



COMPUTER

SERVICES TECH

USA AND WORLDWIDE

PRICE LIST

CST SKU	CST SKU NAME	Our Shared Technicians will answer your phone calls and assist you at Live Help Desk	COST	BILLING CYCLE
3V6948	SDSETUP	SERVICE DESK SETUP FEE	\$320.00	ONE TIME
2HD394	PHONE FEE	MANDATORY MONTHLY SERVICE DESK PHONE LINE FEE	\$35.00	PER LINE PER MONTH
2HD395	PHONE FEE INT	MANDATORY MONTHLY INT. SERVICE DESK PHONE LINE FEE	\$70.00	PER LINE PER MONTH
24x7 Service Desk				
5KU042	24X7SD-D	24X7 SVC DESK PER USER 1-25	\$27.50	PER USER PER MONTH
5KU043	24X7SD-E	24X7 SVC DESK PER USER 26-100	\$27.00	PER USER PER MONTH
5KU044	24X7SD-F	24X7 SVC DESK PER USER 101+	\$26.25	PER USER PER MONTH
Business Hour Service Desk				
5KU045	BUSSD-D	BUSINESS HOUR SERVICE DESK PER USER 1-25	\$25.25	PER USER PER MONTH
5KU046	BUSSD-E	BUSINESS HOUR SERVICE DESK PER USER 26-100	\$25.00	PER USER PER MONTH
5KU047	BUSSD-F	BUSINESS HOUR SERVICE DESK PER USER 101+	\$24.50	PER USER PER MONTH
After Hour Service Desk				
5KU048	AFTERHOURS-D	AFTER HOURS SERVICE DESK PER USER 1-25	\$25.75	PER USER PER MONTH
5KU049	AFTERHOURS-E	AFTER HOURS SERVICE DESK PER USER 26-100	\$25.25	PER USER PER MONTH
5KU050	AFTERHOURS-F	AFTER HOURS SERVICE DESK PER USER 101+	\$24.50	PER USER PER MONTH

Pricing is subject to change.

- Service descriptions are laid out in the CST Master Network Operations Center and Helpdesk Services document. This scope of work is subject to change and modification as needed and without notice.
- CST will supply a tech support option line for the purpose of directing phone calls to CST's technician pool (L1 & L2). There is a monthly fee, it is not optional. If multiple phone lines are required, they will be billed accordingly.
- Select International DIDs may be available. Please inquire with a CST Representative about availability.
- International phone line fees are a separate cost and are billed based on usage. To start one fee will be charged and more lines will be charged should the minimum be reached.
- Helpdesk may be only one Principal Period of Service (PPS) per End Client. If a portion of users needs 24/7, then service must be 24/7 only.
- NOC setup fees apply to all NOC service onboarding including future device onboardings. Setup fees will be equal to 1 month's service for the devices being onboarded.
- Multiple levels of NOC service may be onboarded for the same End Client.
- Some NOC service levels may depend on the monitoring capabilities of the agent-based Monthly Remote Monitoring & Management (RMM) based on a number of network devices.
- NOC services are 24/7 only.
- For New Clients, please email with Subject: Service Desk 8x5, 24x7, or After Hours to sales@computerservicestech.com



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