

	Platinum Call for price	Gold Call for price	Silver Call for price	Per Device (Monthly)	Monitorin g Only	Monthly Backups Only (Offsite)	E-mail Continuity Only
Workstation (Monitoring)	Unlimited 24/7 Monitoring	Limited 9-5 M-F Monitoring	Limited 9-5 M-F Monitoring	Call for price per Desktop	Call for price per Desktop	Call for price setup fee + cost per gb/month	
Server (Monitoring)	Unlimited 24/7 Monitoring	Limited 9-5 M-F Monitoring	Limited 9-5 M-F Monitoring	Call for price per Server	Call for price per Server		
Network Devices (Monitoring)	Unlimited 24/7 Monitoring	Limited 9-5 M-F Monitoring	No	Call for price per Network managed	Call for priceper Network managed		
Printers and Peripheal Devices (Monitoring)	Unlimited 24/7 Monitoring	Limited 9-5 M-F Monitoring	No	Cost per Network Printer	Cost per Network Printer		
Monitored Backup Solution	Unlimited 24/7 Monitoring	Limited 9-5 M-F Monitoring	No	Cost per Backup Solution	Cost per Backup Solution		
Remote Support (Help Desk)	Unlimited 24/7 support	Limited 9-5 M-F Monitoring	Hourly Charge	Hourly Charge	Hourly Charge		
Priority Response							
Software Support	24/7 Support	No	Hourly Charge	Hourly Charge	Hourly Charge		
Phone Support (VOIP, Cellular)	Limited 3 rd a party support	No	Hourly Charge	Hourly Charge	Hourly Charge		
Backups (onsite)	Unlimited 24/7 support	No	No	No	No		
Remote Backup Services	5gb free additional costs per gb/month	Setup fee + cost per gb/month	Setup fee + cost per gb/month	Setup fee + cost per gb/month	Setup fee + cost per gb/month	Setup fee + cost per gb/month	
Anti-Virus Protection	Unlimited 24/7 support	No	No	Yes	No		
Email Continuity and Spam Protection	Yes	No	No	No	No		Call for price Setup Fee + price per user per month
Endpoint Protection	Yes	No	No	Yes	No		
Spyware Protection	Yes	No	No	Yes	No		
Maintenance	Yes	No	No	No	No		
Patch Management	Yes	No	No	No	No		
Reports	Yes	No	No	No	No		
Network Consulting	Yes	Hourly Charge	Hourly Charge	Hourly Charge	Hourly Charge		
Business Continuity Planning	Yes	Hourly Charge	Hourly Charge	Hourly Charge	Hourly Charge		
	Ask For Quote	Ask For Quote	Ask For Quote				
	Special Projects not included. Priced seperately	No Special Projects not included Priced seperately	Special Projects not included, Priced seperately				
	Call for Pricing	Call for Pricing	Call for Pricing				

Special Educational and Non-profit Pricing available.