



Pricing Guide

SERVICE LEVEL AGREEMENT PRICING

| Service | Level 1 | Level 2 | Level 3 |
|---|--|--|---|
| 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, plus 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 | ✓ |
| COST PER MONTH | \$39 per Workstation Plus \$69 / Server | \$49 per Workstation Plus \$89 / Server | \$69 per Workstation Plus \$129 / Server |