



# OFFICE ADVANTAGE

## IT Solutions



### IN-HOUSE & REMOTE SUPPORT

Bench Fee	<b>\$47</b>
Priority Bench Fee	<b>\$85</b>
Simple Labor (Under 15m)	<b>\$15</b>
Labor Charge	<b>\$119/HR</b>
Priority Labor Charge	<b>\$150/HR</b>
Phone Support (Under 15m)	<b>\$26</b>
Remote Support (Under 15m)	<b>\$50</b>
Extended Remote Support (After the first 15m)	<b>\$105/15M</b>

### ON-SITE IT SUPPORT - BUSINESS

Service Call Fee	<b>\$47</b>
Standard On-Site	<b>\$185/HR</b>
Priority On-Site	<b>\$245/HR</b>

*\*\* Please note: A mileage fee of \$1.25/mile may apply.*

### ON-SITE IT SUPPORT - PERSONAL

Service Call Fee	<b>\$47</b>
Standard On-Site	<b>\$165/HR</b>
Priority On-Site	<b>\$195/HR</b>

*\*\* Please note: A mileage fee of \$1.25/mile may apply.*

### IT SERVICE - TIME BLOCKS

Blocks of time can be used for any type of IT work.  
Please refer to the Customer Expectations document for more details.

10 Hour Block Time	<b>\$1,100</b>
20 Hour Block Time	<b>\$2,000</b>
40 Hour Block Time	<b>\$3,600</b>
100 Hour Block Time	<b>\$8,000</b>