



BLUE STREAK

Technical Services

Prices effective May 1, 2010

Rates

Standard Onsite Hourly Rate	\$85.00/hr
Between 9am-5pm (1 hour minimum)	
Emergency Hourly Rate	\$100.00/hr
Weekends, After Hours, and Holidays During Normal Business Hours within 2 hours response (1 hour minimum)	
Shop Labor, Phone Support, Remote Labor	\$65.00/hr
(15 minutes minimum)	
Travel Rates	\$0.75/mile
Due to rising costs, a round trip travel fee is imposed from our Michigan City location for all onsite labor <i>If location is over 30 miles one way, a \$50 fee will be added.</i> <i>Miles calculated using MapQuest.</i>	
<i>*Price is per technician except under certain circumstances</i>	
<i>**Billed in 15 minute increments</i>	
<i>***Contract rates available for businesses utilizing 40 or more hours a year</i>	

Prepaid Hour Rates

Block of 10 hours \$828.75	\$82.88/hr
Only covers onsite labor during normal business hours; emergency rate will be discounted 2.5%	
Block of 15 hours \$1211.25	\$80.75/hr
Only covers onsite labor during normal business hours; emergency rate will be discounted 5%.	
Block of 25 hours \$1530.00	\$76.50/hr
Only covers onsite labor during normal business hours; emergency rate will be discounted 10%	
Block of 100 hours \$7225.00	\$72.25/hr
Only covers onsite labor during normal business hours; emergency rate will be discounted 15%	
<i>*Special payment arrangements can be made for buying a block of 100 hours</i>	

Flat Rates

PC Setup	\$135.00
-----------------	-----------------

(Setup new PC, transfer files from old PC to new PC, setup printer)

Setup Home Wireless Network	\$120 + cost of hardware
Upgrade Hard Drive	\$60 + cost of hard drive
Upgrade Memory or Optical Drives	\$30 + cost of hardware

(free installation if hardware is bought from us)

Windows Server Remote Maintenance	
Server	\$165.00 each server/month
Client PC (<i>Clients PCs include all computers that connect to the domain</i>)	\$21.99 each PC/month

Maintenance includes: installing and configuring required updates, ensuring backups are complete and usable by performing spot checks, ensuring anti-virus and anti-spam are running and up to date, weekly checks of domain blocking on SPAM lists, and confirming that necessary services are running. Server and client PC maintenance only includes routine maintenance done remotely, there is no hardware coverage.

Anti-virus Protection	
Single PC (<i>PC does not connect to a domain</i>)	\$39.95/year
Network Anti-virus 5-9 PCs	\$5.50 each/month
Network Anti-virus 10-19 PCs	\$4.95 each/month
Network Anti-virus 20-30 PCs	\$3.99 each/month

Network Anti-virus includes protection for Windows Server and connected PCs. Additional options are available for different network configurations We will quote based on your needs.

Camera System Remote Maintenance	
Camera System Remote Maintenance 1-3 Systems	\$24.99 each/month
Camera System Remote Maintenance 3-6 Systems	\$21.99 each/month
Camera System Remote Maintenance 7 or more Systems	\$18.99 each/month

Camera System Remote Maintenance includes: checking that the system is up and running, informing store or delegated contact of system status in the event of a system malfunction, installing required updates and ensuring antivirus is running and up to date, and adjusting system to optimize video/storage ratios.

Camera System On-site Maintenance (recommended 2 times yearly)	
Camera System On-site Maintenance up to an 8 camera system	\$99.99 + mileage
Camera System On-site Maintenance for systems greater than 8 cameras	add \$9.99/camera

Camera System On-site Maintenance includes: cleaning and adjusting cameras and cleaning out server case and or cabinet. There will be an additional charge for cleaning and adjusting any camera that is above the reach of an 8 foot ladder (to be determined at the time of service).

Blue Streak Technical Services, LLC
PO Box 946
Michigan City, IN 46361
219-369-4955
www.bluestreaktec.com