will need to purchase an additional block of prepaid hours or you can choose to pay our standard hourly rate for the additional hours required at that time.

~All rates and terms subject to change

~All clients will be given a 15 day notice of any changes in rates or terms

~This document is a rate and services overview and is not a contract

~Rates outlined in this document do not include any software licenses or hardware costs

~All software licenses and/or hardware costs are the responsibility of the client