

RENT-ITS Pricing Structure

Initial Consultation

Initial in-person consulting visit at the client's site is free of charge. This visit allows us to evaluate your technology environment, discuss your business needs, and recommend the most appropriate services.

Field Tech Support — Hourly Tiers

RENT-ITS offers a flexible three-tier hourly pricing structure for onsite field support services:

Tier 1 – Standard Business Field Support

- Rate: \$109/hr.
- Hours: 8:00 AM – 6:00 PM (Normal business hours)
- General troubleshooting, system setup, and routine onsite assistance.

Tier 2 – Complex/Specialized Business Field Support

- Rate: \$139/hr.
- Hours: 8:00 AM – 6:00 PM (Normal business hours)
- Covers advanced diagnostics, network configuration, and specialized systems work.

Tier 3 – After-Hours & Emergency Business Field Support

- Rate: \$169/hr.
- Hours: 7:00 PM – 7:00 AM (After hours & emergencies)
- Designed for urgent onsite response and emergency troubleshooting outside standard business hours.

Extended Field Support Coverage (Vendors/Service Providers)

RENT-ITS also provides Extended Field Support Coverage for national vendors and service providers. Pricing is TBD and determined by:

- *Coverage area*
- *Service duration*
- *Technical expertise required*

*** Ideal for vendors or organizations needing reliable, on-demand field coverage across Maine or multiple regional locations.

Subscription Plans — Ongoing Onsite Support

For businesses seeking consistent, predictable support, RENT-ITS offers three subscription tiers for ongoing onsite services.

Bronze Business Field Support – \$149/month

- One onsite visit per month **OR** one field service request initiated by the client (whichever occurs first)
- First 2 hours of troubleshooting included
- Additional hours billed at the Standard Business Field Support rate (\$109/hr.)

Silver Business Field Support – \$249/month

- One onsite visit per month
- One field service request initiated by the client per month
- First 2 hours of troubleshooting per visit included
- Additional hours billed at the Standard Business Field Support rate (\$109/hr.)

Gold Business Field Support – \$349/month

- Two bi-weekly onsite visits per month
- One field service request initiated by the client
- First 2 hours of troubleshooting per visit included
- Additional hours billed at the Standard Business Field Support rate (\$109/hr.)

Each tier and subscription is designed to give Maine businesses flexible, local, and reliable IT field support — without unexpected costs or long-term commitments.