



Network Maintenance Agreement Summary

Description of Services

Ongoing network support services will be provided during regular business hours (8:30am to 5:00pm Monday to Friday) and will be performed either remotely or on-site, whichever yields a faster turn-around, and depending on the nature of the service to be performed. Services to be provided under our Network Maintenance Agreement are as follows:

1. Monitoring of performance and corrective maintenance of overall network.
2. Monitoring and corrective maintenance of the data backup systems, tapes, and tape drives.
3. Disaster recovery preparations (emergency boot and repair disks, etc.).
4. Recovery and restoration of network operating system and data in case of loss.
5. Network administration, including adding/removing user accounts, setting up new printers, etc.
6. Controlling access rights to implement security policy, scheduled password changes, etc.
7. Virus signature file updates.
8. Installing updates and patches for network software.
9. Network server hardware maintenance (heat sinks, processor fans, cooling fans).

Hourly Rates for IT Maintenance and Support ¹

Maintenance Agreement ²	Scheduled Service (8:30am-5:00pm Monday to Friday)	Emergency Service (After hours, weekend, holidays)	System Expansion (hardware & software)
None	\$95.00	\$165.00	\$145.00
Contract - A (10 hour time block)	\$70.00	\$120.00	\$140.00
Contract - B (25 hour time block)	\$65.00	\$115.00	\$135.00
Contract - C (75 hour time block)	\$60.00	\$110.00	\$130.00

Terms

¹ Remote health check (monitoring of daily server operations report, backup logs, bi-weekly server usage report, and Microsoft security updates) is billed at a flat rate of 2 hours per month.

² Minimum billing for on-site support is 2 hours, plus one-way travel time (one half of one hour). Additional on-site time is billed in 20-minute increments. Remote and phone support services are billed in 15-minute increments.

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VPN/Firewall installation and maintenance service is provided at System Expansion rates.

Non-Solicitation of Employees

At all times during the term of the business relationship between XCOM Network Solutions and the Customer, including a period of two (2) years thereafter, the Customer agrees not to, directly or indirectly, employ, attempt to employ, recruit or otherwise solicit, induce or influence to leave his/her employment, any employee of XCOM Network Solutions.