

Web Drive Server Support Rates

Customer Support will be provided at the following rates:

1) Normal Business Day rates:

All labour is charged in 15 minute blocks.

- a. L1 Technical Helpdesk - \$50 /hour
- b. L2 Systems Administrator - \$100 / hour
- c. L3 Engineer - \$200 / hour

2) After Hours Rates:

Minimum one hour charged.

All technical staff - \$200 / hour

3) Emergency Support:

Emergency changes will be charged at the appropriate rate from the above and be a minimum of one hour.