

# Steve Dainard IT Service & Support

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519-807-9141

## On-call IT Support Packages

If required, the following plans provide emergency support coverage for clients.

This is in addition to the hourly rate and is charged each month. Each plan covers support within the Waterloo Region & Guelph only.

### Monthly Service Retainer Rates\*

Service Coverage Hours	Coverage Days	Monthly Fee
<b>Plan 1</b> 9am - 5pm	Mon - Fri Excluding Holidays	\$400
<b>Plan 2</b> 9am - 10pm	Mon - Fri Excluding Holidays	\$600
<b>Plan 3</b> 24 Hours/Day	7 Days/Week Excluding Holidays	\$900

### Response Time

Coverage Area	Response Time	Cost
Within Waterloo Region/Guelph	1 - 3 Hours	\$150 (Outside of plan coverage)
London to west of Hwy 404**	Within 4 Hours	\$250
Within Southern Ontario**	Within 12 Hours	\$600
Outside of Southern Ontario**	Within 2 Days	To be Negotiated

### Additional Fees

Item	Cost
Long Distance Charges Outside of Waterloo Region	Billed at \$0.25/minute (USA +\$1.50/min)
Wireless Data Tethering in Canada (Last resort data requirements)	Billed at \$0.10/MB

\* If a retainer plan is not purchased, all callouts will be considered emergency unless 48 hours notice is given and a scheduled time can be arranged. If a call is placed and then cancelled the customer will be billed \$75.