

# Service Plan Comparison Chart

<b>Description</b>	<b>Adhoc</b>	<b>Lite</b> \$10 / PC \$25 / Server	<b>Basic</b> \$33 / PC \$75 / Server	<b>Proactive</b> \$69 / PC \$119 / Server \$99 / Network	<b>TroubleFree</b> \$109 / PC \$399 / Server \$99/Network
Hourly On Site Rate	\$125, 2 hr min.	\$112.5	\$87.5	\$75	Service Calls Free, Additional Projects and Consulting 50%
Emergency Response Fee	\$160, 2 hr min. After hours & weekends, 3hr min.	\$140	\$120	\$110	<b>Included</b>
Emergency Response Time	4-6 hours	3 hours	2 hours	1 hour	<b>1 hour or less guaranteed</b>
On-site scheduling of technician	3-4 days	2-3 days	1-2 days	Next Day	<b>Same day</b>
Phone and Remote Support Sessions	\$25 per 15 min.	\$20 per 15 min.	20 min per PC/Server included, then \$20 per 15 min.	<b>Included</b>	<b>Included</b>
24-7 Remote Monitoring <ul style="list-style-type: none"> <li>▪ Server stability and performance</li> <li>▪ Notification of unusual events</li> <li>▪ Daily back up monitoring</li> <li>▪ Daily firewall monitoring</li> </ul>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Executive Summary Monthly Report	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Virus Definition Updates	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Unlimited Remote Patch Mgmt.	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Online custom client portal	<i>NOT Inc.</i>	Not Inc	<b>Included</b>	<b>Included</b>	<b>Included</b>
Creation of AUP (acceptable user policy)	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Daily system status e-mail	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Quarterly review and planning meeting	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>	<b>Included</b>
Monthly on-site audit and network tune-up	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>
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>	<b>Included</b>	<b>Included</b>
Unlimited software upgrades*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>
Spyware monitoring and removal	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>
Adding and removing users	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>	<b>Included</b>
Recovery of server in case of complete disaster	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Installation of new hardware and software*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Virus REMOVAL and cleaning	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Loaner PC/Server	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Vendor liaison*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
Shopping and ordering warranty parts*	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
<b>100% No-Hassle Guarantee</b>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<i>NOT Inc.</i>	<b>Included</b>
<b>You Save:</b>	<b>\$0</b>	<b>10%</b>	<b>30%</b>	<b>40%</b>	50%

\*Labor only; all hardware and software costs will be additional.

-All plans include Anti-virus and Spyware Software