

Service	Bronze	Silver	Gold	Platinum
	Break/Fix, Nothing is Managed	Managed Servers, Backups	Managed Servers, Workstations, Networks, Printers, Antivirus, Detection and Response, Backups, and Disaster Recovery Planning	Managed Servers, Workstations, Networks, Printers, Antivirus, Detection and Response, Backups, and Disaster Recovery Planning
Support Coverage and Initial Response Targets	Monday to Friday, 9am to 5pm, no initial-response target	Monday to Friday, 9am to 5pm, two-business-day initial-response target	Monday to Friday, 9am to 5pm, one-business-day initial-response target	Priority 1: four elapsed hours, 24x7. Priority 2-4: one-business-day during Business Hours
Server Monitoring and Management - monitor health, performance metrics, and system logs to preemptively identify issues	☐	☒	☒	☒
Server Operating-System, Driver, and Software Updates and Supported In-Version Upgrades (does not include major operating-system migrations, major application-version upgrades, or projects)	☐	☒	☒	☒
Server Performance Tuning - adjust configurations for optimal performance based on usage patterns	☐	☒	☒	☒
Server Technical Support and Help Desk - provide support for server-related issues, assist users with server access, permissions, and application issues related to server functionality	☐	☒	☒	☒
Server Data Backup - implement and manage data backups to reduce the risk of data loss	☐	☒	☒	☒
Network Monitoring and Management	☐	☐	☒	☒
Workstation Monitoring and Management	☐	☐	☒	☒
Workstation Operating-System, Driver, and Software Updates and Supported In-Version Upgrades (does not include major operating-system migrations, major application-version upgrades, or projects)	☐	☐	☒	☒
Workstation Technical Support and Help Desk	☐	☐	☒	☒
Workstation Antivirus and Malware Protection	☐	☐	☒	☒
Managed Endpoint Detection and Response by Security Operations Center	☐	☐	☒	☒
Cybersecurity Awareness Training for Users	☐	☐	☒	☒
Neatoware Groupware (Email, Contacts, Calendars, Tasks, Notes) for Users	☐	☐	☒	☒
Virtual CIO Services - strategic planning, cybersecurity oversight, vendor management, data management, IT governance, change management, continuity planning	☐	☐	☒	☒
Disaster Recovery Planning - create disaster recovery plans to support business continuity in case of server failures or other catastrophic events	☐	☐	☒	☒
24x7 coverage for Priority 1 Incidents	☐	☐	☐	☒
Per Server Per Month		\$499	\$499	\$699
Per Workstation Per Month			\$129	\$199
Per Network Device (Switch, Access Point, etc.) Per Month			\$99	\$149
Per Printer Per Month			\$99	\$149
Additional Aggregate Off-Site Storage Allotment per TB per Month, First 1 TB Included		\$19	\$19	\$19
VoIP Phone Extension		\$35	\$25	\$25
Management & Support Hours Included Per Calendar Month	None	2 hours per Server	2 hours per Server and 30 minutes per Workstation	2 hours per Server and 30 minutes per Workstation
Business Hours Management, Support, & Project Labor	\$399/hour, 2 hour minimum	\$299/hour, 1 hour minimum	\$199/hour, 1/4 hour minimum	\$199/hour, 1/4 hour minimum
After Hours/Emergency Management, Support, & Project Labor	\$599/hour, 2 hour minimum	\$499/hour, 1 hour minimum	\$399/hour, 1 hour minimum	\$299/hour, 1/4 hour minimum
Annual Technology Roadmap Process	Not Available	\$4,999	\$2,999	\$2,999
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Terms: Prepaid monthly. Subject to the terms and limitations of the applicable written Agreement. Gold and Platinum include one cybersecurity-awareness-training license and one Neatoware Groupware license for each managed workstation. Additional users may be billed at the per-user rate stated in the applicable Order, Schedule C, or Rate Schedule governing the applicable Term. VoIP extension pricing excludes handsets, telephone numbers, E-911 charges, taxes, regulatory fees, international or premium usage, number-porting charges, and carrier pass-through costs unless expressly included in an applicable Order. Backup may require a Neatoware Backup Appliance purchased separately. Off-site backup storage is provisioned and billed as a fixed aggregate storage allotment for the Client across all covered devices, servers, backup appliances, systems, and locations. The first 1 TB of allotted storage is included. Each additional allotted TB is billed at \$19 per month, regardless of whether the Client uses all available capacity. Charges are based on allotted capacity, not actual storage consumption. Storage allotments are provisioned and billed in whole one-terabyte increments. For example, an 11 TB storage allotment includes the first 1 TB and is billed for 10 additional TB, resulting in a monthly storage charge of \$190. Response targets apply to qualifying Service Requests within the contracted scope and are measured in accordance with the General Terms and Conditions. They are targets only and are not guarantees, warranties, or service-level agreements unless expressly agreed otherwise in writing.