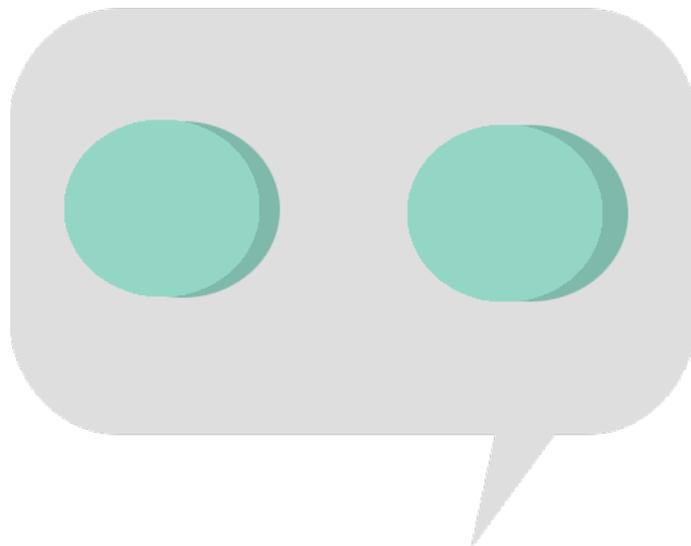


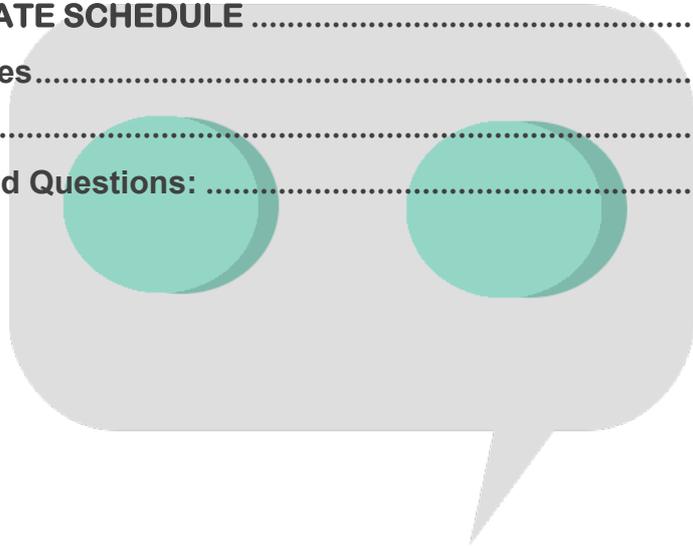
# Managed Service Agreement



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# WELCOME

We're thrilled to partner with you to look after your IT!

We really don't like long and boring legal documents (who does?).

But it is important to have some things written down so that we both know what's what, who should do what and when, and what will happen in the unlikely event something goes wrong.

We try hard to not include complicated legal terms or long passages of unreadable text in our Agreement and we have no desire to trick you into signing something that we've tried to hide in legalese.

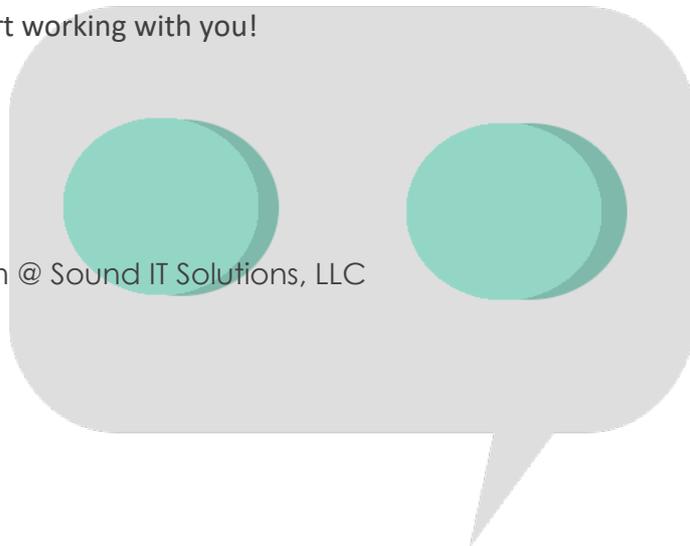
However, we do want what's best for the safety of both parties, now and in the future.

We can't wait to start working with you!

Talk soon.

Regards,

Charlie & The Team @ Sound IT Solutions, LLC



## OVERVIEW

We love simplicity – so in short;

You: \_\_\_\_\_ (Company Name)

located at: \_\_\_\_\_ (Company Address) (“You”, “Yourself” or “Your”)

are engaging us: Sound IT Solutions, LLC

of 610 Main St., Suite B, Edmonds, WA 98020 (“We”, “Us” or “Our”)

to provide the services to you as outlined in this Agreement for the pricing and services as outlined in Appendix F.

**You:** You have the authority to enter into this agreement on behalf of Your Business and will do everything you can to allow Us to provide Our World Class services to You.

**Us:** We have the experience and ability to do everything We’ve agreed with You and We’ll do it all in a professional and timely manner.

We’ll endeavour to provide World Class support to You and on top of that We'll maintain the confidentiality of everything We come across.

**Of course, it’s a little more complex than that and there are a few more areas we need to cover, so let’s get down to the Nitty Gritty!**

# THE NITTY GRITTY

## OUR GENERAL TERMS AND CONDITIONS

All of the Terms in this Agreement are in addition to Our *General Terms and Conditions*, which can be found at <https://soundit.co/?page=legal>

By signing this Agreement, you also agree to those *General Terms and Conditions*.

For any terms that exist in both, the terms in this Agreement will override.

## COMMITMENT TERM

The minimum term that You have agreed to use Our Services is outlined in Appendix F and is referred to as the Commitment Term.

The Commitment Term begins from the first day of the next month (after the date of accepting this agreement).

After the expiry of the Commitment Term, an extension of the Term will automatically commence equal to the period of the original Committed Term, unless earlier terminated as outlined in the 'Termination' section below.

## TERMINATION

If there is a Trial period specified in the Service Selection and Signature, then this Agreement may be terminated any time within that period of the beginning of the Commitment Term for any reason with no termination fee required.

You agree that if You need to Terminate this Agreement after the trial but before the end of the Commitment Term, You agree to pay Us the current Agreement Fee multiplied by the number of months left in the current Commitment Term within 14 days of providing Us Notification of Termination.

Should there be any pricing adjustments made to this Agreement during a Commitment Term, the Plan Fee used to calculate any Termination Payment will be based on the latter of Appendix F or any updated Pricing adjustments made in writing from Us to You.

All Termination requests must be made in writing to: Sound IT Solutions, LLC, 610 Main St., Suite B, Edmonds, WA 98020

## ESCALATION

While We strive to provide You with the best possible support at all levels, We leave an open communication channel right up to "the big boss" for You in the event You ever need to Escalate an issue further

### Managing Director / CEO

Name: Charlie Coutts

Email: [charlie@soundit.co](mailto:charlie@soundit.co)

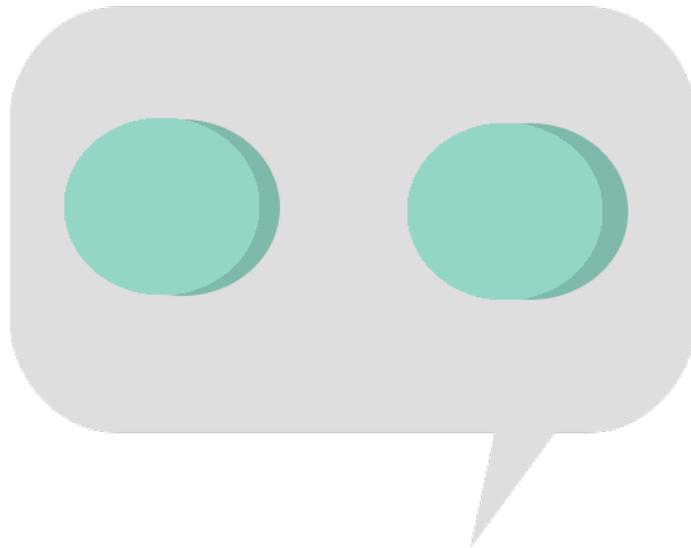
Phone: 425-654-2502



Please note that these Escalation Points are not to be used for lodging Service Requests.

All Service Requests must be lodged through the normal methods as outlined in our General Terms and Conditions.

If You lodge a Service Request through an Escalation Channels, this will be treated as an “Emergency Upgrade” Service Request and will be charged at the “Emergency Upgrade” rate found on our Rate Schedule (Appendix G).



# OUR RESPONSIBILITIES

## OUR RESPONSE TIME GUARANTEE

We agree to respond to your Service Requests within the Maximum time frames set out in **Appendix A**.

If the response time to an incident exceeds the times set out in **Appendix A** and provided that you reported the incident to Us via the methods as set out in Our General Terms and Conditions, You may make a claim for credit within 7 days of the incident in writing to: Sound IT Solutions, LLC, 610 Main St., Suite B, Edmonds, WA 98020

If We agree Your claim is valid, You will be credited 5% of the monthly Agreement amount (this does not include any additional charges incurred in that month) of the month of the incident, to a maximum of 25% per month.

If the support request is lodged outside Our Business Hours Our Response Time Guaranteed does not apply. We will still work on your Service Request as fast as possible, however it will be on a best effort basis.

Response Times are calculated as per the Definition as outlined in **Appendix B**.

Response Times are Guaranteed maximum times to respond to a Service Request.

Please see **Appendix B** for a list of the types of Service Requests that our Response Time Guarantee does not apply to.

## SERVICE REQUEST PRIORITIES

We classify Service Request priorities as shown in **Appendix A**.

These priorities tie directly in with Our Response Time Guarantee to provide you with information about how quickly We will respond to Your issues.

**Managed IT LITE** does not include priority support. As such, all Service Requests made by Managed IT LITE members will be treated as “Low” priority.

If you require a Service Request that would normally be classed as a High, Medium or Low priority to be escalated and remediated as a Critical Priority – then You can request for an “Emergency Upgrade”. Please see our Rate Schedule (Appendix G) for more information on “Emergency Upgrades”.

As we know, not everything in life fits into a box so the final decision on classifying the priority of an issue will be made by Our responding technician.

## WHAT'S COVERED

As part of this Agreement, We endeavour to include a baseline of security and maintenance. See **Appendix F** for list of services.

**Managed IT LITE** does not include any support. As such, all support provided will require consumption of pre-paid support hours.

**Managed IT STANDARD** includes minor issue/maintenance support at no additional charge or consumption of pre-paid support hours.

There are five main areas not covered by this definition:

1. **Hardware:** While we offer functional support for computers, switches, servers and other hardware that already exists within your organization, purchasing or installing new hardware is not covered.<sup>1</sup>
2. **Software:** Although we can work with a third-party software vendor to troubleshoot issues with applications like QuickBooks or Microsoft Office, the purchase or significant support of such software is not included in the monthly subscription.
3. **Projects:** Additions, moves, changes and anything else that goes beyond maintaining the status quo of the existing network could be considered a project. For example, let's say a client needs to switch email platforms from Microsoft Exchange to Gmail. That process requires a considerable time commitment, so we would consider it a project.
4. **High Effort:** Support of existing systems that requires significant or ongoing effort, especially situations where there is a product/service/project that would solve the issue more effectively may be considered a project. In other words, Client is not allowed to leverage free support of a sub-optimal system or process in order to avoid paying to fix the underlying issues. Client has the right to refuse recommendations to resolve core issues, but ongoing support arising from those issues may be subject to billing.
5. **CIO-Level Services:** Defined as high-level, strategic, executive functions, such as performing audits or analysing Client's network environment, company training, presentations, interfacing with vendors, custom development or any issue sufficiently complex to require a CIO-level escalation.
6. **Custom Proactive, or recurring, tasks and services:** Defined as custom periodic maintenance or audit routines such as monthly or weekly security audits, backup confirmations, or website updates. Such tasks are not in the scope of reactive desktop support. For example, client requesting that we check their 3rd party backup solution once a week. We can do that but it would be considered billable. Note that in an environment that meets our MINIMUM STANDARDS (defined below), this sort of work should be mostly, if not completely unnecessary.

Any support request meeting any of these exceptions may be denied support or supported as billable work at Our sole discretion.

From time to time, we may provide support for items excluded above without charge – however we will do this at our sole discretion.

<sup>1</sup>As you can appreciate, it's hard to build a profitable and sustainable business offering "Unlimited Support" at a reasonable price for items that we didn't recommend, sell and install. As such, if the Hardware we are troubleshooting was not purchased from us and/or the device is not currently covered by the Manufacturer's warranty, a care pack or a maintenance agreement, then it is in Our sole discretion as to whether We will cover this work under the Scope of this Agreement or set it as Billable Out of Scope work.

# YOUR RESPONSIBILITIES

## MINIMUM STANDARDS

There are some Hardware and Software requirements that You need to have in place in order for Us to meet Our Service obligations, these can be found here:

<https://soundit.co/?page=technologyplatform>.

We will update this list from time to time as certain technologies age and other technologies are released and tested by us.

If You do not have all of these Minimum Standards in place before Your Agreement start date We will work with you on a plan to bring your Network up to our Minimum Standards.

We understand that this may take some time depending on timing and budgets so we will do our best to support any items that do not currently meet Our Minimum Standards.

However, if an item requiring support does not meet our Minimum Standards, it will be at our sole discretion whether we charge You for any time incurred for supporting that Item. We may also, at Our sole discretion decline to support the item entirely.

## APPROVED BUSINESS SOFTWARE

The list in **Appendix C** shows all of the Approved software that can be installed on any of the Computers or Devices covered by this Agreement.

This doesn't mean that all other software can't be installed – it simply means that if other software is installed, then it's up to our sole discretion whether we cover any Service Requests related to any other Software under the scope of this Agreement.

If We deem any Service Requests to be Out of the scope of This Agreement, We will ask for Your approval before performing any work.

This list may change over the time we work together under this Agreement.

## LODGING OF SERVICE REQUESTS

The process for lodging Service Requests is outlined in Our General Terms and Conditions as referenced in the General Section of this Agreement.

Critical and High Priority Service Requests must be lodged via phone only otherwise Our Response Time Guarantee will only be applicable at Our Medium priority level for these .

It's important You and Your team follow this process to ensure You are guaranteed to receive the support at the levels We have promised.

You agree to make sure Your team is aware of any restrictions You have in place regarding who is authorised to lodge Service Requests, as all requests received by Us will be chargeable and/ or allocated against this Agreement.

## ACCESS REQUIREMENTS

You agree to allow Us full and free access to Your computers, associated equipment. Your premises and Your team for the purposes of providing the Services in this Agreement.

If there is anything that interferes with our access, We may in Our absolute discretion charge You for any extra time incurred.

## PRIMARY IT CONTACTS

You agree to nominate from Your team a Primary IT Contact and a Secondary IT Contact (who We will treat as the Primary IT Contact should the current Primary IT Contact not be available).

When issues of Critical and High Priority are happening Your Team are to channel all communication through these people during business hours.

This allows Our team to work most effectively in restoring Your services as fast as possible, instead of fielding calls from multiple sources about the same problem.

The Primary IT Contact is to inform all staff at these times, to ensure fast resolutions.

The role of the Primary IT Contact is to also assist Our team to be the eyes and hands onsite, to allow them to remotely diagnose and solve issues in the fastest possible manner.

You will be asked to provide the details of your nominated Primary and Secondary IT Contacts during your Onboarding process and You agree to update Us if and when these Contacts change during the Term of this Agreement.

## THIRD PARTY AUTHORIZATIONS

In order to be able to assist You quickly in times of need, You need to make sure We are authorized to work with all of Your external Vendors that We may require to work with to provide you Our Service.

This includes but is not limited to Your Internet Service Provider, Your Web and Domain Hosting Provider and Your Telephony Provider.

During your Onboarding process We will run through with You to determine all the Vendors You will need to give authorization to. You can use the template found in **Appendix D** to assist.

If We are not Authorized for a particular Vendor, We may in Our absolute discretion, charge You extra for any Time it takes us to obtain authorization for Us to deal with that Vendor on Your behalf when needed.

If You start working with any new Vendors that We will need to interact with after We start work on this Agreement, You agree to make sure that We are authorized to act on Your behalf on commencement of Your relationship with the new Vendor.

## Service Selection and Signature

Your agreement:

Subscription Selection: (Initial to indicate selection) (descriptions in APPENDIX F)

\_\_\_\_ Managed IT Membership LITE

\_\_\_\_ Managed IT Membership STANDARD

\_\_\_\_ Cloud Business Essentials (Requires Managed IT Membership STANDARD)

Customizations/Modifications:

Signed by: \_\_\_\_\_ (You)

Representing \_\_\_\_\_ (Your Company)

On \_\_\_\_\_ (Date)

Our agreement:

Signed by: \_\_\_\_\_ (S. Charles Coutts II)

Representing Sound IT Solutions (Us)

On \_\_\_\_\_ (Date)

# APPENDIX A

## GUARANTEED RESPONSE TIMES & PRIORITY LEVELS

The following table shows the Guaranteed Response times for each priority level and provides priority level examples.

**Managed IT LITE** does not include priority support. As such, all Service Requests made by Managed IT LITE members will be treated as “Low” priority.

If you require a Service Request that would normally be classed as a High, Medium or Low priority to be escalated and remediated as a Critical Priority – then You can request for an “Emergency Upgrade”. Please see our Rate Schedule (Appendix G) for more information on “Emergency Upgrades”.

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES
 <b>Critical</b>	Your Main Server is offline and all users are unable to work.	1 Hour
	One of your Network Switches has failed and stopped half the company from working.	
	A VPN link between 2 x offices is offline causing one office to be unable to work.	
 <b>High</b>	Your Internet Connection is offline, users can still work locally	2 Hours
	Your CEO’s computer has stopped working	
	Your main Accounting Software has stopped working	
 <b>Medium</b>	A user’s desktop won’t turn on so they can’t work	4 Hours
	One of the main printers is not working, but users can print to another one	
	A user is having problems connecting to the Wireless network	
 <b>Low</b>	Printing is slower than normal	8 Hours
	A single user is unable to scan	
	A user needs a program installed on their PC	
 <b>No Priority</b>	Pro-Active maintenance of systems	N/A
	Add / Edit / Delete User Requests	
	New Computer or Software Installation	

## APPENDIX B

### RESPONSE TIME GUARANTEE EXCLUSION LIST

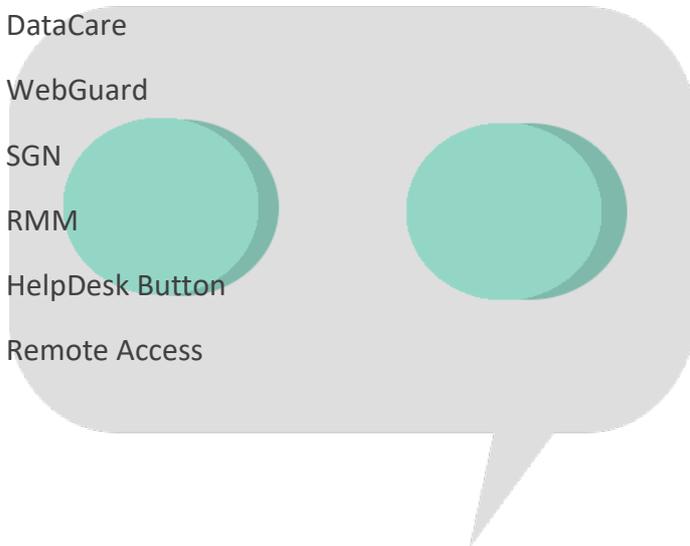
The Response Time Guarantee does not apply to:

- Additions, moves or changes to users, devices, configurations, or network
- Issues lodged in any other manner than specified in this Agreement and our *General Terms and Conditions*
- Issues lodged outside Our Business Hours
- Items caused by Hardware or Software not meeting our Minimum Standards
- Service Requests related to Software not on our Approved Software List (see Appendix C)
- Service Requests for issues that have been caused by You not acting on advice or recommendations given by Us
- Service Requests for Issues caused by You or third parties modifying any Hardware or Software Configuration
- Service Requests for issues related to user initiated Virus and Malware Infections
- Service Requests for Issues involving the sourcing of hardware/software
- Service Requests for Hardware and Software issues of items that are not under current warranty or maintenance coverage

## APPENDIX C

### APPROVED SOFTWARE LIST

- Microsoft Software – *Microsoft Office Suite*
- Google *Chrome*
- Adobe Applications – *Reader, Air, Shockwave*
- Java Runtime Environment
- 7 Zip
- Emsisoft Anti-Malware
- Keeper Security
- Printix
- Sound IT DataCare
- Sound IT WebGuard
- Sound IT SGN
- Sound IT RMM
- Sound IT HelpDesk Button
- Sound IT Remote Access



## APPENDIX D

### LETTER TO VENDORS FOR AUTHORIZATION

Copy and paste this text on to your letterhead and then modify to suit each vendor that We will need to work with while We support You.

To Whom It May Concern,

This letter is to inform you that we have contracted Sound IT Solutions, LLC to manage our IT and Technology needs.

To be able to do this effectively, Sound IT Solutions, LLC needs to be able to support and manage all of our technology suppliers on our behalf.

As such, this letter authorizes anyone from the team at Sound IT Solutions, LLC to access and modify all aspects of our account and all the products and services that we have with *<vendor name>* effective immediately.

This authorization is valid until we give you written notice otherwise.

Should you require any further details, please let us know.

Regards,

*<Clients Name>*

*<Title>*

## APPENDIX E

### DEFINITIONS AND INTERPRETATIONS

**“Agreement”** means any arrangement between Us and You (whether alone or in conjunction with any other person) for Services and/or the provision of Goods provided by Us under an arrangement in connection with Work agreed to be done or progressed for or on behalf of You or any other person at Your request, including as set out in this Agreement and any corresponding Proposal;

**“Plan Fee”** means a quote provided to You by Us;

**“Proposal”** means a Quote or Proposal provided to You by Us;

**“Rate Schedule”** means the schedule of rates, charges and conditions for the services of Ours as set, and as may be varied, by Us from time to time in Our absolute discretion. For convenience, the current rate schedule as of the time of this writing is attached to this agreement as Appendix G;

**“Recommended Technology Platform”** is the list of Software and Hardware found at <https://soundit.co/?page=technologyplatform> and updated by Us from time to time.

**“Response Time”** Response Time is measured as the difference between the time We are first notified of a New Service Request as per the process outlined in our *General Terms and Conditions* and the time that We start providing Service on the Service Request. We do not count any triage, scheduling or dispatch work when calculating Response Times.

**“Services”** means the provision of any services by Us including Work, advice and recommendations;

**“Service Request”** means any request for work that either you ask us to perform or we perform proactively on your behalf;

**“Software”** includes software and any installation, update, associated software and any services provided in connection with any of these things;

# APPENDIX F: Subscription Options

## Membership LITE

### TERM LENGTH:

*1 Year (12 months)*

### MEMBERSHIP INCLUDED SOFTWARE AND SERVICES (Membership LITE)

- **Emsisoft Anti-Malware** Software on all PCs.
  - Protection from Ransomware, Bots/Backdoors, Banking Trojans, and even PUPs
  - Sound IT Managed: We handle making adjustments, pushing updates, and reviewing malware detections
  - Out of our hundreds of managed clients over 7+ years. ZERO have been infected by ransomware.
  - All support provided will require consumption of pre-paid support hours.
  
- **RMM (Remote Monitoring and Management)** Agent on All Supported Computers:
  - Real-Time device health monitoring
  - Preventative and reactive system maintenance and behind-the-scenes fixes
  - Policy-driven configuration management
  - Patch management (Windows, Mac, and over 120 3rd party apps)
  - All support provided will require consumption of pre-paid support hours.
  
- **Standard Support**
  - All Sound IT technicians are in the US based in our Edmonds office
  - Easy issue reporting with included physical HelpDesk Button. When encountering an issue, users can press the button and write a description of their issue. Sound IT receives a detailed report about the system at the time of the button press.
  - Significant discounts on support credits (At time of writing, support credit price for members is half of the non-member price. Credit price subject to change.)
  
- **Client Web Portal**
  - We expose data to you from the same system we use to manage our services internally. In the portal, you can see the inventory, status, and support/repair history of all of your computers and more.

### PRICE (Membership LITE)

**1-2 Computers \$59.99 per month**  
**3-5 Computers \$119.99 per month**

# APPENDIX F: Subscription Options (cont.)

## Membership STANDARD

### TERM LENGTH:

1 Year (12 months)

### MEMBERSHIP INCLUDED SOFTWARE AND SERVICES (Membership Standard)

- **Emsisoft Anti-Malware** Software on all PCs.
  - Protection from Ransomware, Bots/Backdoors, Banking Trojans, and even PUPs
  - Sound IT Managed: We handle making adjustments, pushing updates, and reviewing malware detections
  - Out of our hundreds of managed clients over 7+ years. ZERO have been infected by ransomware.
- **Web Filtering** On All Computers and at Network Level
  - Reduce malware pages and pop-ups by blocking known-malicious internet requests.
  - Block specific websites or entire categories (pornography, violence, etc...)
  - Enforce safe-search in Google and other search engines
  - Logging allows for web activity reporting by computer/user.
- **Secure Global Network (SGN)** for Remote or Mobile Computers
  - Connect your devices and office locations to each other and to the internet securely no matter where they are with our next-generation VPN/Cloud Network
- **UniFi Network Equipment Health Monitoring/Management**
  - We add your equipment to our UniFi management dashboard and do periodic checks. If something is amiss or an update/optimization is needed, we do it for you. You'll probably never know we're doing it but your network will be more reliable and secure because of it.
- **RMM (Remote Monitoring and Management) Agent on All Supported Computers:**
  - Real-Time device health monitoring
  - Preventative and reactive system maintenance and behind-the-scenes fixes
  - Policy-driven configuration management
  - Patch management (Windows, Mac, and over 120 3rd party apps)
- **Priority Support** for all Supported Computers
  - Phone calls from members are recognized by our phone system and redirected straight to our members only technical support hotline. Non members are directed to customer service to file a ticket.
  - All Sound IT technicians are in the US based in our Edmonds office but possibly working remotely
  - Extended support hours: 6am to 8pm 7 days a week
  - Members-first prioritization for fast response times and repair turnarounds.
  - Minor support and quick questions included (no credits consumed) (Business hours only)
  - Easy issue reporting with included physical HelpDesk Button. When encountering an issue, users can press the button and write a description of their issue. Sound IT receives a detailed report about the system at the time of the button press..
  - Significant discounts on support credits (At time of writing, support credit price for members is half of the non-member price. Credit price subject to change.)
- **Client Web Portal**
  - We expose data to you from the same system we use to manage our services internally. In the portal, you can see the inventory, status, and support/repair history of all of your computers and more.
- **Remote Access** on All Supported Computers
  - We spend a lot of money on the BEST remote access system available, and we'll let you use it too. Many clients use it for telecommuting, demonstrations, training, and internal support. With granular controls, we can provide and limit user access to specific systems.

### PRICE (MSP Standard)

1-2 Computers **\$149.99** per month

3-5 Computers **\$299.99** per month

Additional Computers **\$299.99** per month (per each 5-pack)



## MEMBERSHIP INCLUDED SOFTWARE AND SERVICES (Cloud Business Essentials)

### REQUIRES MEMBERSHIP STANDARD

- **Website hosting**
- **Domain name hosting, management, and renewal**
- **Microsoft 365 Business**
  - Email
  - Calendar
  - Document Collaboration
  - Office Desktop applications
    - Word, Excel, PowerPoint, Access, Outlook
    - 1TB of OneDrive Storage
    - Automatic, real-time sync and backup of desktop and documents folders
    - Microsoft Azure Active Directory
    - InTune Device Management
    - Ongoing analysis and recommendations for optimization and security improvements
- **Spam Filtering and Email Continuity**
- **Cloud Printer management**
  - Centrally manage all company printers and share printers with specific users and groups
- **Password Management**
  - With the right password management solution, your team can have convenience AND security.
  - Built for business with ability to manage users, share passwords or collections of passwords securely to individual users or groups and even transfer users' password vaults to another user if they leave the company.

### PRICE (CSP)

**1-2 Users** \$149.99 per month  
**3-5 Users** \$299.99 per month  
**Additional Users** \$299.99 per month (per each 5-pack)

### PRICE EXAMPLES

#### EXAMPLE 1

Let's say you have 5 computers and 3 users and you want the full suite of services

- 5 x MSP Computers = \$299.99
- 3 x CSP Users = \$299.99
- Total: \$599.98/mo + tax

#### EXAMPLE 2

Your company has 8 computers and 8 Employees. Only 5 of the employees need the CSP services (Email, calendaring, password management, printing, etc...)

- 8 x MSP Computers = \$599.98
- 5 x CSP Users = \$299.99
- Total: \$899.97/mo + tax

# APPENDIX G: Rate Schedule

This Appendix for reference and example only. Rates herein are subject to change.

## Tech Credit Prices

Tech Credit Pack Qty	Discount	Price	Effective Price/Credit
1	0.00%	\$70.00	\$70.00
5	5.00%	\$332.50	\$66.50
10	10.00%	\$630.00	\$63.00
25	15.00%	\$1,487.50	\$59.50
50	20.00%	\$2,800.00	\$56.00
100	25.00%	\$5,250.00	\$52.50
200	30.00%	\$9,800.00	\$49.00
500	35.00%	\$22,750.00	\$45.50

## Work Types

Work Type	Credits Consumed	Unit Type	Minimum
Remote Support	2	Hour	0.5
Onsite Support	2	Hour	0.5
Call Out Fee	1	Per Visit	1
Emergency Ticket Upgrade	3	Per Ticket	-
Extended Hours Support	2	Hour	0.5
After Hours Support	4	Hour	2

### EXAMPLE 1

Let's say you require an engineer on site in a few days' time (i.e. not urgent) to help install a new application you have just purchased for your server. It takes an hour to install.

- 2 x Onsite Support = \$140.00
- 1 x Call Out Fee = \$70.00
- Total: \$210.00

### EXAMPLE 2



Initial: \_\_\_\_\_

*I have read and understand the contents of this page.*

You require urgent assistance as your server is offline, however you are on a Casual plan, so you ask us to add an “Emergency Ticket Upgrade”. The issue takes 45 minutes to fix. With the “Emergency Ticket Upgrade” we give this issue our highest priority (we treat it as a “Critical” issue) and move everything around to work on it for you ASAP.

- 1.5 x Remote Support = \$105.00
- 3 x Jump the Queue = \$210.00
- Total: \$315.00

**Bear in mind, the above totals will potentially cost less depending on the amount of pre-paid credits you purchase at the particular time.**

## Frequently Asked Questions:

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### Q: Are credits required to get technical support services from Sound IT?

A: Yes. In order to access technical services you must have a positive credit balance. If the balance hits zero then we stop work until you purchase more credits.

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### Q: How long are my credit packs valid for?

A: Sound IT Support Credits never expire.

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### Q: How do I purchase credits?

A: You can purchase credits by contacting us during business hours or using the order form at the bottom of this page: <https://soundit.co/?page=support-credits>