



Computer Support Services

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This document outlines the pricing used by a client when they wish to contract WhiteHat Computer Solutions for long term support. On the following pages you will find tables that hold the original on the fly price with the pre-paid price next to them.

Each pre-paid item is good for up to one year after purchase. If there are questions or you wish to discuss an agreement, contact us via telephone at 570.544.1770 or e-mail us at service@whitehatcomputers.com

Service Price Table

Below is a list of the services available and their prices before agreement and while under agreement. Some prices are listed as flat fee while other stay hourly with a reduced rate. All items must be purchased in blocks of 4 (four) or more with the exception of flat rate items.

Service	Standard Price	Agreement Price
Spyware/Virus Removal (SBSASVR) Removal of malicious programs from computers. Up-date system and secure problems. This is a per use item. Software not included. This is only for non-emergency instances.	\$85/hr.	\$129.99
System Maintenance and Repair (SBSASMR) Any maintenance on a system that is preventive or repair. This is a per use item. This does not include any parts required.	\$85/hr.	\$65/hr.
System Maintenance and Repair Emergency (SBSASMRE) Any maintenance on a system that is preventive or repair. This is a per use item. This does not include any parts required.	\$125/hr.	\$100/hr.
Disaster Recovery Level 1 (Workstation) (SBSADRL1W) Operating system recovery, failed device replacement, recovery from backup media. Parts and software not included.	\$85/hr.	\$65/hr.
Disaster Recovery Level 1 (Server) (SBSADRL1S) Operating system recovery, failed device replacement, recovery from backup media. Parts and software not included.	\$125/hr.	\$100/hr.
Disaster Recovery Level 2 (Workstation) (SBSADRL2W) Includes everything from level 1 but includes data recovery solutions. Media must be in working order. Recovery is process that is never guaranteed and may result in the recovery of no data.	\$125/hr.	\$100/hr.
Disaster Recovery Level 2 (Server) (SBSADRL2S) Includes everything from level 1 but includes data recovery solutions. Media must be in working order. Recovery is process that is never guaranteed and may result in the recovery of no data.	\$175/hr.	\$140/hr.

<p>Disaster Recovery Level 1 (Workstation) - Emergency (SBSADRL1WE) Operating system recovery, failed device replacement, recovery from backup media. Parts and software not included.</p>	\$125/hr.	\$100/hr.
<p>Disaster Recovery Level 1 (Server) - Emergency (SBSADRL1SE) Operating system recovery, failed device replacement, recovery from backup media. Parts and software not included.</p>	\$175/hr.	\$140/hr.
<p>Disaster Recovery Level 2 (Workstation) - Emergency (SBSADRL2WE) Includes everything from level 1 but includes data recovery solutions. Media must be in working order. Recovery is process that is never guaranteed and may result in the recovery of no data.</p>	\$175/hr.	\$140/hr.
<p>Disaster Recovery Level 2 (Server) - Emergency (SBSADRL2SE) Includes everything from level 1 but includes data recovery solutions. Media must be in working order. Recovery is process that is never guaranteed and may result in the recovery of no data.</p>	\$225/hr.	\$180/hr.
<p>Network Support (SBSANS) Upgrade network devices, add additional computers to an existing network, maintain network security, test and replace bad cables or run new cables.</p>	\$85/hr.	\$65/hr.
<p>Network Support - Emergency (SBSANSE) Upgrade network devices, add additional computers to an existing network, maintain network security, test and replace bad cables or run new cables.</p>	\$125/hr.	\$100/hr.
<p>Warranty Services – 1 yr. Covers parts on warranted equipment. Prices start at \$99 and work up from there depending on the item the warranty covers. Warranties are not transferable from one piece of equipment to the next.</p>	Starting @ \$99	Starting @ \$99
<p>Warranty Services – 2 yr. Covers parts on warranted equipment. Prices start at \$99 and work up from there depending on the item the warranty covers. Warranties are not transferable from one piece of equipment to the next.</p>	Starting @ \$175	Starting @ \$175

