



Computer Troubleshooters
H.O.S.T. Plan Benefits
www.pchostplan.com



MANAGED IT SERVICES	H.O.S.T. PLATINUM	H.O.S.T. GOLD	H.O.S.T. SILVER	H.O.S.T. BRONZE
Asset Management – hardware, software & license tracking	√			
Network, VPN & Firewall – security configuration & management	√			
Technology Audit – security & productivity recommendations	Yearly			
Optional Hardware Guarantee – PC must be less than 3 years old	\$20/month			
Helpdesk – unlimited phone support 24x7x365	√	\$20/month	\$30/month	\$30/month
Remote Access – access your computer from <i>anywhere</i>	√	√	√	\$20/month
On-line Backups – automatic off-site backup w/unlimited storage	√	√	√	\$10/month
Network Content Filtering – block and allow lists for websites	√	√	\$5/month	\$5/month
Basic Network Content Filtering – blocks unsafe websites	√	√	√	√
Security Suite Software – Anti-Virus and Anti-Spyware	√	√	√	√
Microsoft Patches & Updates – pre-tested & automatically installed	√	√	√	√
24x7 Automated PC Health Monitoring	√	√	√	√
Problem Alerts – e-mailed to Computer Troubleshooters	√	√	√	√
System-wide Performance Reports – monthly status	√	√	√	√
Computer Tune-Ups – remote tune-ups of each workstation	Annual	20% off	10% off	Normal rates
Labor Charges for service related to provided software*	All included free	All included free	10% off	Normal rates
Problem Support for other hardware/software issues	All included free	20% off	10% off	Normal rates
Additional Project Labor	40% off	20% off	10% off	Normal rates
Service & Emergency Response Priority	Same Day	Next Day	Second Day	Next Available
Your H.O.S.T. Plan Fee – all prices monthly per PC	\$99.95	\$59.95	\$29.95	\$14.95

*Some restrictions apply