



How IT Gets Done!™

Monthly Service Plan Comparison Chart

	Description	No Plan	Basic	Professional	Premium
1	Scheduled Hourly On Site Rate	\$155 hr	\$140 hr	\$125 hr	Service Calls Free, Additional Projects & Consulting \$95 hr
2	Emergency On-site Response Rate	\$230 hr, 1 hr min. After hours & weekend, 2hr min	\$210 hr	\$185 hr	Included
3	Emergency Response Time	4-6 hrs	3 hrs	1 hr	1 hour or less guaranteed
4	Technician On-site within . . .	3-4 days	2-3 days	1 day	same day
5	Phone and Remote Support Sessions	\$140 hr 30 mins min	\$100 hr 15 mins min	Included Business Hours	Included -24/7
6	24/7 Proactive Remote Monitoring • Server stability and performance • Notification of unusual events • Daily back up monitoring • Daily firewall & internet monitoring	NOT Included	Included	Included	Included
7	Executive Summary Monthly Report	NOT Included	Included	Included	Included
8	Virus Definition Updates	NOT Included	Included	Included	Included
9	Unlimited Remote Patch Mgmt.	NOT Included	Included	Included	Included
10	Online custom client portal	NOT Included	Included	Included	Included
11	Creation of recommended user policies toolkit	NOT Included	NOT Included	Included	Included
12	Quarterly review and planning meeting	NOT Included	NOT Included	Included	Included
13	Automated Spyware scanning and removal	NOT Included	NOT Included	Included	Included
14	Adding and removing users	NOT Included	NOT Included	Included	Included
15	Virus REMOVAL and cleaning *	NOT Included	NOT Included	Included	Included
16	Printer Management *	NOT Included	NOT Included	Included	Included
17	Installation of new hardware and Software *	NOT Included	NOT Included	NOT Included	Included
18	Unlimited software upgrades * -excludes OS upgrades	NOT Included	NOT Included	NOT Included	Included
19	Monthly on-site Technician Visit - 1 day Scheduled On-site	NOT Included	NOT Included	NOT Included	Included
20	Client access to Virtual System Administrator for remote control and access to network	NOT Included	NOT Included	NOT Included	Included
21	Recovery of server in case of complete disaster	NOT Included	NOT Included	NOT Included	Labor Included
22	Vendor liaison	NOT Included	NOT Included	NOT Included	Included
23	Shopping and ordering warranty parts *	NOT Included	NOT Included	NOT Included	Included
24	100% No-Hassle Guarantee	NOT Included	Included	Included	Included
ASK US about our <i>Monthly Service Plan ROI Worksheet!</i>					

* Labor only; all hardware and software costs will be additional. ** CommNet Monitoring & Management prices are subject to change without notice, please check with your sales representative for most current figure(s).

Other Services include (note: additional costs may apply):

- Backup & Recovery Solutions - Setup | Management
- Anti-Spam Device - Setup | Management
- Firewall - Setup | Management

CommNet Certifications

