



Kinetic-Innovations, LLC
Moving Ideas into Solutions

Rate Card

*By purchasing an Annual Maintenance Contract, you get our services at a discounted rate.
 Your maintenance plan is customized to fit your business's unique needs and size.*

	Purchasing a Maintenance Contract	Ala Cart Services
Annual Maintenance Contract Cost	<i>Dependant Upon Size of Network</i>	<i>Not Applicable</i>
Service / Support per Hour	\$125.00	\$175.00
Scheduling Priority	<i>Clients with a contract will be scheduled for the first available date and time.</i>	<i>Clients w/out a contract must schedule at least 2 weeks in advance.</i>
Off-hours / Weekend Services per Hour (planned, non-emergency)	\$250.00	<i>Not Available</i>
Emergency Service per Hour	\$375.00	\$500.00
Per Incident Emergency Service Fee	<i>First 3 Incidents Waived (\$125 thereafter)</i>	\$175.00
Guaranteed Emergency Response Time	<i>Same Day</i>	<i>Next Business Day, NOT guaranteed</i>
Minimum Billing for Phone Support and E-mail Support	<i>.5 Hour (\$62.50)</i>	<i>2 Hours (\$350.00)</i>
Minimum Billing for On-site Support	<i>2 hours (\$250.00)</i>	<i>3 hours (\$525.00)</i>
Dedicated Technology Consultant	<i>Available Upon Contract Start</i>	<i>Not Available</i>
Task-to-Project Cutoff Time	<i>4 Hours</i>	<i>2 Hours</i>
Project Costs	<i>Projects will be billed out as "Project Costs" not at your hourly rate</i>	

