

ActivCare Service Level Agreement Support Cover

This quotation is based on the following IT equipment:

Servers:

1

Workstations:

5

Additional Hours

0

Peripherals:

0

Agreement Service	BRONZE COVER	SILVER COVER	GOLD COVER	CUSTOM COVER
1. Full System Audit	Yes	Yes	Yes	Yes
2. Agreement Period	12 Months	12/24 Months	12/24/36 Months	12/24 Months
3. Agreement Reviews	Yes	Yes	Yes	Yes
4. Agreement Termination Penalty	100% of balance	75% of balance	50% of balance	62% of balance
5. Network Support	No	Yes	Yes	Yes
6. Staff/User Support	No	No	Yes	Yes
7. Server Support	No	Yes	Yes	Yes
8. Server Reponse Time	6 Hrs	4 Hrs	2 Hrs	3 Hrs
9. Server 24/7 Monitoring	No	No	Yes	Yes
10. Workstation Support	Yes	Yes	Yes	Yes
11. Workstation Reponse Time	12 Hrs	8 Hrs	4 Hrs	6 Hrs
12. Workstation 24/7 Monitoring*	No	No	Yes	Yes
13. Dedicated Monthly Hours	2hrs 21mins	2hrs 42mins	3hrs 18mins	2hrs 56mins
14. Unused Hours Rollover	No Rollover	33% Remaining	66% Remaining	50% Remaining
15. Online Helpdesk Reporting	Yes	Yes	Yes	Yes
16. Telephone Techincal Support	Yes	Yes	Yes	Yes
17. RemoteTechincal Support	Yes	Yes	Yes	Yes
18. Equipment Valeting	No	8th Month	4th Month	6th Month
19. Equipment Disposal	No	No	Yes	Yes
20. Discounted Services	5%	10%	15%	12.5%
Sub-Total Monthly Fee:	£60.00	£75.00	£90.00	£80.00
VAT @ Current Rate:	£12.00	£15.00	£18.00	£16.00
Total Monthly Fee:	£72.00	£90.00	£108.00	£96.00