



The Computer Doctor Service and Maintenance Agreements

In order to serve our existing clients better and faster while maintaining the same quality service, we have found it necessary to implement a new pricing structure for service work. We believe that we our warranty agreement is comprehensive and economical; moreover, it will maintain those who can't always budget for the unforeseen problems that arise with the automated office.

Saves Time

The Computer Doctor takes care of your network while you take care of your business. Whether it's virus protection, spyware prevention, windows patches, disaster recovery, email management, or web design--we can help.

Saves Money

While others invest \$40,000+ per year on an in-house technical manager, The Computer Doctor's clients invest only a fraction of the cost and receive 24/7 support through an entire team of trained technicians.

SERVICES PROVIDED	BRONZE	SILVER	GOLD
Unlimited Phone Support	YES	YES	YES
After Hours Support	YES	YES	YES
Spyware Removal	YES	YES	YES
Registry Maintained	YES	YES	YES
Antivirus Maintained	YES	YES	YES
Disk Utilities	YES	YES	YES
Break/Fix Hours per Month	.5 PER PC	1 PER PC	UNLIMITED
Discounts for Projects	YES	YES	YES
Norton Antivirus Software	YES	YES	YES
Web Hosting		YES	YES
Email Hosting		YES	YES
Off-site Backup		YES	YES
Microsoft Office – O/S			YES
Hardware Replacement			YES
New PC's at no Cost			YES
Price	\$50 PER PC	\$75 PER PC	\$125 PER DESKTOP \$150 PER NOTEBOOK \$150 PER SERVER

THE COMPUTER DOCTOR *BRONZE SERVICE PLAN*

- **Unlimited Phone Support:** Feel free to call The Computer Doctor staff with any system related issues. We will attempt to solve your problem over the phone in order to reduce your downtime and help you save your on-site service time.
- **After Hours Support:** No additional charge for after-hours calls for on-site service.
- **Spyware Removal:** Spyware is increasingly becoming a problem in business. The programs to remove spyware are changing constantly in an effort to keep up with spyware changes, but they are not succeeding. The Computer Doctor will run the most effective spyware removal program each month on every computer in your office. We will also manually identify malicious programs the spyware removal missed and remove them. There is no need for the customer to purchase spyware utilities, or spend time trying to remove spyware.
- **Registry Maintained:** The registry on each computer will be scanned monthly and repaired.
- **Antivirus Maintained:** Antivirus updates and scans will be monitored on a monthly basis. Any patches needed will be applied. This should prevent customer downtime due to inadequate scans and updates.
- **Disk Utilities:** Hard disks will be checked monthly to fix corrupt files and directories. Performance utilities will be run to keep your drive in good working order.
- **Break/Fix Hours:** In the event that the customer still needs on-site service, The Computer Doctor will provide ½ hour per computer on maintenance at no additional cost.
- **Discounts for Projects:** Extra service time for projects or other problems that may arise will be provided at the discounted rate of \$60 per hour.
- **Norton Antivirus Software:** There is no need for the customer to purchase antivirus software. The Computer Doctor will provide Norton Antivirus for all computers on maintenance.

Pricing: \$50 per computer per month with a one year contract.

THE COMPUTER DOCTOR *SILVER SERVICE PLAN*

- **Unlimited Phone Support:** Feel free to call The Computer Doctor staff with any system related issues. We will attempt to solve your problem over the phone in order to reduce your downtime and help you save your on-site service time.
- **After Hours Support:** No additional charge for after hours calls on on-site service.
- **Spyware Removal:** Spyware is increasingly becoming a problem in business. The programs to remove spyware are changing constantly in an effort to keep up with spyware changes, but they are not succeeding. The Computer Doctor will run the most effective spyware removal program each month on every computer in your office. We will also manually identify malicious programs the spyware removal missed and remove them. There is no need for the customer to purchase spyware utilities, nor spend time trying to remove spyware.
- **Registry Maintained:** The registry on each computer will be scanned monthly and repaired.
- **Antivirus Maintained:** Antivirus updates and scans will be monitored on a monthly basis. Any patches needed will be applied. This should prevent customer downtime due to inadequate scans and updates.
- **Disk Utilities:** Hard disks will be checked monthly to fix corrupt files and directories. Performance utilities will be run to keep your drive in good working order.
- **Break/Fix Hours:** In the event that the customer still needs on-site service, The Computer Doctor will provide 1 hour per computer on maintenance at no additional cost.
- **Discounts for Projects:** Extra service time for projects or other problems that may arise will be provided at the discounted rate of \$50 per hour.
- **Norton Antivirus Software:** There is no need for the customer to purchase antivirus software. The Computer Doctor will provide Norton Antivirus for all computers on maintenance.
- **Web Hosting:** The Computer Doctor will provide basic web hosting and domain registration.
- **Email Hosting:** Up to 500 email address provided with your domain name. The Computer Doctor will manage this domain and/or show your staff how to manage addresses.
- **Off-Site Backup:** Using the latest secure remote backup software, The Computer Doctor will backup your database and user files to our server daily. This provides the customer with an immediate off-site backup solution. CD copies will be mailed to customer monthly. The backup software keeps a daily history--not an overwritten backup. This means we can restore a document from any previous date of the backup, not just the past week or month. If a file was corrupt and backed up, we would go to the last day the file was intact.

Pricing \$75 per computer per month with a one year contract.

THE COMPUTER DOCTOR GOLD SERVICE PLAN

- **Unlimited Phone Support:** Feel free to call The Computer Doctor staff with any system related issues. We will attempt to solve your problem over the phone to reduce your downtime and save your on-site service time.
- **After Hours Support:** No additional charge for after hours calls on on-site service.
- **Spyware Removal:** Spyware is becoming increasingly becoming a problem in business. The programs to remove spyware are changing constantly to try to keep up with spyware changes, but not succeeding. The Computer Doctor will run the most affective spyware removal program monthly on each computer in your office. We will also manually identify malicious programs that the spyware removal missed, and remove them. There is no need for the customer to purchase spyware utilities, nor spend the time removing spyware.
- **Registry Maintained:** The registry on each computer will be scanned monthly and repaired.
- **Antivirus Maintained:** Antivirus updates and scans will be monitored on a monthly basis. Any patches needed will be applied. This should prevent customer downtime due to inadequate scans and updates.
- **Disk Utilities:** Hard disks will be checked monthly to fix corrupt files and directories. Performance utilities will be ran to keep your drive in good working order.
- **Break/Fix Hours:** Unlimited break/fix hours will be provided to Gold support customer. Projects must be scheduled in advance.
- **Discounts for Projects:** Extra service time for projects or other problems that may arise will be provided at the discounted rate of \$50 per hour.
- **Norton Antivirus Software:** There is no need for the customer to purchase antivirus software. The Computer Doctor will provide Norton Antivirus for all computers on maintenance.
- **Web Hosting:** The Computer Doctor will provide basic web hosting and domain registration.
- **Email Hosting:** Up to 500 email address provided with your domain name. The Computer Doctor will manage this domain and/or show your staff how to manage addresses.
- **Off-Site Backup:** Using the latest secure remote backup software, The Computer Doctor will backup your database and user files to our server daily. This provides the customer with an immediate off-site backup solution. CD copies will be mailed to customer monthly. The backup software keeps a daily history backup, not an overwritten back. This mean we can restore a document from any previous date of the backup, not just the past week or month. If a file was corrupt and backed up, we would go to the last day the file was intact.
- **Microsoft Office:** Microsoft office SBE provided and updated on all computers.

- **Operating System:** Computer O/S will be updated and upgraded as need.
- **Hardware Replacement:** *For less than the price of an on-staff IT person, you will receive unlimited support and new computers every three years.* After inspection of customer equipment, all parts to repair systems will be provided. In the second year of the contract, The Computer Doctor will begin to replace CPU's and have all of them replaced by the end of the third year. Thereafter, all CPU's will be replaced every three years. This will insure that your office is working with efficient, up-to-date equipment. Monitors will be replaced as needed since their usage life is longer. When replaced, CRT's will be replaced with LCD's. Switches and routers will be warranted as well.
- **New PC's at no cost:** Companies with Gold SLA can gain additional computers by simply starting to pay maintenance on the new equipment and extending the 3-year contract.

Pricing \$125 per computer per month with a three year contract.