

# M3 IT Professionals Service Prices

Effective:  
01/01/24

P/N	In House Services	Price
11800	SVCU Priority Service Upgrade	\$ 49.99
17977	SVCS Diagnostic Hardware Testing	Free
17976	SVCS Free Evaluation	Free
27499	SVCS Remote Evaluation - Software (limited hardware/network)	\$ 19.99
22192	SVCS Quick Fix	\$ 29.99
17978	SVCS Troubleshooting	\$ 49.99
19099	SVCS Malware Scan & Removal (Virus & Spyware)	\$ 109.99
11818	SVCS Operating System Clean Install	\$ 69.99
11817	SVCS Operating System Repair Install	\$ 69.99
23407	SVCS Operating System Upgrade	\$ 35.99
11806	SVCS Hardware Installation - Major	\$ 59.99
11805	SVCS Hardware Installation - Minor	\$ 41.99
11801	SVCS Data Backup - Critical Files to Media	\$ 35.99
11802	SVCS Data Backup -Hard Drive Duplication	\$ 45.99
11803	SVCS Data Migration (Virus Scanned) - Standard	\$ 39.99
11808	SVCS Desktop Computer Cleaning & Inspection	\$ 14.99
11810	SVCS Email Configuration	\$ 14.99
11812	SVCS Email Migration	\$ 24.99
16024	SVCS Windows Password Removal	\$ 29.99
11809	SVCS Insurance Evaluation	\$ 74.99
11813	SVCS Software Application Installation	\$ 19.99
18001	SVCS Clean and Prep for Resale	\$ 29.99
11816	SVCS System Tune Up (Spyware/Virus Excluded)	\$ 39.99
11796	SVCS Printer Hardware Service (per manhour)	\$ 80.00
14621	SVCS Notebook Advanced Troubleshooting	\$ 74.99
23485	SVCS Notebook Power Jack Repair	\$ 69.99
14613	SVCS Notebook Power Jack Replacement	\$ 89.99
11797	SVCS Laptop Hardware Service (per manhour)	\$ 88.00
12229	SVCS Fire & Water Damage Cleaning (per manhour)	\$ 75.00
11795	SVCS General Service (per manhour)	\$ 78.00

P/N	Smart Phone & Tablet Repairs	Price
19101	SVCS Smartphone Software Repair	\$ 30.99
19102	SVCS Tablet Hardware Repair Minor	\$ 54.99
23847	SVCS Tablet Hardware Repair Major	\$ 89.99
19103	SVCS Tablet Software Repair	\$ 30.99

P/N	Complimentary In-House Services	Price
3017	SVCS Inhouse Service - Complimentary	Free
11811	SVCS M3 Internet Email Configuration - Complimentary	Free
12710	SVCC In House Contractual Service Fulfillment (per hour)	Free
14615	SVCS Windows Updates - Complimentary	Free
11822	SVCU Priority Service Upgrade - Complimentary	Free
11824	SVCS Warranty - M3 Service	Free
11823	SVCS Warranty - M3 Systems	Free

P/N	Service Discounts - Standard	Price
14752	SVCD Customer Satisfaction Management Discount	Varies
24896	SVCD Onsite Service Call Quick Fix Discount	\$ (30.00)
11807	SVCD Installation Discount - M3 Hardware Purchases	\$ (5.00)
17263	SVCD M3 Service Discount With New System Purchase	Varies
14622	SVCD Notebook Advanced Troubleshooting Discount	\$ (74.99)
17979	SVCD Troubleshooting Discount	\$ (49.99)
17980	SVCD Troubleshooting Waiver - M3 System Purchase	\$ (29.99)
18333	SVCD Data Migration Waiver - M3 System Purchase	\$ (39.99)
17444	SVCD Recycle Dscnt - Disposal of Aged Service Orders	\$ (44.99)
17189	SVCD Recycling Discount	Varies

P/N	Onsite Service Calls and Travel Rates	Price
14253	SVCS Service Call Local (1st 1/2 Hour)	\$94.00
14254	SVCS Service Call Regional (1st 1/2 Hour)	\$101.00
26778	SVCS Service Call Expanded Regional (1st 1/2 Hour)	\$108.00
17147	SVCS Onsite Service Call - Local with Managed Service	\$87.00
17149	SVCS Onsite Service Call - Regional w/ Managed Service	\$94.00
26932	SVCS Onsite Service Call Exp. Regional with Managed Service	\$101.00
1298	SVCT Travel Time (per hour)	\$77.50

P/N	Onsite Support Hourly Rates	Price
11798	SVCS Onsite Service (per manhour)	\$155.00
13640	SVCS Onsite Service w/ Service Agreement Rate (per man-hour)	\$142.00
8642	SVCS Onsite Non-Standard Hours	\$171.00
12711	SVCC Onsite Contractual Service Fulfillment (per hour)	Free

P/N	Remote Support Hourly Rates	Price
12648	SVCS Remote Support (Per Hour)	\$129.00
15211	SVCS Remote Support (Per Hour) - w/ support agreement	\$109.00
14840	SVCS Remote Support - Complimentary	Free
19052	SVCS Remote Non-Standard Hours	\$145.00
28650	SVCS Remote Non-Standard Hours w/Svc Agrmt	\$125.00
17359	SVCC Remote Support Contractual Service Fulfillment (per hr)	Free

P/N	Advanced Services	Price
26727	SVCS Advanced Onsite Service (per man-hour)	\$170.00
26728	SVCS Advanced Onsite Call - Local (1st 1/2 Hr)	\$101.50
26729	SVCS Advanced Onsite Call - Regional (1st 1/2 Hr)	\$108.50
26731	SVCS Advanced Onsite Call - Local w/ Svc Agrmt (1st 1/2 Hr)	\$94.50
26732	SVCS Advanced Onsite Call - Regional w/ Svc Agrmt 1st 1/2 Hr	\$101.50
26733	SVCS Advanced Remote Support (Per Hour)	\$144.00
26734	SVCS Advanced Remote Support (Per Hour) - w/ Svc Agrmt	\$124.00
27397	SVCS Advanced Remote Non-Standard Hours w/ Svc Agrmt	\$135.00
26730	SVCS Advanced Onsite w/Support Agreement (per Hr)	\$157.00
27429	SVCS Advanced Onsite Service Non-Standard Hours(per HR)	\$186.00
27511	SVCS Adv. Onsite Svc Non-Standard Hours(per Hr) w/ Svc Agt	\$173.00
26735	SVCS Advanced Programming (per Hr)	\$144.00
26736	SVCS Advanced Programming (per Hr) - w/ Svc Agrmt	\$131.00

P/N	Miscellaneous Services	Price
10645	SVCS Delivery - Home User Only + 1 hour Training	\$ 99.99
287	SVCS Delivery & Setup - Home User Only	\$ 49.99
9742	SVCS DVD Creation (per DVD)	\$ 9.99
577	SVCS Programming (per hour)	\$129.00
21673	SVCS Programming (per hour) - w/ Support Agreement	\$116.00
11861	SVCS RMA Processing (per item)	\$ 29.99

P/N	Discounts - Organization Based	Price
17262	SVCD ASU Student & Faculty \$10 Service Discount	\$ (10.00)
17264	SVCD Charitable Donation Discount - Manager Approval Only	\$ (10.00)
15519	SVCD Craighead Electric Coop \$20 Labor Only Discount	\$ (20.00)
17723	SVCD JPS Faculty \$10 Service Discount	\$ (10.00)
17438	SVCD Think Local Member - Priority Discount	\$ (20.00)
17497	SVCD Think Local Onsite Service Discount (\$10 per hour)	\$ (10.00)

P/N	Discounts - Coupons & Promotions	Price
13827	SVCD Coupon Discount - Inhouse Service	Varies
17463	SVCD Facebook Fan \$10 Discount - Limit 1 Per New Customer	\$ (10.00)
17476	SVCD Monthly Special Free Diagnostic Evaluation	\$ (44.99)
15265	SVCD Rejuvenation Discount - Limited Time Special	\$ -
23408	SVCD OS Updgrade Clean Install Discount	\$ (10.00)