Rates and Service Schedule

FTS-Wyo
Fast Technology Solutions - Wyoming LLC

EFFECTIVE JANUARY 1, 2027

	TIER 3 10 Hour Contract	TIER 2 5 Hour Contract	AUTOMATION Ongoing Support and Automation	NONPROFIT 501(c)(3) Support Contract	NO CONTRACT Non-Contract Rate
Monthly cost	**$1,000** /month	**$600** /month	**$250** /month	**$250** /month	**None**
Hours included	**10 hours**	**5 hours**	**None**	**5 hours**	**None**
Hourly rate after any included hours	**$85 /hour**	**$125 /hour**	**$125 /hour**	**$85 /hour**	**$125 /hour**
Scheduled after-hours work	**$85 /hour**	**$125 /hour**	**$125 /hour**	**$85 /hour**	**$125 /hour**
Emergency service any time a business-critical system is offline	**$250 /hour**	**$250 /hour**	**$250 /hour**	**$170 /hour**	**$250 /hour**
Billing increments	**15 minutes**	**30 minutes**	**30 minutes**	**30 minutes**	**60 minutes**
Priority response	**Included** contract queue	**Included** contract queue	**Included** contract queue	**Included** contract queue	**Not included**
Notes	Monthly server and firewall maintenance time comes out of the 10 hours.	Server and firewall maintenance time comes out of the 5 hours.	Automated updates and issue remediation. Offered at the discretion of FTS-Wyo.	For 501(c)(3) organizations. Server and firewall maintenance time comes out of the 5 hours.	Rate subject to change at the discretion of FTS-Wyo.

FEES FOR ALL CLIENTS

Local trip fee	**$30 per trip** in Cheyenne	Equipment disposal	**$75 per device**
Travel outside Cheyenne	**Trip fee plus mileage** at the current IRS rate, each way	HIPAA data destruction	**$100 per hard drive**
Remote support fee	**$15 per month** on contracts. **$30 per remote session** without a contract.	Card payments	**4% of the invoice total**

GOOD TO KNOW

- Normal hours are Monday to Friday, 8 a.m. to 5 p.m. Mountain. Closed on holidays (fts-wyo.com/holidays). Holiday work is billed at the emergency rate.
- Per-device monitoring, security and backup software is quoted and billed separately.
- Included hours are used in the month they cover and do not carry over.
- Work beyond the standard scope is agreed in advance.