

# Southwest Computer Solutions, Inc.

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## Southwest Computer Solutions, Inc. Monthly Maintenance Packages

### Standard:

Our Standard level service agreement consists of maintenance ONLY. Once every month, at a time that can be agreed upon, a technician will arrive at your location to perform general maintenance on your computer systems. Maintenance includes:

- Windows Updates
- Virus Updates and Scan
- Spyware Updates and Scan
- Removal of Temporary and Temp Internet Files
- Optimization of Computer Startup Procedure
- Minor Systems Error Check
- Disk Checking
- Disk Defragmentation

With this plan, any and all other service related issues would be billed at our normal hourly rate. The cost of the standard plan depends on the number of workstations that require monthly service. Rates and ranges detailed below:

<u># of Systems</u>	<u>Pay Monthly</u>	<u>Pay Bi-Annual</u>	<u>Pay Annually</u>
1-4	\$70.00	\$390.00	\$720.00
5-8	\$140.00	\$780.00	\$1560.00
9-14	\$210.00	\$1170.00	\$2160.00
15+	(Per Agreement)	(Per Agreement)	(Per Agreement)

### Advanced:

Our Advanced level service agreements include all of the Standard level features, as well as a reduced hourly rate for any service calls that may be necessary outside of the standard maintenance. Our standard hourly rate is \$100.00 / hr. With the Advanced level service agreement, your reduced hourly rate of \$60.00 / hr. will be locked in no matter how many hours of service you use each month outside of the contractual maintenance. Rates and ranges detailed below:

<u># of Systems</u>	<u>Pay Monthly</u>	<u>Pay Bi-Annual</u>	<u>Pay Annually</u>
1-4	\$105.00	\$600.00	\$1140.00
5-8	\$210.00	\$1200.00	\$2280.00
9-14	\$315.00	\$1800.00	\$3420.00
15+	(Per Agreement)	(Per Agreement)	(Per Agreement)

### Southwest Computer Solutions, Inc.

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