



## General Info

### Labor Rates

The service rates below reflect standard hourly labor rates for services rendered during the standard business hours, excluding holidays (both listed below). Any services rendered outside of the stated standard business hours will be billed at time-and-a-half of the rates below. All travel time will be billed separately and at reduced rates.

<b><i>Work Role</i></b>	<b><i>Hourly Rate</i></b>
Engineer Level 1 Labor	\$130.00
Engineer Level 2 Labor	\$175.00
Engineer Level 3 Labor	\$195.00
Expert Labor	\$280.00
Consulting Services	\$185.00
Developer Labor	\$185.00
Office	\$105.00
Project Engineer Labor	\$220.00
Project Manager	\$180.00
Project Technician Labor	\$115.00
Security Analyst	\$175.00
Senior Security Analyst	\$195.00
Tier 1 Support Labor	\$105.00

### Standard Business Hours

Monday - Friday between 7:30 am EST and 6:00 pm EST.



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## Holidays

New Year's Day	1/1/26	Thursday	All Day
Martin Luther King Jr. Day	1/19/26	Monday	All Day
Memorial Day	5/25/26	Monday	All Day
Independence Day (Observed)	7/3/26	Friday	All Day
Labor Day	9/7/26	Monday	All Day
Thanksgiving Day Eve	11/25/26	Wednesday	Close @ 2pm
Thanksgiving Day	11/26/26	Thursday	All Day
Day-After Thanksgiving	11/27/26	Friday	All Day
Christmas Eve	12/24/26	Thursday	All Day
Christmas Day	12/25/26	Friday	All Day
New Year's Eve	12/31/26	Thursday	Close @ 2pm
New Year's Day	1/1/27	Friday	All Day

Special holiday dates/hours can be found on our website at <https://nsoit.com/Support/>.

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