

Rates & Response Times (SLA)

Hourly Rates

- \$120/hour - Standard
- \$160/hour - Advanced (Examples - Servers, Azure, Azure AD, InTune, AutoPilot,)
- \$200/hour - vCIO Rate (consulting beyond free quotes)
- \$200/hour - After-Hours & Holidays
- Unlimited support is included for a flat monthly fee with Managed IT Services*

Discounts

- 25% discount provided for
 - Managed IT Support Clients
 - 501(c)(3) Non-Profits
- 10% labor discount
 - Network and Workstation Support Bundle clients
 - Pre-Paid Credit Packages - \$1,000 minimum (no expiration)

Dispatch & Mileage

Local travel is charged a flat fee. We consider Lauderdale and Colbert Counties to be local. Non-Local travel is charged by the mileage from our office to the job site and then back to our office.

- Local Dispatch Fee
 - Standard - \$50
 - After-Hours & Holidays - \$200
- Non-Local
 - Standard - \$1.5/mile
 - After-Hours & Holidays - \$3/mile

Billing Minimums

- Minimum Billing
 - Remote Support: (30) Thirty-minutes minimum per support ticket or job
 - Local On-site Service: (1) One-hour minimum
 - Non-Local On-site Service: (2) Two-hour minimum
- Rounding
 - We round time up to the nearest (15) fifteen minutes

*Some restrictions apply so that we can provide affordable and responsive support – See the managed services agreement for an inclusion list.



Response Times & Emergency Upgrades

Standard Response






- On average, we answer our phones within 7 seconds.
- We answer web chats in less than 30 seconds.
- Tickets for hourly “on-demand” support are worked on a best-effort basis.

Guaranteed Response

- We offer a guaranteed response time for the following services:
 - Managed IT Support – See Chart Below
 - Ally Voice
 - Ally Internet
 - Ally Cellular

Emergency Response

- An “Emergency Upgrade” is available for \$100
 - Remote Support - 15 minute response
 - On-Site Support - 4 business hours

SLA Priority	EXAMPLES	Response Guarantee
 Critical	Entire location is offline or unable to work (Call us!)	15 Minutes
 High	Department is offline or unable to work (Call us!)	1 Hour
 Medium	A single PC or User is offline or unable to work	2 Hours
 Low	Degraded service (Slow Internet, WiFi, poor call quality)	4 Hours
 No SLA	New User, Software, Hardware or Maintenance	N/A

Ally Communications, LLC reserves the right to adjust pricing/rates and terms without advance notice, as part of its current pricing schedule. Last updated 10/1/21.