



## General Services & Support Policy

### General Information

Our general support hours are Monday through Friday, 8:00am to 5:00pm Pacific Standard Time ("business hours"). For immediate support, please call our office at (916)-542-1566 or you can open a trouble ticket online by sending an email to [support@raptorit.net](mailto:support@raptorit.net). All open trouble tickets are handled according to our *Response Time Policy*.

### Response Time Policy

**(Al-A-Card)** - Critical issues such as multi-user service interruptions & network related emergencies are handled as high priority and are addressed within four hours. Non-emergency support tickets are addressed within 24 hours.

**(All-you-can-eat)** - Critical issues such as multi-user service interruptions & network related emergencies are handled as high priority and are addressed within one hour. Non-emergency support tickets are addressed within 4 hours.

### IT Support Service Policy

- **(Al-A-Card)** - Minimum one-hour charge for IT Support onsite and minimum 15-minute charge for remote IT Support *\*\*\*see IT Support policy\*\*\**; additional time spent is billed in 15-minute increments thereafter.
- **(All-you-can-eat)** - *\*\*\*see IT Support policy\*\*\**

### IT Support: Project Work Definition

Project work is classified as the following:

- Any Hardware, Software, & Service upgrades to existing infrastructure
- Any Hardware, Software, & Service replacements (RMA's, warranties, etc...) of existing infrastructure
- Any New hardware, software, & service integrations with existing infrastructure

### Website Development Service Policy

**(Al-A-Card)** - Minimum 15-minute charge for Website Development Service *\*\*\*see Website Development policy\*\*\**, billed in 15-minute increments thereafter.

**(All-you-can-eat)** - *\*\*\*see Website Development Policy\*\*\**

## **Website Development Service: Project Work Definition**

Project work is classified as the following:

- Adding any new content to pages, posts, features, and/or plugins on existing website infrastructure
- Any hardware, software, & service upgrades or replacements (RMA's, warranties, migration to new hardware, migration to new software, etc...) of existing website infrastructure
- Any New hardware, software, & service integrations with existing website infrastructure

## **Additional Information**

- All project work requires a completed, signed "Scope of Work" agreement by an authorized party (the Client).
- Approved hardware costs are due upon signing the "Scope of Work" agreement.
- Labor time is estimated, calculated by actual time spent, and therefore billed according to our *General Services & Support Policy*.

## **AI-A-Carte**

Standard Labor Rate (Business Hours)

\$155 per hour

Non-Profit Labor Rate

\$135 per hour

## **All-You-Can-Eat**

Project Work Labor Rate (Business Hours)

\$115 per hour

Non-Profit Project Work Labor Rate

\$95 per hour

## **After Hours & Emergency Labor Rate**

\$225 per hour

*One-way travel time will be billed for on-site visits at our Standard Labor Rate. For Managed IT Services Customers, travel time fee is waived. \*\*\*See Managed IT Services policy\*\*\**