



Computer Troubleshooters H.O.S.T. Plan Benefits

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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	✓	\$30/month	\$40/month	\$40/month
Remote Access – access your computer from <i>anywhere</i>	✓	✓	✓	\$20/month
Cloud Storage/Backup – automatic off-site backup up to 500GB	✓	✓	✓	\$10/250GB
Additional Cloud Storage – increased storage quota	\$15/500GB \$25/TB	\$15/500GB \$25/TB	\$15/500GB \$25/TB	\$10/250GB \$25/TB
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/Malware Protection	✓	✓	✓	✓
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	\$109.95	\$69.95	\$29.95	\$14.95

*Some restrictions apply