



943 Washington St.
Franklinton, LA 70438

(985) 795-0025
(985) 795-2168 fax

211 Columbia St.
Covington, LA 70433

Hunt Brothers Support Contract Options and Hourly Labor Rates

HB Support Contract Agreement (Minimum Contract term 12 months)

Contract level	Monthly Fee	Num. of Hours for the Month	Hourly Rate	Discount Received
Bronze	\$475.00	5	\$95	5%
Silver	\$720.00	8	\$90	10%
Gold	\$1020.00	12	\$85	15%
Platinum	\$1280.00	16	\$80	20%
Premier	\$1875.00	25	\$75	25%

Ask us about an additional discounts for our Customers with HB Voice and Internet service

The support contract level you decide on will be billed to you on at the beginning of every month for the length of the contract. This will give you access to the technician assigned to your company for the number of hours that you purchased for the month.

If you require our services for more hours that you have signed up for during the month you will receive an invoice with the amount of time that you had gone over billed at our . Unused hours during the month are lost and cannot be carried forward to the next month.

Only time will be charged that is agreed upon under the Support Contract. All projects or tasks outside of the scope of the agreed upon Support Contract will be billed at our normal rates.

All travel time will be non-billable to all Support Contract customers.

There will be a 1 hour minimum for onsite visits and 30 minute increments thereafter. All phone calls, phone support, and remote work performed will be charged in 15 minute increments.

All problems should be reported to our Main Office so that you are issued a Service Order Number. This will apply the appointment to the technician's calendar and keep a record of your appointment. In emergency situations you can either contact your designated technician or our Main Office.

Regular Service Rates per hour (1 hour minimum on site, 30 minute increments there after)

Technician Level	Labor Description	Hourly Rate
Level 1	Desktop/Pc Support/Service, Voice and Data cabling	\$ 90 / hour
Level 2	LAN Network Software, Services & Basic WAN Connectivity	\$ 100 / hour
	Custom Programming/Web Design	\$ 125 / hour
Level 3	Multi-User WAN Network Services (VPN, Firewall, T1+)	\$ 145 / hour
Level 4	Advanced WAN Network Services (Advanced firewall/VPN/WAN)	\$ 195 / hour
	Trip/Travel Charge (15 minute increments)	\$ 50 / hour

Phone support same as onsite rate. 15 minute Minimum charge

Each of our technicians are assigned to a particular level.



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Exclusive HB Support Contract Program Benefits:

- Dedicated Technician/Engineer
- Priority Service Response & Dispatch
- Customized Proactive Service Program
- Discounted Service Rates
- Volume Pricing Discount on New Equipment
- 4 Hour On-Site Response during Business Hours (Gold, Platinum, Premier)
- 24/7 On Call Phone and On-site support (Gold, Platinum, Premier)

ProActive Services Available:

- Confirm latest Virus Definitions and Updates -Confirm Spy ware protection -Verify Server Backup Process and Validity -Verify Server Resources and Health -Visual Check of Hubs, Switches, Routers, etc -Test and Verify Power Backups -Document and Diagram Network Configuration -Monitor Server Health, Harddrives, Power Supply, Ram -Monitor Storage Utilization and Harddrive Defragmentation - Recommend System and Network Updates -Recommend Optimal Performance Upgrades

General Services Available

- Diagnose, Install or Update Application Software -Change or Setup Users -Diagnose, Replace or Repair Hardware Problems -Install and or Relocate Hardware -Application & System Training -Internet Access & Security Training

FAQ's

Q: Do I have to sign a Support Contract?

A: NO. We would like to encourage our customers to sign Service Agreements with us as it allows for better scheduling of their time and keeps our response times to as short as possible. Without a support contract you will be billed per hour for both on-site and phone support and will take lower priority over contract customers.

Q: How does Hunt Brothers voice and data services compare to my current provider?

A: Hunt Brothers phone and internet Services varies from 20-50% less than what you currently pay for equivalent services. Hunt Brothers, being Louisiana Locally Owned and Operated, is dedicated to providing professional and courteous service to our customers and will sit down and analyze your current phone and internet services and needs and will provide you with a customized solution with a flat monthly fee less than you are currently paying.

Q: What is the difference between a service contract and this support contract?

A: A traditional service contract covers hardware failures including the cost of replacing the defective part and the necessary labor to replace it. It typically does not include any other software trouble shooting, consideration for data, reinstallation of the operating system, or other needs to return the equipment back to normal. It is then up to the customer to have the OS reinstalled, the 3rd party programs reinstalled and data migrated. Your support contract time with HB can be used to provide any of the services that are not covered by your manufacturer's warranty.

Q: I did not use up my contract time this month. Do I lose anything?

A: Yes. Our Support Contracts are designed on a "Use It Or Lose It" basis. We encourage you to calculate how many hours you will always need on a monthly basis.

Q: Can I exceed my monthly contract value?

A: Yes. You will be billed hourly for the selected service at the hourly rate of your contract.



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Q: Can I cancel or downgrade my contract?

A: In order for us to offer the benefits the service contract affords, HB ask for a one year commitment on your part. .

Q: What happens if my designated technician isn't available?

A: Hunt Brothers is staffed with qualified employees to handle all levels of problems. If your designated technician isn't available to service your problem a comparable or higher level technician will service your problem.