

## **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.