

Dominion Repair Service Inc – Computer & Network Service Plans

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Rates effective March 1, 2007 for the Northern Virginia area: *Prepaid Service Blocks* – 12 month plan

	<u>15-Hour Service Block</u>	<u>30-Hour Service Block</u>	<u>60-Hour Service Block</u>	<u>Without a Service Agreement</u>
Desktop PC Support *	\$ 60/hour	\$ 55/hour	\$ 50/hour	\$ 90/hour
Server/LAN/WAN Support **	\$ 60/hour	\$ 55/hour	\$ 50/hour	\$ 90/hour
After Hours Service ***	\$ 120/hour	\$ 110/hour	\$ 100/hour	\$ 180/hour
Emergency Service ****	\$ 60/hour	\$ 55/hour	\$ 50/hour	\$ 180/hour
Minimum Remote Support	¼ hour	¼ hour	¼ hour	½ hour
Minimum Billing for Phone and E-mail Support	¼ hour	¼ hour	¼ hour	N/A
Minimum Billing for On-Site Service	1 hour	1.5 hours	2 hours	1 hour
Service Charge for On-Site Service	Included	Included	Included	\$ 50
Priority Response Time for Emergencies	Included	Included	Included	N/A
Access to Network of Local IT Partners and Contractors	Included	Included	Included	N/A
Annual Planning Session	Included	Included	Included	N/A
Monthly Cost, based on a 12 month commitment	\$ 75.00/month	\$ 137.50/month	\$ 250.00/month	N/A
Service Plan Cost	<u>\$ 900</u>	<u>\$ 1650</u>	<u>\$ 3000</u>	

* Desktop PC Support includes labor only – parts billed separately

** Server/LAN/WAN Support includes labor only – parts billed separately

*** After Hours Service is outside of normal business hours (M-F, 8–5)

**** Emergency Service is when on-site service is required with less than 24 hours notice