"Help Desk" Support Plans

Clear-Cut Computing®

Simply put, each plan buys you support time, an annual number of hours which you can use at any time during the year.

- **Unlike our competition, who only perform repairs, our service plans can be used for any of a wide variety of computer services:**
  - **REPAIRS & UPGRADES**—time spent for all computer and network repairs.
  - **PREVENTIVE MAINTENANCE**—important tasks such as hard drive tune-ups, anti-virus updates, backups, and other tasks that busy professionals rarely have time to do.
  - **SUPPORT**—use our staff for those computer jobs that you can't do or don't have time for: such as mail merge, scanning/editing, template creation, etc.
  - **TRAINING**—use this time for valuable training of you and your staff.
- **Includes any combination of on-site & off-site support:**
  - **On-site support** services plus off-site tasks (where we take work back with us).
  - **Telephone support** – to answer those "how do I…" questions; or to receive help with a immediate problem.
  - **E-mail support** – great for when you have a question, but can't get to a phone.
  - **Remote computing** – many times, problems can be solved and work can be delivered electronically. This provides faster solutions to emergency problems.
- **Evening hours are available for when your office cannot be disturbed.** ☻

Our Popular Plans, and Suggested Uses	Hours/Year	Pay Annually	Or Quarterly Pmts	Or Monthly Pmts
			Adds 10%	Adds 15%
As Needed (Pay as you go)				
$125.00 per hour (as of 2/1/06)				
Save Up To:				
Bronze — 16%	12	$1,260.00	$346.50	$120.75
---Perfect for a 3 hour visit per quarter -OR- "on-call" basis		SAVE $240.00/yr	SAVE $114.00/yr	SAVE $51.00/yr
Save Up To:				
Copper — 20%	24	$2,400.00	$660.00	$230.00
---Ideal for a 4 hour visit every other month		SAVE $600.00/yr	SAVE $360.00/yr	SAVE $240.00/yr
Save Up To:				
Silver — 24%	36	$3,420.00	$940.50	$327.75
---Great for one half-day visit per month		SAVE $1,080.00/yr	SAVE $738.00/yr	SAVE $567.00/yr
Save Up To:				
Gold — 32%	84	$7,140.00	$1,963.50	$684.25
---2 half-day each month -OR- 1 visit per month plus support work		SAVE $3,360.00/yr	SAVE $2,646.00/yr	SAVE $2,289.00/yr

Use thie time you purchase for: Software Support, Repairs and Preventative Maintenance, Backups, Training, etc.

Notes:
1. Parts and other material required will be charged separately.
2. Benefits include access to direct cell phone number.
3. Priority scheduling is given to clients under contract.
4. Bronze plan not available in NYC.
5. Plans expire when the purchased hours are completely used or on the one year anniversary date.
6. Additional charges for reimbursable travel expenses apply to NYC customers

Custom pricing plans are also available – call (516) 845-4081 for more info.