



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
Network, VPN & Firewall – security configuration & management	✓			
Internet & Email Support – communicate w/ISP & Email providers	✓			
Asset Management – hardware, software & license tracking	✓			
Technology Audit – security & productivity recommendations	Yearly			
Helpdesk – unlimited phone support 24x7x365	✓	\$40/month	\$45/month	\$50/month
Remote Access – access your computer from <i>anywhere</i>	✓	✓	✓	\$20/month
Cloud Storage/Backup – automatic off-site backup up to 500GB	✓	✓	✓	\$15/500GB
Additional Cloud Storage – increased storage quota	\$15/500GB \$25/TB	\$15/500GB \$25/TB	\$15/500GB \$25/TB	\$15/500GB \$25/TB
Network Content Filtering – block & allow lists for sites & categories	✓	✓	\$5/month	\$5/month
Basic Network Content Filtering – blocks unsafe websites	✓	✓	✓	✓
Basic Security Software – Anti-Virus/Malware protection	✓	✓	✓	✓
Microsoft Patches & Updates – pre-tested & automatically installed	✓	✓	✓	✓
24x7 Automated PC Health Monitoring & Maintenance	✓	✓	✓	✓
Problem Alerts – e-mailed to Computer Troubleshooters	✓	✓	✓	✓
System-wide Performance Reports – monthly status	✓	✓	✓	✓
Computer Tune-Ups – remote or in-office tune-ups of each PC	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	\$114.95	\$69.95	\$29.95	\$14.95

*Some restrictions apply. Prices as of August 22, 2025.



Trouble-Free PC Plans

Desktop - \$175

Laptop - \$199

Trouble-Free PC plans include *all benefits from the H.O.S.T. Platinum plan*, plus the following enhancements:

- **New PC Every 3 Years!!** Receive a brand new PC (choice of desktop or laptop) every 3 years.
- **3-Year Hardware Warranty***: Comprehensive coverage for hardware components, including parts.
- **Free Problem Support for Hardware Issues**: Included under the warranty, covering troubleshooting and parts replacement as needed.

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