

Maintenance Plan

versus

Time & Materials

Hardware Coverages

Emergency Services

Included 7/24 One Hour Call-back for System Down*

None

Included First available resource ON-SITE for System Down*

Equipment Failures

Included 7/24 -24 Hour On-Site response time*

Charges 5/8 (best effort)

Included 7/24 -4 Hour On-Site response time (for critical equipment)*

Discounts

Included All parts & labor for covered repairs

None

Included Half-Price for Billable Labor

Preventative Maintenance

Included Annual Inspection and Cleaning

None

Software Coverages

Help Desk

Included 5/8 -1 Day Call-back for any issues

Charges 5/8 -1 Day Call-back (best effort)

Emergency Support

Included 7/24 -1 Hour Call-back for Debit/Credit Down.

Charges 5/8 -1 Day Call-back (best effort)

Included 7/24 -1 Hour Call-back for End-Of-Day problems.

Discounts

Included Half-Price for Billable Labor (except virus, network repair)

None

Software Update Fees

Included Manufacturer's fees for Security-Compliance Updates**

None

* This becomes billable for the 6 major Holidays.

** At least 3 previous year's of Software Plan required; does not include installation labor.

Coverage

Cost

Included

= included at no extra charge

Charges

= billable with a 2 hour min.

None

= not available