

# SGU Network Support Plans

<b>Plan Options</b>	<b>Bronze</b>	<b>Gold</b>	<b>Platinum</b>	<b>Platinum Plus</b>
<b>Monthly Fee</b> Includes features as per below	<b>\$1,000</b>	<b>\$1,920</b>	<b>\$2,640</b>	<b>\$3,200</b>
<b><u>Network Support</u></b>				
<b>Included On-site Technical Support Hours per Month</b>	<b>8</b>	<b>16</b>	<b>24</b>	<b>32</b>
<b>Hourly Rates and Additional On-site Services</b> Over included monthly allowance	<b>\$125/hr</b>	<b>\$120/hr</b>	<b>\$110/hr</b>	<b>\$100/hr</b>
<b>Hourly Rate for Help Desk Remote Support</b>	<b>\$95/hr</b>	<b>\$90/hr</b>	<b>\$85/hr</b>	<b>\$80/hr</b>
<b>Emergency Server Down Guaranteed 4-hour On-site Response</b>	<b>1 per month</b>	<b>2 per month</b>	<b>3 per month</b>	<b>Unlimited</b>
<b><u>Managed Services</u></b>				
<b>Remote Network Monitoring</b> Includes software to monitor health of network devices and proactively report problems before they occur	<b>Normal Business Hours up to 10 devices</b>	<b>Enhanced 24x7 up to 15 devices</b>	<b>Enhanced 24x7 up to 15 devices</b>	<b>Enhanced 24x7 up to 25 devices</b>
<b>Managed Firewall Service</b> Our premier remotely managed network security, content filtering and intrusion detection service	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>X</b>
<b>Remote Data Backup</b> Includes software to backup critical workstations over the Internet remotely and securely	<b>Optional</b>	<b>Optional</b>	<b>X</b>	<b>X</b>
<b>Managed Web Hosting</b> High performance Web hosting services	<b>Optional</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>Internet Management Suite</b> Network wide e-mail recovery protection and Domain Name Service management	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b><u>Service Features</u></b>				
<b>Assigned Primary and Backup Network Engineers</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>On-site Travel Charges</b>	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>
<b>Assigned Customer Care Team</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>Preventive Server Software Updates, Fixes, Service Packs, Emergency Technical Updates</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>Certified Technical Staff</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>