

**Service contract options (2021)**

Code Services	1 to 5 PCs Code: SM1	6 to 10 PCs Code: SM2	11 to 19 PCs Code: SM3	20 to 29 PCs Code: MD1	30 to 39 PCs Code: MD2	40 to 49 PCs Code: MD3	50 to 59 PCs Code: CP1	60+ PCs Code: CP2
Network Administration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Workstation Maintenance	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Virus Prevention & Removal	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Software Configuration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hardware Repair	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Consulting and Planning	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Server(s) Included	0	1	1	2	3	3	4	5
Service locations	1	1	2	2	3	3	4	4
Monthly Max. Service Hours	30	36	42	58	70	80	100	120
Phone Support (calls/month)	10	20	30	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Service Hours	9am ~ 5pm	9am ~ 5pm	8am ~ 6pm	7am ~ 7pm	7am ~ 8pm	7am to 9pm	7am ~ 11pm	7am ~ 11pm
After Hours Emergency Call	0	0	1	1	2	2	4	5
Anti-Virus Per Pc/Year	\$35	\$35	\$15	\$15	Included	Included	Included	Included
Remote Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Weekend/Holiday Support	No	No	No	Yes	Yes	Yes	Yes	Yes
Monthly Backup	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Offsite Backup	No	No	No	Yes	Yes	Yes	Yes	Yes
Response Time	Next Day	Next Day	Next Day	Next Day	ASAP	ASAP	ASAP	ASAP
Training	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Purchase Discount	2%	2%	3%	3%	4%	4%	5%	Call
Month Service Price (CND\$)	\$450	\$695	\$1150	\$1400	\$2150	\$3850	\$4500	Call

\*Labor for hardware repair is included, parts are extra.

\*Onsite Service locations are available to Metro Vancouver area only.

\*Purchase discount is applied to all hardware and software purchases except special orders and installation labor.

\*All prices are subjected to applicable PST, GST, HST and other government fees.

\*Non-contract service rate: \$125/hour plus one hour travel time, minimum charge for service call: 2 hours.