



Outsource IT!

Monthly Support and Hardware Maintenance

Pay As You Go (Level 1) \$ 100.00 /mo plus \$35 /mo per computer

- *Free phone support 9am-7pm M-F*
- *Includes one monthly on-site visit to scan computers for viruses/malware and repair/remove problems.*
- *Prioritized response*
- *Extra hours billed at \$85/hr*
- *After hours support billed at \$125/hr*

Let Us Help (Level 2) \$ 350.00 /mo plus \$35 /mo per computer

- *Free phone support 9am-7pm M-F*
- *Free unlimited remote support 9am-7pm M-F*
- *3 hours on site support per month*
- *Includes one monthly on-site visit to scan computers for viruses/malware and repair/remove problems.*
- *Prioritized response*
- *Extra hours billed at \$85/hr*
- *After hours support billed at \$125/hr*

Outsource IT! (Level 3) \$ 750.00 /mo plus \$35 /mo per computer

- *Free unlimited phone support*
- *Free unlimited remote support*
- *Free Unlimited 9am-7pm on site support*
- *Includes one monthly on-site visit to scan computers for viruses/malware and repair/remove problems.*
- *Prioritized response*
- *3hr response time guaranteed. Or you receive a \$500 credit.*
- *After hours support billed at \$85/hr*

Complete IT! (Level 4) \$ 2500.00 /mo (15 computer maximum, 1 year contract)

- *Free 24/7 unlimited phone support*
- *Free 24/7 unlimited remote support*
- *Free 24/7 unlimited on site support*
- *10% discount on all new hardware*
- *Free Labor on all upgrades, repairs, and new equipment.*
- *Prioritized response*
- *3hr response time guaranteed. Or you receive a \$500 credit.*
- *Includes one monthly on-site visit to scan computers for viruses/malware and repair/remove problems.*

1. Third party hardware, software, or services can be serviced but may not be covered by any guarantee.
2. The price of labor and hardware for any additional or replacement components associated with cleaning, maintenance, or a repair of any computer equipment is not included in the service contract. No new cabling is covered.
3. In all maintenance options the existing computer issues should be resolved before entering into a support agreement. Any unresolved issues as of the start of a support agreement will be fixed at the current billable rate. Once repaired, regular support can begin.
4. Mitchfield does not guarantee we can solve all issues. We do promise to make every effort to fix problems, pursue new technologies, and work with software and hardware companies as well as your employees and customers to make computerization an asset and not a hindrance to your business.