	Adhoc Support	Remote Support Contract	MaxHours Support Contract	TotalCare Basic - up to 7 computers	Total Care Standard - 7 to 15 computers	TotalCare Premium - 15 to 25 computers	Managed Services Basic	Managed Services Standard	Managed Services Premium
Hours Included	Invoiced by Hour	unlimited	20,40,80,160 p.a.	20 per year	30 per year	40 per year	unlimited	unlimited	unlimited
Standard Cover Times	9am-5.30pm	9am-5.30pm	9am-5.30pm	9am-5.30pm	9am-5.30pm	9am-5.30pm	8am-6pm	8am-6pm	8am-6pm
Support Hotline	None	4 Hours	1 Hour	1 Hour	1 Hour	1 Hour	1 Hour	30 minutes	30 minutes
Support - labour per call	Invoiced by Hour	4 Hours	n/a	n/a	n/a	n/a	6 hours	Unlimited	Unlimited
Automatic Renewal		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Free Telephone Support	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Roll-Over Hours			25%	25%	25%	25%			
Critical Response Time	Call-Out Charge	Same Bus. Day	Same Bus. Day	Same Bus. Day	Same Bus. Day	Same Bus. Day	4 Hours	1 Hours	1 Hours
High Priority Response Time	Call-Out Charge	Same Bus. Day	Same Bus. Day	Same Bus. Day	Same Bus. Day	Same Bus. Day	Same Bus. Day	2 Hours	2 Hours
Standard Response Time	As Available	Next Bus. Day	Next Bus. Day	Next Bus. Day	Next Bus. Day	Next Bus. Day	Next Bus. Day	Next Bus. Day	Next Bus. Day
Low Priority Response Time	As Available	5 Bus. Days	5 Bus. Days	5 Bus. Days	5 Bus. Days	5 Bus. Days	5 Bus. Days	5 Bus. Days	5 Bus. Days
Installation Response Time	As quoted	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	5 Days
Proactive Server Monitoring	None	Included	Included	Included	Included	Included	Included	Included	Included
Network Layout Plans	Can be quoted	Optional	Optional	Optional	Optional	Optional	Included	Included	Included
Network Assett Register	Can be quoted	Optional	Optional	Optional	Optional	Optional	Included	Included	Included
IT Administration Training	Can be quoted	Optional	Optional	Optional	Optional	Optional	Included	Included	Included
I.T. Management Meetings	None	Annually	Annually	Annually	Annually	Annually	Quarterly	Quarterly	Quarterly
Server Health Checks	None	Monthly	Monthly	Monthly	Monthly	Monthly	Weekly	Weekly	Daily
Free Onsite Admin/Installs	None	None	None	None	None	None	2 Hours/month	4 Hours/month	8 Hours/month
After Hours Remote Support	None	Optional	Optional	Optional	Optional	Optional	95% response within 2 Hours(not guaranteed - upgradeable)		
Travel Costs	Invoiced per mile	Invoiced per mile	Included	Included	Included	Included	Included	Included	Included
PC Recovery Guarantee (includes ESET, RollbackRX)	Can be quoted	Optional	Optional	Included	Included	Included	Optional	Optional	Optional
Offsite Backup	Can be quoted	Optional	Optional	10GB	20GB	50GB	Optional	Optional	Optioanl
Remote Login To All PCs	None	Optional	Optional	Included	Included	Included	Included	Included	Included