



## Monthly Maintenance Plan Details

The Evermist Technologies, LLC Monthly maintenance plan is designed to allow your business to pay for the level of service that you require. The monthly rate of your service is determined by the type of assets and the number of assets being maintained. This information also lets you know the number of maintenance hours you will receive for free each month.

To calculate your costs, total the number of network and desktop devices in your environment then multiply them by the appropriate monthly cost. For example, if your business has 2 servers, 1 router, 1 switch, 2 laptops, and 6 desktops, then your monthly service charge would total \$800.00 per month with 8 hours of free onsite or remote support.

Example Summary:	4 Network Assets = \$400.00 and 4 hours of service 8 Desktop Assets = \$400.00 and 4 hours of service
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Asset type	Asset Description	Service hours per month	Monthly Costs
Network	Routers, Firewalls, Switches	1.0	\$100.00
Desktop	Desktops, Laptops, Printers	.5	\$50.00

The table below compares details between service tasks covered under monthly maintenance and those tasks that incur additional charges.

Covered Service Tasks	Out of Scope Labor
Desktop Break/ Fix	Hardware Upgrades
Server Break / Fix	New application installation / configuration
Spyware Removal	New Network cabling or wiring
Virus Removal	
Best Practices and Line of Business Consulting	
Telephone Support	
Remote Control Support	

Clients under monthly maintenance enjoy deep discounts on labor rates when they go beyond their monthly maintenance hours.

Service Type	Normal Rates	Monthly Maintenance Rates
Network Labor	\$100.00	\$75.00
Desktop Repair	\$70.00	\$53.00