

2008 Managed Service Plans

Plan Type	None \$0/Workstation \$0/Server	Basic \$25/Workstation \$0/Server	Pro \$50/Workstation \$250/Server	Premium \$75/Workstation \$350/Server
Technical Support				
24x7 Service Availability Monitoring (Server)		✓	✓	✓
Unlimited Remote Control & Phone Support			✓	✓
Microsoft Application Support		✓	✓	✓
Unlimited On-Site Support Standard Business Hours			✓	✓
Emergency After Hours Support 24x7x365 *				✓
Hourly Integration Fees (outside scope of contract)	\$120	\$100	\$100	\$100
Maintenance				
Microsoft Patch Management		✓	✓	✓
Event Log Monitoring		✓	✓	✓
Log File Maintenance		✓	✓	✓
Drive Space Monitoring		✓	✓	✓
Online Asset Management		✓	✓	✓
Online Service Management		✓	✓	✓
Quarterly On-Site Maintenance				✓
Security				
Antivirus Software			✓	✓
Spyware and Adware Removal			✓	✓
User Account Administration		✓	✓	✓
Security Administration		✓	✓	✓

* 24x7 support is available on MITS Basic, and Pro plans on a pay-per-incident basis

Network Management

Your entire network needs regular care to perform at its optimal level. As your primary IT manager or Chief Technology Officer (CTO), pleasantbay.NET monitors your network's health on a daily basis. Having this information allows us to proactively maintain your network and provide strategic guidance before trouble occurs. From the development of a Disaster Recovery Plan to Annual Technology Plans, pleasantbay.NET will ensure that you have the proper resources in place as your business grows.

Plan Type	NetCTO Entry \$99/Month	NetCTO Basic \$199/Month	NetCTO Pro \$399/Month	NetCTO Premium \$999
Maintenance				
ISP Liaison	√	√	√	√
Web Host Support	√	√	√	√
3 rd Party Vendor Liaison	√	√	√	√
Network Management				
Router Management	√	√	√	√
Firewall/Security Management	√	√	√	√
VPN Management	√	√	√	√
Asset Management				
Asset Lifecycle Management	√	√	√	√
Asset Reporting	√	√	√	√
Projects and Strategic Planning				
Assigned CTO	√	√	√	√
Unlimited Purchasing Support	√	√	√	√
Scheduled CTO Calls and Reporting		Annual	Monthly	Weekly
Project Research and Proposals		√	√	√
Disaster Recovery Planning			√	√
Annual Technology Plans				√

Service Plan Options

Server Applications

Applications

Microsoft Exchange Maintenance/Administration	Add \$100/month
Backup Maintenance/Administration	Add \$100/month
Major Database or Critical Application	Add \$100/month

Optional Managed Services

Additional TechLinQ Services

Anti-Spam Service	\$2.95/email account/month (offered in blocks of 10)
Managed Firewall	Up to 10 IP Addresses \$89.95/month Up to 25 IP Addresses \$129.95/month Unlimited IP Addresses \$249.95/month VPN Blocks: \$29.95 per 5 users
Web Site Hosting	\$100/year
Managed On-Site Disaster Recovery Services	\$50/server/month and \$10/workstation/month
Managed Off-Site Disaster Recovery Services	Up to 25Gb \$195/month Up to 50Gb \$295/month Additional 25Gb blocks \$100/month

Setup Fees

Setup Charges and Fees

Setup fees will be the equivalent of the first month of the total managed service offering. Setup fee to be quoted separately for the Disaster Recovery Services.

Frequently Asked Questions

What are managed services?

pleasantbay.NET has been in the IT industry since December 2000. Over that time, we have put together a long list of best practices for service and support of the small and medium-sized business network. By performing these services proactively, and in real-time, we are effectively able to minimize downtime by a staggering 97%, allowing your company to be more productive and more profitable. We perform these services with a combination of best-in-class staffing and a series of software and hardware tools previously only available to Fortune 500 companies. With the confidence in our practice, we are able to offer a true fixed-fee IT approach to managing your network, giving you a predictable IT expense and working as a part of your team to add value to your bottom line. Our clients are leaders in their industries and want the competitive advantage offered by a full-time IT staff at the fraction of the cost of just a single employee.

This approach allows you to focus on your business and NOT your IT.

How long does it take to deploy your service offering?

We can generally deploy our managed services schedule within 2 weeks. Depending on the current condition of your network, we may have to bring the network up to an acceptable standard in order to initiate our offerings.

What is your disaster recovery guarantee?

Should any of your servers experience a disaster (i.e., hardware failure) we will, at our expense, recover your data to the last successful backup to get you up and running. The server must meet our minimum requirements in terms of age and warranty and must have been under our management for at least 30 days.

How is my data secured?

We have a very strict policy with respect to client passwords and network security. This begins with a thorough background check of each one of our partners or employees prior to service. We also have a contractual obligation with non-disclosure and non-compete clauses. In order for us to fully support your systems, we do need administrative rights to your data, which inherently provides some risk, however all remote access is fully encrypted via 128-bit standard encryption and can be accessed only via our portal servers so that we can grant/deny access as necessary.

What is the difference between support and other billable offerings?

The term "support" in our service agreements refers to the ongoing service and maintenance of the existing infrastructure and software, and applies to all related service. This includes all helpdesk and general support requests. Support does not cover hardware, which would be protected under a manufacturer warranty.

Integration work is billable on all contracts and is applicable to any NEW service (i.e. new workstation installation, major software upgrade, new software installation, office move, etc.). Integration work may also include acting as your ISP liaison, project management, CTO services (higher-level consulting), and purchasing support unless otherwise covered within your chosen MITS Managed Services plan.

How am I alerted to after-hours problems?

We have a separate form as to how (or if) you wish to be alerted to any major after-hours issues. At your discretion, we can maintain a door key, keycard or security code to access your premises and servers. These keys and codes are managed by our service manager and are fully accounted for and released on an as-needed basis for emergencies only.

Service Level Agreement

Scope

Technology support services are provided through the pleasantbay.NET's Service Desk. This support team is committed to delivering a high quality customer service and support to all On Networks partners and clients. This service level agreement is subject to modifications due to changes in available technology services and specific support needs.

Hours of Operation

For non-Emergency issues, the Service Desk will be available during the following hours:

Monday to Friday 8:00 am – 5:00 pm EST

Most server scheduled service and maintenance will be performed after-hours and will not be subject to any additional charges or fees.

Emergency service is available 7x24x365

Requesting Assistance/Service

Service Desk services can be accessed in the following ways:

- Phone: Call the Service Desk 508-744-7139
- Email: Send an email to support@pleasantbay.net

Setting Priority Levels for Request

The Service Desk will make every effort to resolve the issue at the time of the service call or at the time we receive automated notice of a problem. The Service Desk will immediately assign a priority to each request based on the definitions below. Requests will be handled according to the priority assigned to them:

Priority	Description	Response Time
Critical	A problem that affects the entire client site or a group of users and has immediate urgency	30 minutes
High	Problems with no known workaround that affect productivity, but do not cause downtime	4 hours
Medium	A general service request or problem with a workaround solution available	24 hours
Low	A service request that does not require immediate resolution or requires long range planning that will be forwarded to our NOC for resolution	72 hours

Third Party Software

All third party software and services will be supported on a best effort basis.