



Pro-Active Maintenance Plan

Sonora Communications, Inc. desires to provide the very best service and support to its customers. We are breaking with past methods of reactive support due to requests from our customers. Our customers are asking for proactive support. Our goal is to help you avoid problems in the first place, rather than deal with them after they happen.

We have always explained to our customers the value in proactive methods: **computing costs are lower using proactive methods**. We now have a better plan to give you the type of support you've been asking for, a plan that's easy to understand and easy for you to participate in.

Setup

- ✓ Remote Maintenance Package Installed on Server
- ✓ Create Basic Network Diagram
- ✓ Basic Software Inventory and Licensing Review
- ✓ Basic Hardware Inventory (Age, CPU, Memory, HD, OS, etc.)
- ✓ Basic Documentation Library Organization
- ✓ \$149

Monthly Pricing

- ✓ Server - \$50 per month
- ✓ Network - \$25 per month
- ✓ Workstation - \$20 per month
- ✓ Thin Client - \$5 per month

Non-Subscribers

- ✓ New Price List Including \$1.50 per Minute Phone Support
- ✓ Trip Charge in Tucson, Green Valley and Marana - \$49.00
- ✓ Remote Maintenance Setup on Server \$99.00
- ✓ Standard Hourly Rate - \$115 per hour
- ✓ Advanced Technology Rate (Firewalls, Routers, Etc.) - \$135 per Hour

Subscriber Benefits

- ✓ Discounted Labor Rate for Subscribers - \$105 per Hour
- ✓ Discounted Advanced Technology Rate - \$125 per Hour
- ✓ Priority Response
- ✓ Up to One Hour Phone Support per Month
- ✓ Maintain Documentation Library
- ✓ Maintain Software Library
- ✓ Maintain Licensing Inventory
- ✓ Proactive Scheduled Monthly Visits
- ✓ 24/7 Server Monitoring and Alerting (optional)
- ✓ Many other Proactive Scheduled Maintenance Services (See Schedule Matrix)

On-Line Backup

- ✓ Optional Component of Pro-Active Maintenance Plan
- ✓ More Info: <http://www.sonoracomm.com> (click Computing, then On-Line Backup)

Schedule Matrix

Servers

	Daily	Monthly	Quarterly	Semi-Annually
Admin Messages Monitoring	X			
Backup Monitoring (on-line backup: daily)		X		
Scan Logs for Events		X		
UPS Testing (after UPS is 2 years old)		X		
Updates and Service Packs		X		
Backup System Restore Test			X	
Security Evaluation			X	
Licensing Review			X	
Cleaning Inspection				X

Workstation

	Daily	Monthly	Quarterly	Semi-Annually
Anti-Malware Licensing/Updates		X		
UPS Testing (after UPS is 2 years old)*		X		
Updates and Service Packs			X	
Application Updates and Licensing*			X	
Security Evaluation			X	
Peripheral Inspection			X	
Licensing Review			X	
Cleaning Inspection				X

Network:

	Daily	Monthly	Quarterly	Semi-Annually
Network Diagram Update (as needed)		X		
Network Printer Inspection		X		
UPS Testing (after UPS is 2 years old)		X		
Cabling Inspection			X	
Equipment Inspection			X	