



Service Plan Comparison Chart

Description	No Plan	Bronze	Silver	Gold	Platinum
Hourly On Site Rate	\$150 - 2hourr min	\$150 - 1hour min	\$85 – 1hour min	\$85 – 1hour min	Service Calls Free, Additional Projects and Consulting \$85
After Hours On Site Rate	\$225 – 2 hour min	\$225 – 2 hour min	\$150 – 1 hour min	\$85 – 1hour min	Service Calls Free, Additional Projects and Consulting \$85
Emergency Response Fee	\$150	\$150	\$150	\$150	Included
Emergency Response Time	1 Business Day	4 hours	3 hours	2 hour	2 hour or less guaranteed
On-site scheduling of technician	3-4 days	2-3 days	1-2 days	Next Day	Same day
Phone and Remote Support Sessions	\$45 per hour	\$45 per hour	Included	Included	Included
24-7 Remote Monitoring <ul style="list-style-type: none"> ▪ Server stability and performance ▪ Notification of unusual events ▪ Daily back up monitoring 	<i>NOT Inc.</i>	Included	Included	Included	Included
Executive Summary Monthly Report	<i>NOT Inc.</i>	Included	Included	Included	Included
Virus Definition Updates	<i>NOT Inc.</i>	Included	Included	Included	Included
Unlimited Remote Patch Mgmt.	<i>NOT Inc.</i>	Included	Included	Included	Included
Adding and removing users	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included	Included
Quarterly review and planning meeting	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included	Included
Daily/Weekly Ticket status e-mail	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included	Included
Vendor liaison*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included	Included
Virus REMOVAL and cleaning	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included	Included
Spyware monitoring and removal	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included.	Included	Included
Monthly on-site audit and network tune-up	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included
Client access to Virtual System Administrator for remote control and access to network	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included
Mobile Device Support*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included
Unlimited software upgrades*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included	Included
Recovery of server in case of complete disaster*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	\$99/month/server	\$99/month/server	Included
Loaner PC	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included
Creation of AUP (acceptable user policy)	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included
Installation of new hardware and software*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included
Shopping and ordering warranty parts*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	Included
100% No-Hassle Guarantee	<i>NOT Inc.</i>	Included	Included	Included	Included

*Labor only; all hardware, software and third party services will be additional.