



DC Support Services Plans Chart

		No Contract	ABCare	ABCare+	DCPremier Care
Priority Support & Response		-	X	X	X
Highest Priority Support & Response		-	-	-	X
District Computers' Knowledgebase Access		-	X	X	X
Support Incident Tracking & DC Web Portal Access		-	X	X	X
Presales support & research for Microsoft-based Cloud Projects		-	X	X	X
Email Q & A with District Computers Inside Technology Specialists Resources		-	X	X	X
Free endpoint Threat Protection & Monitoring*		-	-	X	X
24x7 Phone, Chat & Remote Support**		-	-	X	X
24x7 PC/Mac Remote Access		-	-	X	X
24x7 PC/Mac REMOTE Monitoring & Alert Notification		-	-	X	X
24x7 PC/Mac REMOTE Monitoring, Maintenance & Support		-	-	-	X
24x7 Server REMOTE Monitoring & Alert Notification		-	-	X	X
24x7 Server REMOTE Monitoring, Maintenance & Support		-	-	-	X
Gateway Security (Firewall/UTM) Management		-	-	-	X
Network Printer/MFC Device Management		-	-	-	X
Discounted Hardware***		-	X	X	X
FREE onsite support labor****		-	-	-	X
Preferred Service Rates (20% labor discount)		-	X	X	X
Microsoft Office 365 Basic Support Service <ul style="list-style-type: none"> Office 365 user & license management 		-	X	X	X
Microsoft Cloud Signature Support Service (Azure, CRM Online & Office 365) <ul style="list-style-type: none"> Subscriptions, Account, User & Services management Direct Microsoft Cloud services billing [optional] Support Request Management Unlimited Microsoft Cloud Support 		-	-	-	X
Minimum Billable Time & billable time increments after minimum for onsite support	4-hour	X	-	-	-
	2-hour	-	X	X	-
	1-hour	-	-	-	X
Minimum Billable Time & billable time increments for remote support	1-hour	X	-	-	-
	½ hour		X	X	-
Recurring Cost		Pay as you go	\$300 Quarterly	\$300 Quarterly + \$50/System/mo.	\$120+/User/mo.

Standard labor rates: \$175/hour for Network Engineer (server/network-related issues). \$150/hour for PC Technician (PC/peripheral-related issues).

* Endpoint protection provided only for Windows clients managed by District Computers thru a supported Managed Services Offering. Endpoint protection for Windows Servers is \$5/month; for unmanaged Windows clients is \$3/month

** 24x7 Support provided only for systems managed by District Computers thru a supported Managed Services Offering

*** Discounts are passed along to clients managed by District Computers when discounts on purchased hardware are available

**** Free onsite labor for only systems and users managed by District Computers thru a supported Managed Services Offering