

PACKAGE LEVEL	NONE	BASIC	PREMIUM	ELITE
What is Included?				
Included Computers/Users	-	3	10	Custom
Domain Controllers	-	Optional	1	Custom
Infrastructure Analysis & Check-ups	-	Standard (x1)	Advanced (x2)	Custom
Remote Support & Assistance	-	1 Hour	5 Hours	Custom
On-Site Support & Assistance	-	1 Hour	3 Hours	Custom
Dedicated Account Manager	-	No	Yes	Yes (x2)
Hardware Management	-	Basic	Premium	Advanced
Security Management	-	Basic	Premium	Advanced
Non-Chargeable Requests ¹	-	5 Minutes	10 Minutes	30 Minutes
Accessories Replacement Clearance ²	-	€ 20.00	€ 50.00	€ 100+
General Support Availability				
Maximum Response Time	1 Day	12 Hours	8 Hours	4 Hours
- Weekdays	9:00 - 19:00	9:00 - 19:00	9:00 - 20:00	9:00 - 20:00
- Weekends & Holidays	-	-	12:00 - 16:00	12:00 - 16:00
Emergency Support Availability				
Maximum Response Time	-	6 Hours	4 Hours	2 Hours
- Weekdays	-	8:00 - 21:00	6:00 - 23:00	0:00 - 23:59
- Weekends & Holidays	-	11:00 - 18:00	9:00 - 20:00	7:00 - 22:00
Package Extras				
Additional Computer/User	-	€ 35.00	€ 55.00	Custom
Additional Infrastructure Check-up	-	€ 100.00	€ 250.00	Custom
Domain Controller Management	-	€ 150.00	€ 200.00	Custom
Additional Tech Support Fees				
General Remote Support (per hour)	€ 70.00	€ 65.00	€ 60.00	€ 50.00
General On-Site Support (per hour)	€ 80.00	€ 75.00	€ 70.00	€ 60.00
Outside of Limassol				
Paphos, Larnaca (or up to 60km)	€ 60.00	€ 50.00	€ 40.00	€ 30.00
Nicosia (or up to 80km)	€ 80.00	€ 70.00	€ 55.00	€ 40.00
Monthly Price (excluding extras)	-	€ 280	€ 800	€ 1750+