



IT Support policy

IT Support: Al-a-Carte vs. All You Can Eat

Raptor IT is a one-stop technology solutions provider; all technology related issues are thoroughly assessed in order to offer knowledgeable IT Support in a timely manner. Refer to *General Services Policy* for more information.

"Al-a-carte": All IT Support trouble tickets and project work are billed according to the *General Services & Managed IT Services Policies*.

"All-you-can-eat": All IT Support trouble tickets and project work are billed according to the *Master Services Agreement*. For more information refer to the *General Services & Managed IT Services Policies*.