

Uprite Hourly Rates

Tech Level / Work Role	Description	Rate
Support Analyst (Tier 1)	The first point of contact for technical support, handling basic troubleshooting and resolving desktop support issues, including basic server problems like user management or backups.	\$155
Infrastructure Analyst (Tier 2)	More experienced technicians who resolve escalated issues from Tier 1, including more complex server problems, Azure, and other cloud services.	\$165
Senior Infrastructure Analyst (Tier 3)	Experts who handle the most complex and advanced issues, including networking, server architecture, and collaboration with vendors.	\$175
Network Engineer	Specialists who design, implement, and manage your company's network infrastructure to ensure connectivity and performance.	\$200
VOIP Engineer	Experts in setting up and managing Voice over IP (VoIP) systems, ensuring reliable and high-quality business communication.	\$200
vCIO	A strategic advisor who helps align your IT infrastructure with your business goals and makes high-level technology decisions.	\$185
Project Manager	Professionals responsible for planning, executing, and overseeing IT projects to ensure they are completed on time, within scope, and on budget.	\$175

Managed IT & Support Service Rates

Item	Rate
Client Locations	\$135 per month (Note: waived with Uprite Managed Perimeter Protection)
Managed PCs in excess of Supported Users	\$9.50 per month
Travel Time Rate	\$70 per hour
Local Courier (pickup or drop-off)	\$50 per trip standard, \$100 per trip rush
Laptop/Desktop Provisioning (purchased from Uprite)	\$350 per device
Laptop/Desktop Provisioning (not purchased from Uprite)	\$500 per device

Cybersecurity Incident Response Rates

Item	Rate
IR Labor — Full Standard Deployed	Standard hourly rate per applicable Tech Level (see Uprite Hourly Rates above)
IR Labor — Partial Deployment (Normal Service Hours)	1.25x standard hourly rate per applicable Tech Level
IR Labor — Partial Deployment (Outside Normal Service Hours)	1.50x standard hourly rate per applicable Tech Level

Full Standard Deployed and Partial Deployment status are defined in the Cybersecurity Incident Response section of the Services Catalog (uprite.com/SC) and the Uprite Recommended Security Standard (uprite.com/ss). Normal Service Hours are defined in the Service Level Agreement (uprite.com/SLA).

Incident response labor up to the included hour threshold is provided at no additional charge as described in the Services Catalog. The rates above apply to billable labor beyond the included threshold.

RATES v2.2 – 2026-04