

MAINTENANCE SERVICE PLAN

PLEXUS COMPUTER SERVICES



PLEXUS COMPUTERS, LLC

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I. Overview

The Maintenance Service Plan was developed after a three-year study of small business computer needs and warranty claims. During the study, businesses and home offices with small-networked computer systems needed regular maintenance and repair services that warranties did not cover. Based on our hourly rate this service plan can be a cost effective way of minimizing future labor costs such as on-site support, computer maintenance, upgrading, repair, software troubleshooting, network administration, training, and advising.

With the service plan you have more flexibility. An on-site warranty covers computers with hardware defect and workmanship. During the study, less than one-percent of the computers that had on-site warranties had claims that were protected under warranty. Who should have the service plan?

- **Businesses with a server**
who do not have an experienced systems administrator.
- **Businesses with a small workgroup**
who do not have an experienced technician.

II. Personal Solutions

Every minute a computer is down, it is costing your company money. Who wants to spend hours on the phone with a person that speaks with a foreign accent you can't understand and can't help you? We have a better solution:

- Dedicated technicians. Plexus will assign dedicated technicians to your company to minimize the time it takes to correct any future issues you may have. Our technicians will provide your company with fast and knowledgeable service in part, because they will not need to re-learn your unique computer systems. On our first initial visit we will begin to record information about your computer systems. We will update our records as changes are made and share this information with our staff in the event your regular technician is not available.
- One stop solution. No matter if an issue is software related, hardware related or network related we do not point fingers. We simply take care of your computers and network no matter what the issue may be.

III. Services Covered

Maintenance services are provided at no extra charge. The plan is based on a practice of scheduled checks, adjustments and updates. Why wait for a computer issue, if it can be avoided to begin with? Our plan helps small businesses with a fixed budget the computer and network services they need to stay running smoothly and efficiently.

- Microsoft Active Directory administration. Our technicians will regularly check server logs remotely for proper operation and install important updates as needed. Changes to domain users and network shares and security are also covered.
- Firewall administration. Modifications to router settings are covered.
- Desktop maintenance assistance. Our technicians assist users on the correct practices of scheduling product updates and keep a calendar for important updates such as antivirus programs.
- Helpdesk support. We provide online remote assistance and phone support for simple computer related issues and provide knowledgeable support for any computer and network questions.
- Onsite assistance on warranty claims. Plexus built computers and notebooks purchased from Plexus are automatically covered with on-site service at no additional charges for the entire warranty period.



IV. Scope of Services

- Custom Built Computers and Servers
- Computer Repairs and Upgrades
- Notebook, Printer and Software Retailer
- Authorized Computer Product Dealer
- All Major Credit Cards Accepted
- Virus and Malware Removal and Prevention
- Spam Prevention
- PC Optimization
- OS Troubleshooting, Repair and Installation
- Software Installation and Support
- Network Servers Configuration
- Work From Home Networking
- Office-To-Office Networking
- Cabling and Secure Wireless Networking
- VPN and Terminal Solutions
- Data and System Backup
- Disaster Prevention and Recovery
- Online Backup Solutions
- RAID Design, Installation and Support
- NAS, SAN, SCSI Solutions
- Network Servers Administration
- Firewall Configuration & Monitoring
- Disk Cloning and Duplication
- Data and System Recovery
- Website and Server Administration
- Website Design and Hosting
- E-mail Administration and Hosting
- Training and Consolation
- Fast Onsite Support Services
- Remote Support Services
- Flat Rates and Hourly Rates

V. Plan Features

- **Priority Service**
Service Plan businesses are given top priority. Most issues and repairs are scheduled next day. Emergency same day (four hours or less and after business hours) response service is available, based on time and one-half.
- **Remote Access Support**
Plexus can repair many issues remotely saving you costly travel time not to mention quicker service.
- **Regular Server Maintenance Schedule**
The best computer service you can have is a regular maintenance to help prevent the need of urgent repair and help keep computers running smoothly and efficiently. We schedule the installation of important server updates; check system operations through logs and other checks and maintenance using remote access, when your business is closed.
- **Regular Workgroup Maintenance Schedule**
We recommend desktop computer maintenance every six months, which includes the installation of software updates, virus protection and security checks, and system operation checks. For more information please visit us at:
<http://plexuscomputers.com/support/faq/articles/answers/maintenance001.htm>



VI. Plan Benefits

- **Lower Onsite Hourly Labor Rate**
With this plan the onsite flat rate is based on \$90 per hour (one-hour minimum). In-store and remote services are billed at a flat rate of \$34 per half-hour. Without this plan, the hourly onsite rate is based on \$124 per hour.
- **Covered Services**
As described in Section III, the plan includes free help desk support, server and network maintenance and upgrade to onsite service on Plexus built computers and notebooks purchased through Plexus for the life of the warranty.

VII. Plan Types and Rates

- **Basic Maintenance Service Plan.....\$200.00 bi-annual**
For 1 business or home office location with 3 computers or less, no server.
- **Silver Maintenance Service Plan... \$300.00 bi-annual**
For 1 business or home office location with 5 computers or less, including 1 server.
- **Gold Maintenance Service Plan... \$450.00 bi-annual**
For 1 business or home office location with 8 computers or less, including 1 server.

Add \$50 for each additional computer.



VIII. Terms and Conditions

This is agreement between You and Plexus Computers, LLC. Throughout this agreement Plexus Computers, LLC will be referred to as "Plexus", "We", "Us", or "Our". "Customer", "You" and "Your" means the person whose name appears on the Invoice. "Agreement" means the terms and conditions contained herein together with the Invoice and terms contained therein.

Customer Responsibilities:

- **Software/Data Backup:** It is the Customer's responsibility to complete a backup of all existing data, software, and programs on prior to Plexus performing any Services. PLEXUS WILL NOT BE RESPONSIBLE FOR LOSS OF OR RECOVERY OF DATA, PROGRAMS, OR LOSS OF USE OF SYSTEM(S) OR NETWORK. Customer agrees to maintain a copy of all media and licenses to reinstall missing or damaged software and programs.
- **Authority to Grant Access:** Customer represents and warrants that it has obtained permission for both Customer and Plexus to access and use the Supported System, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, before Customer asks Plexus to perform these Services.
- **Point of Contact:** Plexus technicians are more efficient when working with a Customer point of contact. This is a designated employee, usually a volunteer with computer knowledge that has a working relationship with our technician.

Cancellation: Plexus or Customer may cancel this Service agreement at any time during the Service term for any reason. If Customer cancels this Service agreement or fails to pay the total price for this Service agreement in accordance with the invoice terms, any outstanding hours will be invoiced based on the current on-site hourly rate. Customer will be entitled to receive a pro-rated refund of any unearned support fees that Customer has paid if they provide written or verbal notice of cancellation of this Service agreement within thirty (30) days of invoice date. If Plexus cancels this Service agreement, we will send Customer thirty (30) days written notice of intent to cancel at the address indicated in our records, after which a check for a pro-rated refund of any unearned support fees that Customer has paid will be mailed within fourteen (14) days after cancellation. Non-payment of any outstanding invoices due to Plexus during the term of this Service agreement will automatically void this Service agreement without any refund due to Customer.

Transfer of Service and Relocation: Customer may transfer this Service to a third party who buys Customer's entire Supported System before the expiration of the then current service term, provided Customer is the original purchaser of the Supported System and this Service Description, or Customer purchased the Supported System and this Service Description from its original and complied with all the transfer procedures set forth in this Service Description including relocation. Customer must provide Plexus, written notification of change. There is no fee for changes and transfers.

Third Party Warranties: These Services may require Plexus to access hardware or software that is not manufactured by Plexus. Some manufacturers' warranties may become void if Plexus or anyone else other than the manufacturer works on the hardware or software. It is Customer's responsibility to ensure that Plexus' performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. PLEXUS DOES NOT TAKE RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE PLEXUS SERVICES MAY HAVE ON THOSE WARRANTIES.

Additional information applies see: <http://plexuscomputers.com/policies/>
Terms of Sale: http://plexuscomputers.com/policies/policy_terms_sale.htm
Return Policy: http://plexuscomputers.com/policies/policy_returns.htm
Warranties: http://plexuscomputers.com/policies/policy_warranties.htm



IX. Support Procedure

Contacting Plexus for Service:

- 1) Before Customer contacting Plexus, please have the following information available:
 - Description of the problem and any troubleshooting steps Customer has already taken.
 - Brand names, model of computer system and/or part numbers.
 - Model and model numbers of the system.
 - Operating system and software version.

- 2) Main Office Phone: (410) 729-5035
 Main Office Fax: (410) 729-5036
 Service E-mail: services@plexuscomputers.com
 Web Contact: <http://plexuscomputers.com/operation>

Type of On-Site Responses	Restrictions and Special Terms
Special On-Site Service	<ul style="list-style-type: none"> • Available 7 days/week, 24-hours/day • Available within 120-mile radius of main office.
Emergency 4-Hour or less On-Site Service	<ul style="list-style-type: none"> • Available 5 days (Monday to Friday), 10-hours per day (8 AM to 6 PM) - <i>excluding</i> regularly observed holidays. • Available within 60-mile radius of main office.
Next Business Day On-Site Service	<ul style="list-style-type: none"> • Available 5 days (Monday to Friday), 10-hours per day (8 AM to 6 PM) - <i>excluding</i> regularly observed holidays. • Calls received by Plexus after 4:00 PM and/or dispatches made after that time may require an additional business day for service technician to arrive.
Regularly Scheduled On-Site Service	<ul style="list-style-type: none"> • Available 5 days (Monday to Friday), 8-hours per day (9 AM to 5 PM) - <i>excluding</i> regularly observed holidays. • Regular upgrades or additions and issues of a non-urgent nature.
Remote Access Support Service	<ul style="list-style-type: none"> • Available 7 days/week, 24-hours/day - <i>excluding</i> regularly observed holidays. • Available anywhere. (Setup required)
Phone/E-mail Support Service	<ul style="list-style-type: none"> • Available 7 days/week, 24-hours/day - <i>excluding</i> regularly observed holidays. • Available anywhere.

Description of Services and Renewal: After each performed Service, Plexus will invoice Customer describing what services were needed and action taken. The total travel time is included with support hours. There are no travel fees. There is a minimum of one-hour per each on-site service visit and minimum of one-half hour for remote access support. Additional time is rounded to the nearest one-half hour. Plexus will send an invoice to renew the Service plan based on the current Service agreement.



X. Plexus Service Program Comparison

Feature	Small Business Service Plan	Maintenance Service Plan	Regular Service Rate
Priority Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Remote Access Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Regular Server Maintenance Schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Regular Workgroup Maintenance Schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Lower On-Site Hourly Labor Rate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Employee Discount Program	<input checked="" type="checkbox"/>		
Free Upgrade to On-site Warranty	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Free PC Technical Phone/E-mail Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Custom-Built Computer Discounts	<input checked="" type="checkbox"/>		
Special On-Site Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Emergency 4-Hour or Less On-Site Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Next Business Day On-Site Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Scheduled On-Site Services (non-priority)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

XI. Summary

We sincerely believe that we would not be here today; if it were not for the clients we serve. We believe a long and prosperous relationship with our customers is the best business to have. Our service plan is at the foundation of these principles. Our goal is to make our customers happy. The service plan was created seven years ago and we have many satisfied customers today in part because it is not just a service plan; it is a successful plan. References are available on request.

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