

ADVANSYS	Information Technology Consulting and Support Rates					
Plan Type	Term	Primary Use	Available Times	Response Time	Rate	Extended Rate
Standard Support	Hourly	This Plan is for simple issues. For example: A workstation suddenly fails to connect to the network, or you need a software package installed on a single system	8:00am to 6:00pm	Next Business Day	\$102.50/ Hour	N/A
Standard Consulting	Hourly	This Plan is for Site Surveys and project management. For example: A company has outgrown one of their servers and needs direction on purchasing a new one.	8:00am to 6:00pm	Next Business Day	\$135.00/ Hour	N/A
Emergency Yellow	Hourly	This Plan is for instances during business hours requiring immediate action. For example: A mission critical Server crashes in the middle of the day and the business is unable to function. This situation must be handled immediately and other scheduled appointments will be rescheduled.	8:00am to 5:00pm	Same Business Day	\$149.50/ Hour	N/A
Emergency Red	Hourly	This Plan is for instances requiring immediate action. For example: A mission critical Server crashes at 2:30am on Saturday and the associated production plant comes to a halt. This situation must be handled immediately regardless of the time or other commitments.	Non-Business Hours***	ASAP	\$249.50/ Hour	N/A
Prepaid Hour Blocks	90 Days	This Plan is suited for technology projects. The hour blocks are available at a much reduced rate in multiples of 5 hours. Each block is usable for 90 days from the date of payment. For example: A business needs it's server rebuilt from the ground up with a new operating system. The work is expected to take about 15 hours. By purchasing a single 15 hour block the business saves over \$260.00 from the standard support rate. If the project goes over 15 hours, the additional hours are billed at a still discounted amount below the Standard rate.	8:00am to 5:00pm	N/A	Support \$85.00/ Hour	Support \$92.50/ Hour
			unless otherwise agreed upon		Consulting \$125.00/ Hour	Consulting \$135.00/ Hour
Active Remote Support Agreement (Telephone & Remote Control/Repair)	1 Year Paid Monthly	This Plan can be utilized by anyone who has a Microsoft Windows (95,98, ME, 2000, XP) or *nix (Linux, Unix, Mac OSX) based Desktop, Laptop, or Server computer. This plan provides fast Telephone and Remote Control/Repair service to resolve your issue when it is happening , not the next day. The price point is so low that even home users can benefit. Business customers will find a tremendous return from having service professionals available to their employees directly. We are only a phone call away. Each system covered counts as one hour of service toward your monthly total. This means that a 6 Desktop, 4 Laptop, and 1 Server office would have 11 hours of Active Remote Support to use on any supported system, as needed, without any additional fee. If more hours are used, the overage hours will be billed seperately.	8:00am to 11:00pm	2 Hour**	\$39.95/ Workstation	\$75.00/ Hour over Contract
			Unless otherwise agreed upon		\$68.95/ Mobil	
	\$122.95/ Server					

Onsite Support Agreement Rider	1 Year Paid Monthly	This plan compliments our Active Remote Support by adding coverage for a Service Professional to resolve the issue in person if our remote support personnel are unable to. This Plan is best utilized by someone who wants the assurance that the computer systems will be taken care of without having to get their hands dirty or stop working to resolve a physical issue with their computer. Some cases do arise where physical components must be replaced/added. If the issue prevents the system from working on the network, a physical presence is required - this rider provides that. We understand that deadlines aren't removed because your computer has an issue. With an on-site support rider, our professionals can come resolve the issue while you continue to work from another computer. (Geographic location may require travel fee reimbursement)	8:00am to 7:00pm	2 Hour**	\$10.55/ Workstation	This Add-on uses the primary agreement hours and coverage.
	Requires Active Remote		Unless otherwise agreed upon	4 Hour** for after hours or Holidays	\$23.95/ Mobil \$26.95/ Server	
Physical Care Agreement Rider	1 Year Paid Monthly	This covers a physical cleaning of your computer. Our professionals will remove the system from the work location, clean the outside, attempt to remove scuffs, tape, etc. We also disassemble the modular components and clean the internals (Laptops will receive a partial internal cleaning based on Brand/Model). This process goes far beyond what could be done by poking around with a vacuum hose and avoids the destructive outcome. After dust and debris are removed, the fans and components are checked, the computer is reassembled and placed back in the work environment. We will also make basic recommendations to the owner/operator based on our findings. This process not only increases the life of your hardware, but also increases the system stability and reliability by allowing the system to function as designed. Service is performed 3 times per year and may require reimbursement for extended travel.	8:00am to 5:00pm	N/A	\$7.99/ Workstation	N/A
	Requires Active Remote		Unless otherwise agreed upon	\$19.99/ Mobile or Server		

* Active Remote Support requires a one-time Setup Fee of \$49.95 per system supported and an available internet connection.

** Response times are in addition to actual travel time.

*** Normal Business Hours are 8:00am to 5:00pm M-F, Except National Holidays, inclement weather or otherwise noted.

Category	Service	Minimum Billing Amount	Response Time	
Active Remote Support	Telephone	15 Minute	2 Hour	ADVANSYS Quick Reference
Active Remote Support	Remote Control/Repair	30 Minute	2 Hour	
Active Remote Support	Onsite Support	1 Hour	2 Hour: BH 4 Hour: ABH	Minimum Billing and Maximum Response Times
Standard	Consulting	1 Hour	N/A	
Standard	Support	1 Hour	N/A	
Emergency	Yellow	2 Hour	1	
Emergency	Red	2 Hour	2	

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