



	BasicCare	EssentialCare	CompleteCare
<b>Pro-Active Maintenance</b>			
Anti-Virus Software	✓	✓	✓
Spyware Prevention Software	✓	✓	✓
Security Patch Management	✓	✓	✓
Management Reports	✓	✓	✓
Remote Access	✓	✓	✓
Online Meetings	✓	✓	✓
File Transfer	✓	✓	✓
<b>Managed Services</b>			
Firewall Management		You Choose	✓
Hosted Exchange Email		You Choose	✓
Spam Blocking		You Choose	✓
Managed Data Backup		You Choose	✓
Website & FTP Hosting		You Choose	✓
Data Fiber Service <i>(where available)</i>		You Choose	✓
<b>Support</b>			
Remote Support	\$99 / hour	\$99 / hour	✓
Onsite Support	\$150 / hour	\$150 / hour	✓
Emergency Support	\$200 / hour	\$200 / hour	✓
Response Time	Fast	Faster	<b>Fastest</b>
Included Support Hours	N/A	Block Time	<b>Unlimited</b>
<b>Hardware</b>			
Desktop or Laptop			✓
Server (to customer's specs)			✓
19" LCD Monitors			✓
Data Storage Device			✓
Firewalls			✓
Switches / Routers			✓
<b>Software</b>			
Microsoft OS (XP or Vista)			✓
Microsoft Office			✓
Server Operating System			✓