The world has changed quite a bit since the outbreak of Covid and now the economic situation that is beginning to hit the American consumer. I am trying to bring cost effective support to my clients.

To streamline our online offering for individual users and small business single user. I have restructured our fees. I am also considering using a month-to-month billing system to smooth out cash flow rather than an annual rate. Pricing for larger business is based on size and support required.

Our **Basic** Antivirus and Platform   13.00/month

Basic level includes:

- Platform Antivirus – currently Webroot
- Remote software for the ability to offer per call remote diagnostics and repair
- eMail support on basic issues we will implement a ticket system in the future, so these requests actually go to our service dashboard directly.
- Discount on service work of 10% if the work is over 100.00 (parts are not included in the discount).

Our Maintenance and Platform   20.00/month

Maintenance level includes:

- Platform Antivirus – currently Webroot
- Remote software for the ability to offer per call remote diagnostics and repair
- eMail support on basic issues we will implement a ticket system in the future, so these requests actually go to our service dashboard directly.
- **Discount on service work of 15% if the work is over 100.00 (parts are not included in the discount).**
- **Manage updates and notify, when possible, when updates are reporting out of date or not complete for long periods of time.**
- **Discount for multiple computers**

Our Support Level and Platform   30.00/month (Best Deal)

Support level includes:

- Platform Antivirus – currently Webroot
- Remote software for the ability to offer per call remote diagnostics and repair
- eMail support on basic issues we will implement a ticket system in the future, so these requests actually go to our service dashboard directly.
- Discount on service work of 15% if the work is over 100.00 (parts are not included in the discount).
- Manage updates and notify when possible, when updates are reporting out of date or not complete for long periods of time.
- Discount for multiple computers
- **Support includes 1 hour of remote diagnostic and repair on new support tickets. This is not 1 hour per month this is per any new trouble ticket.**

Other services are available

- remote backup, whitelisting for bowser security and more (fees vary by service)
- Remote access our platform can provide end user remote access 7.50 / Mo

E2 computers will be relocated it office to Trinity Florida.

For hardware repair we will either schedule a pickup/meet or onsite repair.