



## Pricing Guide

### SERVICE LEVEL AGREEMENT PRICING

<u>Service</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>
Off-site Remote System Maintenance	✓	✓	✓
Technical support phone-calls (per month) additional \$90.00 hr / 30 minute min.	10	Unlimited	Unlimited
Semi-Annual Preventative Maintenance performed on-site for Workstations and Server(s)	✓	✓	✓
20% Discount on basic rates for all work not covered by Service Agreement		✓	✓
Anti-Virus and Anti-Spyware detection subscription for each Workstation and Server		✓	✓
Anti-Virus and Anti-Spam filtering on all email		✓	✓
NOC Monitoring 24/7/365		✓	✓
Disaster Recovery - includes 50 GB per server off-site backup performed nightly, <b>plus</b> Exchange, SQL, MySql, and SharePoint databases			✓
Disaster Recovery – includes 10 GB per workstation off-site backup, performed nightly			✓
On-site or off-site scheduled maintenance or repair for covered systems.	\$90.00 hr	\$90.00 hr	✓
<b>COST PER MONTH</b>	<b>\$49 per Workstation Plus \$129 / Server</b>	<b>\$59 per Workstation Plus \$129 / Server</b>	<b>\$69 per Workstation Plus \$129 / Server</b>

Technology Specialists LLC



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