



e Bytes Group, Inc.

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Basic Service Level Agreement Pricing

e Bytes Group Basic Service Level Agreement Rates and business hours:

1 Server, 5 Workstation(s) (Minimum)

| | |
|------------------------------------|---|
| Cost: | \$375.00USD/month (Yearly Agreement Required) |
| Time Allocation: | 5/hr(s)/month – Phone/Remote Support |
| Business Hours: | 9am-5pm - Monday Through Friday |
| Additional Workstations: | \$35.00USD/month/workstation |
| Additional Windows Server: | \$70.00USD/month/Server |
| Onsite Support Hourly Rate: | \$115.00USD/hr (Minimum 2/hr per site visit) |

***Additional Time Allocation hours can be purchased in advanced at a discounted rate if desired.**

Basic Service Level Agreement Services include:

- **Server(s) (When released & if Applicable)**
 - Windows Server Service Packs
 - Security Updates
- **Desktop(s) Updates (When released & if Applicable)**
 - Windows Server Service Packs
 - Security Updates
- Maintain IMF (Intelligent Mail Filter)
- Repair Disk Errors
- Defragment HD
- High-Priority Windows Updates
- Additional Software Patches
- Exchange Database Defragmentation
- Server Hard Drive Defragmentation
- Verify Anti-Virus software is up to date
- Creating, modifying, or deleting users on the network as well as script management
- Discounted Hourly rates
- Consult on any network/system improvements/vulnerabilities

If you wish to enter into a Basic Service Level Agreement with e Bytes Group, Inc., or your business exceeds twenty (20) workstations please [contact us](#) and we will prepare a custom quote to meet your needs.