



SYSTEMS ENGINEERS & TECHNOLOGIES

Technical Support Service Program

This Service Agreement is based on a one-year contract, and will entitle the contact person(s) to priority support response. (Non-Agreement holders may or may not receive a response regarding technical issues after 30 days from date of issue).

PROCEDURES:

- ❑ One-year contract.
- ❑ You will receive a direct technical support contact by telephone or in person during the next 24 hours.
- ❑ If a priority service is required same day, an extra charge per hour will be done.
- ❑ There may be a small one time per incident travel charge based on your location. You will be told in advance of this charge.

FEES:

<u>BASIC PROGRAM</u>	<u>PREMIUM PROGRAM</u>
5 Support Incidents * Price \$450.00	10 Support Incidents * Price \$800.00
<u>GOLD PROGRAM</u>	<u>UNLIMITED ANNUAL SUPPORT</u>
20 Support Incidents * Price \$1,400.00	Depends how many computers and devices are on the company premises

Unlimited Annual Support is defined per quantity of equipment located on the same company's premises, see the following explanation:

<u>(UAS1) 1 to 4 PCs any devices</u>	<u>(UAS2) 5 to 9 PCs any devices</u>
\$2,500.00	\$4,800.00
<u>(UAS3) 10 to 14 PCs any devices</u>	<u>15 or more PCs any devices</u>
\$7,200.00	Contact us to set up an appointment

Pricing valid until December 31, 2008



SYSTEMS ENGINEERS & TECHNOLOGIES

BENEFITS:

- ☑ Unlimited support for one year from date of purchase
- ☑ Priority response on technical support issues in a timely manner
- ☑ 24/7 Tri-State area technical support
- ☑ Hardware and Software Issues
- ☑ Virus and Spyware Removal
- ☑ Remote Access Troubleshooting
- ☑ Wireless LAN Connectivity Issues
- ☑ Computer Upgrades
- ☑ Router & Firewall Issues
- ☑ Computer Network Troubleshooting
- ☑ Broadband Connectivity Issues

* Any computer and devices repairs, updates, remove viruses and spyware, perform preventative maintenance, and basically anything that interrupt your business system running at full capacity. **Hardware and Software are not included.**



YES! I would like sign up for the Technical Support Service Agreement One-Year Contract.