



e Bytes Group, Inc.

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## Premium Service Level Agreement Pricing

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

### 1 Server, 5 Workstation(s) (Minimum)

<b>Cost:</b>	\$550.00USD/month (Yearly Agreement Required)
<b>Time Allocation*:</b>	5/hr(s)/month – Phone/Remote/On-Site Support
<b>Business Hours:</b>	9am-5pm - Monday Through Friday
<b>Additional Workstations:</b>	\$70.00USD/month/workstation
<b>Additional Windows Server:</b>	\$140.00USD/month/Server

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

### Premium Service Level Agreement Services include:

- **Server & Network Devices Updates (When released & if Applicable)**
  - Device Firmware (Routers, Switches, Access Points, etc.)
  - Server BIOS, Firmware, and Driver Updates
  - Windows Server Service Packs
  - Security Updates & Application Upgrades
- **Desktop Updates (When released & if Applicable)**
  - Desktop BIOS, Firmware, and Driver Updates
  - Windows Server Service Packs
  - Security Updates & Application Upgrades
- 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 Premium 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.