

intelliSupport Price List

Help-Desk & On-Site Service Level Agreement Support Program Pricing

Effective: August 1, 2009

	Monthly Fee
intelliSupport Centralized Help-Desk Membership Subscription ¹	\$27.50
Standard Service Plan Basic Coverage:	
Entry-Level Servers	49.50
Entry-Level Server Operating Systems ²	33.00
Mid-Range Servers	198.00
Mid-Range Server Operating Systems	99.00
POS Stations ³	49.50
PC Workstations ⁴	16.50
Generic Software Applications	16.50
Terminals or CRTs	6.60
Thin Client Workstations ⁵	11.00
Personal Digital Assistant (PDA) Connectivity Support	6.60
Dot Matrix Printers	19.80
High-Speed Matrix Printers	41.25
Laser Printers	30.80
Colour Laser Printers	42.90
Multi-Function Printer	30.80
Uninterruptible Power Supplies (UPS) Units ⁶	6.60
Network Switch - Unmanaged	6.60
Network Switch – Managed	13.20
Network Routers	13.20
Network Firewall & VPN Appliances	27.50
<u>Managed Services</u>	
Network Monitoring	154.00
Server Management	192.00
Desktop Management	64.90

Plan Enhancement Options:

	Upgrade Premium
Supported Exchange Upgraded to Always On-Site ⁷	50%
Business Hours Service Coverage & Enhanced Response Times ⁸	25%
Preventative Maintenance & Components Cleaning ⁹	25%
Managed Back-Up Verification & System Monitoring	15%
Managed Security & Virus Detection Program	15%
Managed Disaster Recovery Program ¹⁰	25%

intelliSupport Member Ancillary Options & Alternatives:

	Rate
Time & Materials Field Service Technician Rate per Hour	\$108.00
Time & Materials Network Engineer Rate per Hour	144.00
Time & Materials Overtime Premium	50%
Time & Materials Parts & Replacement Components	At Actual
Upgrade a Single Service Call to Premium Plan Response Time – Rush Fee ¹¹	\$165.00
Upgrade a Single Service Call to Premium Plan Overtime – Fixed Fee ¹²	247.50
System Administrator Training Course – Half Day	434.50
System Repair Training Course – 2 Days	1,094.50

Payment Options & Additional Discounts:

	Discounts
Monthly Billings. Payment Terms Discount of 5% 5 days, net 6	5%
Monthly Billings to Credit Card	5%
Monthly Pre-Authorized Payment Plan (PAP)	7%
Annual Billings Paid in Advance. Payment Terms Discount of 10% 30, Net 31	10%
Time & Materials Credit Card Payments by Invoice at Time of Work Completion	5%

Time & Materials Professional Time, Fixed Interval & Block Time Rates:

Amount of Time	Senior Consultant	Network Engineer	Field Service Technician	Discounts
Time & Materials				
List Price	\$276.00	\$192.00	\$144.00	0%
Time & Materials				
intelliSupport Member Price	\$207.00	\$144.00	\$108.00	25%
Blocks of Time				
10 Hours	\$1,932.00	\$1,344.00	\$1,008.00	30%
25 Hours	\$4,623.00	\$3,216.00	\$2,412.00	33%
50 Hours	\$8,970.00	\$6,240.00	\$4,680.00	35%
75 Hours	\$13,041.00	\$9,072.00	\$6,804.00	37%
100 Hours	\$16,560.00	\$11,520.00	\$8,640.00	40%

¹ Required for either Service Agreement Plans or Time & Material coverage. Provides a single 1-800 number for all computer system & network service issues. intelliNet manages the support process working together with all of your vendors through to completion and reporting to you.

² Required for Server coverage.

³ POS Stations include displays, cash drawers, scanners, and display poles as a complete unit.

⁴ PC's include the operating system software. Application software support requires this option to be added.

⁵ Thin client workstations include the monitor and keyboard.

⁶ UPS Batteries are not included as they are deemed to be a consumable item.

⁷ Applies the entire configuration covered by Standard Service Plan Basic Coverage.

⁸ Applies the entire configuration covered by Standard Service Plan Basic Coverage.

⁹ Applies the entire configuration covered by Standard Service Plan Basic Coverage.

¹⁰ Provides for immediate replacement of any or all of your system components in the event of disasters such as building collapse, fire, flood or theft. Does not provide for the replacement capital cost of the components or the necessary involvement and respective charges of your software vendors

¹¹ Standard Service Plan Basic Coverage or Time & Materials base charges still apply.

¹² Standard Service Plan Basic Coverage or Time & Materials base charges still apply.