

Service Contract Levels



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Gold

- 2 hour 24x7 phone response for service calls
- 24x7x4x365 on-site emergency response for service calls
- Non-emergency after-hours & weekend work is billed at standard service rate
- Real-time network monitoring* for up to 99 devices (valued at \$500 per month)
- Small Business Server report monitoring
- Backup notification monitoring
- Customer web portal
- Travel charges at a reduced rate within local service areas
- Purchase hardware & software at Gold level price point
- Fixed annual labor rate increase based on Federal COLA
- Email-based technical support
- Primary & secondary network technician assigned
- UPS alert monitoring
- Live remote PC support via GoToAssist
- Semi-annual IT planning engagement
- Antivirus server rapid release deployment
- Symantec Brightmail & GFI MailEssentials AntiSpam alert monitoring
- Payment terms extended to net 30 days



**INCREASE UPTIME
IMPROVE SECURITY**

Silver

- 2 hour 9x5 business day phone response for service calls
- 9x5xSBD on-site emergency response for service calls¹
- Non-emergency after-hours & weekend work is billed at standard service rate
- Real-time network monitoring* for less than 10 devices (valued at \$250 per month)
- Backup notification monitoring
- Small Business Server report monitoring
- Customer web portal
- Travel charges at a reduced rate within local service areas
- Email-based technical support
- Purchase hardware & software at Silver level price point
- Fixed annual labor rate increase based on Federal COLA
- Primary network technician assigned
- UPS alert monitoring
- Live remote PC support via GoToAssist
- Annual IT planning engagement
- Antivirus server rapid release deployment
- Symantec Brightmail & GFI Mail-Essentials AntiSpam alert monitoring
- Payment terms extended to net 30 days

Bronze

- 4 hour 9x5 business day phone response for service calls
- 9x5xNBD on-site emergency response for service calls²
- Backup notification monitoring
- Small Business Server report monitoring
- Customer web portal
- Travel charges at a reduced rate within local service areas
- Fixed annual labor rate increase based on Federal COLA
- Email-based technical support
- Payment terms extended to net 30 days

Contract Requirements

- Monthly fee as designated
- Proactive network maintenance
- Designated point of customer contact

*Network monitoring requires a dedicated computer to host the Onsite Manager monitoring agents and must be provided by the customer.

¹ Emergency calls after 1:00 p.m. will result in technician arriving at 9:00 a.m. the following business day. ² Emergency calls prior to 5:00 p.m. will result in a technician arriving prior to 5:00 p.m. the following business day.

