

Proactive Monitoring and Onsite Support Pricing Matrix

Item	Deskstop/Workstation	Server
Minimum 24x7 Monitoring Only	5.00 per month per PC Minimum or 20.00 per month or 4 PC's 30.00 for 10 GB offsite backup (backup fee waived if client has viable backup option in place)	20.00 per month per server 30.00 for 10 GB offsite backup (backup fee waived if client has viable backup option in place)
Basic 24x7 Monitoring AVG Antivirus License AVG Antispyware License	15.00 per month per PC 30.00 for 10 GB offsite backup (backup fee waived if client has viable backup option in place)	40.00 per month per server 30.00 for 10 GB offsite backup (backup fee waived if client has viable backup option in place)
Additional Options		Remote Server Care 80.00 per month per server 24x7 Monitoring and troubleshooting Patch Management Service Pack installation Early Warning and preventive maintenance

All servers and workstations will have LogMeIn free or IT Rescue Calling Card installed for on-demand support and remote connection capability.

Installation of monitoring software will be billed according to individual customer contract.

Onsite/Remote Support Charges

Hourly billable rate: 90.00 per hour. 1 hour minimum, billed in ½ hour increments after first hour.

2 Hours Monthly	180.00 month
4 hours Monthly	360.00 month
1 hour weekly visit	390.00 month

Prices effective at contract signing or March 1, 2008 – Subject to change with contract terms

Block hours

For budgeting purposes JAGCS.com has blocks of support hours available in the following hourly amounts.

A minimum support contract is required for block hour purchase. Discount is built in to the support contract pricing and reflected in the block pricing.

Block hours may not be utilized for monthly support contract payment.

10 hours	900.00
20 hours	1800.00
30 hours	2700.00
40 hours	3600.00

Blocks expire 6 months from purchase date unless additional blocks in the same amount are purchased.

Blocks expire 12 months from purchase date.