



**BalanceLogic® Technology Services  
Monthly Support Plans**

<u>Description</u>	<u>No Plan</u>	<u>Block Plan</u>
Hourly On-Site Rate	\$110 per hour	8 Hours / \$100 = <b>\$800</b> 12 Hours /\$100 = <b>\$1200</b> 16 Hours /\$95 = <b>\$1520</b> 24 Hours /\$95 = <b>\$2280</b> 32 Hours /\$85 = <b>\$2720</b>
Emergency Response Rate	\$150, 1 hr min. After hours & weekends, 2hr min.	8 Hours / \$100 12 Hours /\$100 16 Hours /\$95 24 Hours /\$95 32 Hours /\$85
Travel Charge	\$45 per visit	Included with all plans
Emergency Response Time	5-7 hours	2-4 hours
On-site scheduling of technician	Within 4-5 days	Within 1-2 days
Phone and Remote Support Sessions	\$55.00 per 30 min. 1 hour minimum	\$50 per 30 min. 1 hr minimum
24-7 Remote Monitoring <ul style="list-style-type: none"> <li>• Server stability and performance</li> <li>• Notification of unusual events</li> <li>• Backup up monitoring</li> <li>• Daily firewall monitoring</li> </ul>	<i>Not Included</i>	<i>Included with 24 hr &amp; 32 hr block plan only!</i>
Executive Summary Monthly Report	<i>Not Included</i>	<i>Included with 24 hr &amp; 32 hr block plan only!</i>
Quarterly review and planning meeting	<i>Not Included</i>	<i>Included with 24 hr &amp; 32 hr block plan only!</i>
Spyware monitoring and removal	<i>Not Included</i>	<i>Included with 24 hr &amp; 32 hr block plan only!</i>
Loaner PC/Server	<i>Not Included</i>	<i>Included with 24 hr &amp; 32 hr block plan only!</i>
Online backup of data - Off-site	\$15 per GB	<b>Included up to 5GB</b>