

| Managed Service Plans      |                                   | Gold             | Silver          | Bronze    |
|----------------------------|-----------------------------------|------------------|-----------------|-----------|
| Per User Pricing           |                                   | ●                | ●               |           |
| Per Device Pricing         |                                   | ●                | ●               | ●         |
| <b>Server</b>              |                                   |                  |                 |           |
|                            | Performance Monitoring            | Advanced         | Advanced        | Basic     |
|                            | Remote Control                    | ●                | ●               | ●         |
|                            | Patch Mgmt.                       | ●                | ●               | ●         |
|                            | Anti-Virus/Spyware Protection     | ●                | ●               | ●         |
|                            | License & Asset Mgmt.             | ●                | ●               |           |
|                            | Key Application Monitoring        | ●                | ●               |           |
|                            | Key App. Upgrade Support          | ●                |                 |           |
|                            | Preventive Maintenance            | ●                | Remote          |           |
|                            | Planning & Policy Mgmt.           | ●                |                 |           |
|                            | Extended Warranty                 | ●                |                 |           |
|                            | Support                           | Remote & On-site | Remote/Discount | Standard  |
| <b>Network</b>             |                                   |                  |                 |           |
|                            | Router & Switch Monitoring        | ●                | ●               |           |
|                            | Network Health Review             | Monthly          | Quarterly       |           |
|                            | Comm. Line(s) Monitoring/Mgmt.    | ●                |                 |           |
|                            | Support                           | Remote & On-site | Remote/Discount |           |
| <b>Firewall</b>            |                                   |                  |                 |           |
|                            | Management & Maintenance          | Advanced         | Basic           |           |
|                            | ISP Remediation                   | ●                | ●               |           |
|                            | Configuration Backup              | ●                |                 |           |
|                            | Firmware Updates                  | ●                |                 |           |
|                            | Reporting                         | ●                |                 |           |
|                            | Support                           | Remote & On-site | Remote/Discount |           |
| <b>PCs/Notebooks</b>       |                                   |                  |                 |           |
|                            | Performance Monitoring            | Advanced         | Availability    |           |
|                            | Remote Control                    | ●                | ●               | ●         |
|                            | Patch Mgmt.                       | ●                | ●               | ●         |
|                            | Anti-Virus/Spyware Protection     | ●                | ●               | ●         |
|                            | Preventive Maintenance            | ●                | Remote          |           |
|                            | Configuration Mgmt. & Enforcement | ●                |                 |           |
|                            | Performance Optimization          | ●                |                 |           |
|                            | Support                           | Remote & On-site | Remote/Discount | Standard  |
|                            | Extended Warranty                 | ●                |                 |           |
| <b>Mobile Devices</b>      |                                   |                  |                 |           |
| iOS, Android, Windows      | 1 Mobile Device Per User          | ●                | Optional        |           |
|                            | Location Track                    | ●                |                 |           |
|                            | Lock, Passcode or Wipe            | Remote           |                 |           |
|                            | Security, Email & WiFi Config.    | Remote           |                 |           |
|                            | Data Usage Monitoring             | ●                |                 |           |
|                            | Support                           | Remote & On-site |                 |           |
| <b>Additional Services</b> |                                   |                  |                 |           |
|                            | End-user Help Desk                | ●                | ●               | Standard  |
|                            | Hardware Repair                   | ●                | Discount        | Standard  |
|                            | After-Hours Support               | Discount         | Discount        | Standard  |
|                            | Third-Party Application Support   | Discount         | Discount        | Standard  |
|                            | Virus/Spyware Removal             | ●                | ●               | Standard  |
|                            | Cloud Server/Storage              | Available        | Available       | Available |