



DRWD.net

Small Business Tech Support

Cost:

For small business (3-7 computers, 1 server +2-6 clients) \$125 per month or \$1,250 per year, payable on the 1st of each month or at the start of the contract. Pricing for more computers or more than one server are determined on a case by case project.

\$75 per hour for remote service (one hour per month included for twice a month updating and virus checks for all computers.

On site tech is \$175 per hour for 2 men, \$250 for 3 men Etc..

If there is no server involved you should use our home service .

Our home service pricing is generally less expensive.

Pricing for 10+ computers is done on a case by case basis.

Service:

We provide GoToMyPc, LogMeIn or other remote access for all computers. (connections and passwords will be provided to you so you can access or work from home or the road)

We are responsible for your network. This means the communication between the server and the client computers and the network with your internet provider.

We store your IP's, subnets, gateways, and DNS's and provide switching between them.

Any products, computers, routers, switches, network cards, power supplies, etc.

purchased from DRWD are guaranteed for 1 year, if a power supply,

network card or the like fails after a year we will replace it for the cost of the product,

(no time or labor).

Responsibility's:

We are no responsible for third party programs, (quick books, adobe's Photoshop and the like).

We do not provide internet service like Comcast or Verizon,

but, do support your connection to them.

We will speak to you provider when the service is down to expedite you connection but, cannot get you on the internet if your provider is off line or their circuits are failing.

We do not provide telephone service but, have Verizon men that can trouble shoot problems.

Usually Verizon's Tech Support is part of your telephone contract.

Since the Computer Age has started, computers have doubled in speed every 1.5(1½ years. After 3 to 4½ years is is cheaper to upgrade than to fix old parts.

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