

# REMOTE MAINTENANCE & REMEDIATION

SOLUTIONS BY ALPHA TECHNOLOGIES

Alpha Remote Maintenance & Remediation is designed to provide 24X7 Remote Monitoring, Preventative Maintenance, OS minor releases on current versions, Patch Management, Alerts via Email and Optional Remote Remediation.

## Primary Site:

**Basic Package:** \$249.00/month

One Time Setup Fee:-Primary Site: \$249.00

One Time Setup Fee: Each Additional Site: \$99.00\*

\*Travel fee beyond a 50 mile radius.

1 Server: Included in Basic Package. & 1 Monthly Report



**Each Additional Server:** (Physical or Virtual): \$39.00/month

**Switch Add-on:** Incl. 24X7 Monitoring & Alerting: \$9.00/month

**Router/Firewall Add-on:** Incl. 24X7 Monitoring & Alerting: \$29/month

**Remediation:** Includes opening a service ticket & remotely remediating the issue.

A separate Alpha Technologies Support Agreement will need to be included and actual time will be accessed at the rates selected by the customer. Every attempt will be made to remediate the issue remotely. If an engineer is dispatched, the same rates shall apply.

## Sample Rates:

Monthly Recurring Plan Annual Hours of Commitment	Minimum Hours per Month	Monthly or Block Hourly Rate *	Monthly Recurring Tax not included
Non Contract Rate**	0	\$130	Actual Time Billed
36	3	\$120	\$360
48	4	\$110	\$440
60	5	\$105	\$525
120	10	\$100	\$1,000
300	25	\$90	\$2,250
Custom Contract Rate			

\* Overtime = 1.5 X Rate. Over night stays will be: \$175/night/technician

## WHERE TECHNOLOGY TALKS



4003 Outlook Drive  
Hurricane, WV 25526

Ph. 304.201.7485  
Fax 304.201.2610  
www.alpha-tech.us



# REMOTE MAINTENANCE & REMEDIATION

SOLUTIONS BY ALPHA TECHNOLOGIES

**Primary Site**

**Monthly**

**Basic Package:** \$249.00/month.....\$249.00

**One Time Setup Fee: Primary Site:** \$249.00.....\$249.00

**One Time Setup Fee: Each Additional Site:** \$99.00 X \_\_\_\_\_ = \_\_\_\_\_

\*Travel fee beyond a 50 mile radius..... \_\_\_\_\_

1 Server: Included in Basic Package. & 1 Monthly Report

**Each Additional Server:** (Physical or Virtual): \$39.00/month X \_\_\_\_\_ = .....\$ \_\_\_\_\_

**Switch Add-on:** Incl. 24X7 Monitoring & Alerting: \$9.00/month X \_\_\_\_\_ = .....\$ \_\_\_\_\_

**Router/Firewall Add-on:** Incl. 24X7 Monitoring & Alerting: \$29/month X \_\_\_\_\_ = .....\$ \_\_\_\_\_

**Remediation:** See attached Supplemental Agreement if applicable.

The term of this agreement is 12 months. At the conclusion of 12 months, the agreement will automatically renew for an additional 12 month term. This agreement may be canceled by either party with a 60 day written notification prior to the expiration date of a full contract term. The customers obligation is for a complete term of service or subsequent renewed complete terms of service.

If additional hardware is added to the clients network, Alpha Technologies will adjust the monthly recurring price of the agreement. Customer agrees to provide Alpha Technologies with the following information on each item: Description (Server, Router, Switch, Firewall), Brand, Model#, Serial #, Location & will allow and not hinder Alpha Technologies access or remote access. If Remediation, as described, is requested, client agrees to enter into a Supplemental Support Agreement.

**Start Date** \_\_\_\_\_ begins 12 month term.

**Agreed to:**  
**Company Name** \_\_\_\_\_ **Phone** \_\_\_\_\_

**Primary Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Authorized Signature** \_\_\_\_\_ **Email** \_\_\_\_\_

WHERE TECHNOLOGY TALKS



Ph. 304.201.7485

Fax 304.201.2610

www.alpha-tech.us