

# 2014 Service Agreements

## Raiche Consultants, Inc.

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## Overview

All Agreements are from January 1, 2014 to December 31, 2014. Discounts apply only when all conditions are met. Contact cost is \$250 Church system only, \$450 PC only and \$800 Network. Note- When there is no agreement then a 1 hour minimum applies on service call time; PC agreement only has a 45 minute minimum and Network has a half hour minimum in all on site categories.

Service	No Agreement in Force	Church System Update Only	PC Only	Network
Church Updates	\$200 each	Free	Free with Church System	Free with Church System
Church System Training	\$100 hr.	\$50 hr.	2 free hrs. with Church System	2 free hrs. with Church System
Pre-Scheduled Time	\$65 hr.	\$65 hr.	\$60 hr.	\$55 hr.
PC Hourly Service	\$105 hr.	105 hr.	\$85 hr. (1 <sup>st</sup> 2 free)	\$80 hr. (1 <sup>st</sup> 3 free)
Network Hourly Service	\$155 hr.	\$155 hr.	\$155 hr.	\$105 hr. (part of 1 <sup>st</sup> 3 free)
In Shop Service	\$105 hr.	\$75 hr.	\$70 hr.	\$65 hr.
Phone / E-mail Support	\$25 per incident	Free when less then ½ hr, > ½ hour \$25	Free when less then ½ hr, > ½ hour \$25	Free
Web Site Changes	\$100 hr.	\$75 Hr	1 hr a month	2 hrs a month
Remote Server Maintenance / Weekly/Monthly	\$150 month or \$150 week	\$150 Month or \$150 week	\$150 Month \$75 week	\$125 Month \$50 week
Remote Service	\$105 an hour 1 hour minimum	\$75 an hour 1 hour minimum	\$75 an hour 1 hour minimum	\$75 an hour ½ hour minimum
Mileage / Fuel Charge	.50 a mile (from Agawam office) plus \$100 hr	.50 a mile (from Agawam office) plus \$75 hr	.50 a mile (from Agawam office) for loc. > 10 miles	.50 a mile (from Agawam office) for locations > 20 miles

Parts	Cost + 40% Min charge \$5 Max \$50	Cost + 40% Min charge \$5 Max \$50	Cost + 30% Min charge \$5 Max \$50	Cost + 25% Min charge \$5 Max \$50
New Computer Quote	\$150	\$100	\$75	\$50
New Computer Set up	\$105 hr.	\$155 hr.	\$80 hr. MAX of 4 hours	\$80 hr. (part of 1 <sup>st</sup> 3 free)MAX of 3 hrs
System Documentation	\$100 hr	\$100 hr	Free	Free
Weekend / Holiday Rate	\$150 hr	\$150 hr	\$100 hr.	\$100 hr.

## Definition of Terms

### *Rates*

#### **Hourly Rate**

This rate applies for all on-site service not defined by pre-scheduled time, not including any Network Server Work.

#### **Hourly Rate – Network**

This is for all work done on the network server and work needed to network computers together.

#### **Hourly Rate – Prescheduled**

This rate is reserved strictly for the description in pre-scheduled time. The rate applies only to the time that has been agreed to, additional work falls under the hourly rate.

#### **Hourly Rate – Shop**

This rate applies to work done to a computer that has been brought back to the office to be worked on.

#### **Hourly Rate – Remote Service**

This rate applies to work done by logging in remotely to your computer.

#### **Phone / E-mail Support**

This is for any questions that are answered by phone or e-mail. It is a “per incident” charge so if multiple communications are needed to resolve the issue only one charge is incurred. We reserve the right at any time to determine that the problem cannot be resolved without an on-site visit.

## Services

### **Church Updates**

These are generally released once a year. If you have missed any years, in order to get up to date you must purchase any prior versions, not to exceed the cost of a new system.

### **Church System on-site training**

This applies to on site training specific to the church system. General computer training is available at the standard hourly rate.

### **Pre-scheduled time**

This is time that is scheduled on a recurring basis. It is a lower rate based on a few items:

- It is used for **routine preventive maintenance only** (items included are below).
- You must commit to a set amount of time; this can be as little as an hour per quarter or as much as daily visits.
- You must give 30 days notice to end service.
- Emergency situations are handled as a higher priority and we may need to re-schedule day and/or time on short notice.
- This specifically EXCLUDES programming and network maintenance.
- General items covered are:
  - Microsoft Updates (Windows and Office)
  - Antivirus Updates (Only Norton and AVG Supported)
  - Security scans
  - Spyware Updates / scans
  - Cleanup of Hard Drive
  - Physical Cleaning of the Machine
  - Specifically EXCLUDES advanced services offered separately including but not limited to– Programming, web site changes, diagnosis and repair of computers, and server work.

### **Web Site Development**

We can give you advice on web sites and arrange for hosting. We can develop, with your help basic web sites at a low cost. Web sites are done on a flat rate starting at \$500, based on your requirements.

### **Web Site Updates**

We can update websites, in general, whether we developed them or not. These are done on a hourly basis. Updates that you can send us to do remotely are included with your yearly agreement. The amount of updates depends on your level of agreement.

### **Remote Server maintenance**

We offer a service to check on and update your service once a week. This is done “off-hours” either an evening or Sunday in order to not disrupt your normal work day. In order to take part in the option you must have a Windows 2000 or greater server, a static IP and remote desktop set up on the router / server. The items we check on a general basis are:

- Disk space
- Event Logs
- Backup
- Antivirus
- Microsoft Updates
- Microsoft Baseline Security Analyzer
- Router

### **Fuel Charge**

Like everyone else we have been affected by the cost of fuel. For this reason we must now charge for travel. This varies depending on the agreement level you have. All mileage is based on the mileage calculation from MAPQUEST.com from our office address in Agawam to your address.

## **Parts**

We do not stock parts. If you request we get a part for you we can, but need to charge the incidental costs associated with it. Markup is based on the agreement level you subscribe to. The markup takes into account:

- Shipping and / or local pickup miles & time
- Time to locate the part either online or locally

## **Phone / email support**

The best way to get answers to your questions is by e-mail. We try to answer all e-mail from the day that evening. If you have a agreement this service is free. For those that do not have a agreement there is a charge "per incident". The same applies to Phone support; there is generally NOT someone in the office to take calls live. Agreement holders can also use our pager number for return calls. Calls made to personal home phone numbers will be ignored.

## **Remote Service**

The can be a fast cost effective way to solve your computer problems if the computer can be connected to remotely. Depending on issues found it may still require an on site visit. . There is just a small plug-in to install from our web site nothing for you to purchase. How it works is when you call with an issue that we might be able to solve quickly we can remote into your computer, the first time we will walk you through starting the remote session. So instead of us telling you we will be there in a day or 2 it is fixed right on the spot. Now that will only work in certain cases, but in the ones it does you will get faster / cheaper service. Cost depends on the level of agreement you have purchased.

## **New Computer quote**

We get a lot of requests to put together configurations and get quotes for new PCs. To do this right it takes a few hours to get the matching configuration and price to get the best value for your needs. There is a sliding scale of cost associated with this depending on the agreement you choose.

## **System Documentation**

We can keep a complete technical and end-user documentation for your company. This assists whatever technician that needs to work on your system. We keep a copy in the office and give you a copy, this assists in your disaster recovery as well. If you ever need to have someone work on your system it can save hours of guessing how things are set up. This is an added cost and you must request it.

# **Agreement Conditions**

## **Account in good standing**

If at any time your account goes over 30 days, any invoice that is over 30 days will have the discounts reversed as well as a finance charge. Until the account is in good standing no discounts will apply regardless of the normal agreement discount.

## **Response time**

We understand that you are very dependant on your computer systems and we do our best to respond as fast as we can. Here is our response time goal:

- Cell phone to tech 1 hour return time (Available only to agreement holders)
- Phone mail may be checked at anytime during the day.
- Be onsite within 24 hrs when your system is down.

- E-mail – Returned by the next morning

You can help us meet these goals in a few ways:

- For phone message DO give as much information as possible. The proper person will call with the best answer. DO NOT call every few minutes as this only clutters the voice mail and delays response. DO NOT call technicians at home, these calls WILL NOT be returned.
- Be flexible in your availability. If you cannot stay late it might delay our response.
- For e-mail use address [Dave@RaicheConsultants.com](mailto:Dave@RaicheConsultants.com)

### **Weekend / Holiday**

The discounted rates do not apply for Sunday or Standard Company Holidays. Service may be available on these days at the standard non-discounted rate. Company holidays for 2013 are currently as follows but are subject to change:

New Year's day, Memorial day , 4<sup>th</sup> of July , Labor day, Thanksgiving and the day after, and Christmas.