

Service Packages

Preventive & Standard Care

	Onsite Support Hours/Month*	Phone Support Hours/Month**	Online Trouble Ticketing System	Remote Monitoring of Servers and Workstations	Dedicated Account Manager	Support Hours	Savings on Additional Support
Level 1 Care	Two 4-hr blocks	4 hours	Yes	No	Yes	9x5 (8am–5pm, M-F)	10%
Level 2 Care	Four 4-hr blocks	9 hours	Yes	No	Yes	12x5 (7am–7pm, M-F)	15%
Level 3 Care	Four 8-hr blocks	18 hours	Yes	Yes	Yes	16x5 (6am–8pm, M-F)	15%

Emergency Care

	Billing Rate	Response Time	Support Hours
Operate Now!	\$125 Hourly	Within 2 hours	24x6 (24 hours/day, excluding Sunday)

*For onsite support, if the 4-hour or 8-hour block is not used, the remaining full hours may be carried forward to the next service call, or used in conjunction with a \$40 travel fee.

**Phone support time is billed in 15-minute blocks.

