



**Alaska**  
**Computer**  
Support.com

ALASKA COMPUTER SUPPORT – Service Level Agreement

## Service Proposal

For                    Company Name Here  
From                Michael Wheeler  
                          907-868-7300 Ext 7001

Reliable, Professional IT Services

Alaska Computer Support, LLC  
907-868-7300

750 E. Fireweed Ln  
Suite 100  
Anchorage, Alaska  
99503



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## ALASKA COMPUTER SUPPORT – Service Level Agreement

### About Alaska Computer Support

Our services are built upon a comprehensive monitoring structure and a proactive approach that allows us to spot small problems before they become large network disasters. This results in a high percentage of potential problems being avoided altogether and enables Alaska Computer Support to remediate the other pressing issues very quickly before they can affect your productivity. Our experienced IT team will handle any issues requiring on-site or remote support. Non-Alaska locations may be handled by our 3rd party partner. Different rates may apply. We strive to answer all support needs within 1 hour during business hours and 2 hours after business hours.

### Our Guarantee

If for any reason the work we do is not completed to your satisfaction, we will redo the work at no cost to you. If we still cannot meet your needs, you don't pay. This applies to services not included in your support plan.

### Flat-Rate Pricing

Alaska Computer Support doesn't charge extra for working when it is best for you. Sometimes it is best to do computer upgrades and projects after-hours. We work when it's best for your business, without any additional costs for after-hours work.

### Bill-Right

We know what IT should cost and how long it takes to do the basics. We bill what is right and fair to you. If a repair should have only taken 2 hours and the technician was working for 5 hours, we only bill you for the 2 hours. This varies based on the situation.

When in our office, we bill for what we do using the notion of "touch time". We only bill for the amount of time the technician is actually working on solving your issues. We don't bill for the time it takes for programs to install or the time spent on waiting on 3rd party software support to respond.

### Backup Management & Disaster Recovery Plan

We use the best in backup and recovery software on the market, and we put a human in the middle. We monitor your backups on a daily basis by doing eyes-on reviews of operations to ensure everything is working as planned. We offer off-site data storage, and backup hardware. We have you covered for any failure that might happen. We can bring hardware to you or provide an instant hosted solution that will have you up and online in hours, not days. At no additional charge, we provide temporary hardware that keeps your staff working. This does not include backup of cloud drive solutions that we do not formally support.

If your systems go down because of a hardware or software failure, our qualified support staff will be on-site with the required hardware and backup tools to get you up and running within just a few hours. Normally this process is less than 4 hours, start to finish. This is dependent on the total amount of data. The 4 hour estimate is based on a standard server install with less than 200GBs of storage.

If your business doesn't have a Disaster Recovery Plan already in place, Alaska Computer Support can build a plan for you.

### Support Plans

Our plans are designed to provide a stable budget for the services required to effectively maintain and support existing systems. As such, once the plan begins, nearly all services that involve maintenance and support of the current systems and existing users are included depending on the level of service you have signed up for.

In addition to monitoring, maintenance, and patching of all applicable systems, this includes user administration, help desk calls, and version upgrades/service packs associated with supported devices and applications. Unlimited on-site, phone, and remote support is available during normal business hours as agreed upon within your plan. **Business hours are Monday through Friday 8am to 6pm AST excluding federal holidays.**

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## ALASKA COMPUTER SUPPORT – Service Level Agreement

Custom IT Solutions	Subscriptions Only	Backup Assurance	Unlimited Help Desk	IT Pro Support	All Inclusive Support	Total Care
Contract Service	N/A	\$ 90.00	\$ 75.00	\$ 99.75	\$ 199.75	\$ 349.75
Subscription Service	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>IT Package Total</b>	<b>\$ -</b>	<b>\$ 90.00</b>	<b>\$ 75.00</b>	<b>\$ 99.75</b>	<b>\$ 199.75</b>	<b>\$ 349.75</b>
Hourly rate*	\$95/hr	\$95/hr	\$95/hr	\$95/hr	\$85/hr	\$75/hr

### Subscriptions Only

This level of service is for the tools that keep you protected. Additional services are billed at our agreed upon rate.

### Backup Assurance

Our skilled technical staff reviews your backup system on a daily basis during business hours. We let you know if there is a problem and we do what it takes to keep your backups running smoothly.

### Unlimited Help Desk

Have direct access to the professional staff at Alaska Computer Support to answer all of your IT questions and help solve any of your IT problems. This plan provides unlimited help desk support via phone and remote access during business hours. On top of that, if we have to come to your business to fix something, you will get up to 15 minutes of free on-site support!

### IT Pro Support

Does your company already have an on-site IT person? Is your IT support overwhelmed? This plan has all of the tools to make a single IT manager shine. Our complete staff is here for them.

### All Inclusive Support

Our All Inclusive Support plan provides the best IT tools on the market coupled with our fast and reliable IT support services. This includes unlimited phone and remote support during business hours.

### Total Care

Our Total Care plan is truly the same as an in-house IT department without the cost and overhead. This plan has all of the benefits of our All Inclusive Support plan, with the addition of unlimited on-site support during business hours and Emergency Care. Under Emergency Care, there are no costs for a technician coming on-site during any major system failure, no matter the time of day, or the amount of time spent getting your business up and running. This does not cover hardware, software, or 3rd party costs if incurred.

*Business hours are Monday-Friday 8am-6pm*

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## ALASKA COMPUTER SUPPORT – Service Level Agreement

Custom IT Solutions	QTY	Backup Assurance	Unlimited Help Desk	IT Pro Support	All Inclusive Support	Total Care
Total number of systems	5					
Off Site Backup Rotation (Monthly)	0			5 System Minimum	3 System Minimum	3 System Minimum
Additional 3 <sup>rd</sup> Party Software	0					
Additional Device Support	0					
<b>Support Base Price</b>		\$ 90.00	\$75.00	\$ 19.95	\$ 39.95	\$ 69.95
				Each System	Each System	Each System
Help Desk and Remote Support*			X	For IT Manager	X	X
15 Minutes or Less On-site is Free*			X		X	All Time Included*
Web Brower Support			X		X	X
Basic Scanner & Printer Support			X		X	X
Operating System Configuration			X		X	X
User Management			X		X	X
Limited Virus and Malware Removal			X		X	X
Email Support			X		X	X
Basic MS Office Application Aupport			X		X	X
Hardware and Software Pricing			X		X	X
Basic Remote Desktop Configuration			X		X	X
Software VPN Setup			X		X	X
Data Backup Management		X			X	X
Backup Testing (Semiannual)		X			X	X
Workstation & Server Monitoring				X	X	X
Spam & Web Filtering				X	X	X
Malware & Virus Protection				X	X	X
PC & Server Maintenance				X	X	X
Advanced Networking						X
Hardware Installation						X
System Updates				X	X	X
On-site Support*						X
Basic Mobile Device Support						X
Emergency Care						X
<b>Plan Price</b>		\$ 90.00	\$ 75.00	\$ 99.75	\$ 199.75	\$ 349.75
<b>Additional Services</b>						
Off Site Backup Rotation	0	\$ -	\$ -	\$ -	\$ -	\$ -
Backup Assurance	0	Included	\$ -	\$ -	Included	Included
Additional 3rd Party Software	0	N/A	\$ -	\$ -	\$ -	Included
Additional Device Support	0	N/A	\$ -	\$ -	\$ -	Included
<b>IT Service Total</b>		\$ 90.00	\$ 75.00	\$ 99.75	\$ 199.75	\$ 349.75
Hourly rate*		\$95/hr	\$95/hr	\$95/hr	\$85/hr	\$75/hr

\* All time is during business hours



## ALASKA COMPUTER SUPPORT – Service Level Agreement

Items	Descriptions
Total number of systems	Number of systems your business has that will be covered by this agreement. This includes servers, laptops, tablets, and workstation desktops.
Help desk and Remote Support during business hours*	Unlimited phone calls to AkCS requesting service. "Remote" is defined as an issue we can fix without leaving the AkCS office. This usually means a technician will be using a software program to remotely access the computer with the issue.
15 min or less on site free*	If a technician has to come on-site to fix an issue and it takes less than 15 minutes to fix, you don't get charged
Web Browser Support	Support for common web browsers such as Internet Explorer, Firefox, and Chrome
Device Support (Scanner & Printers)	AkCS will provide help with scanners and printers if there are issues
Operating System Configuration	AkCS will help with operating system issues
User Management	Set up, removal, and management of user accounts
Limited Virus and Malware removal	AkCS will do their best to remove viruses and malware
Email Support	Support for common mail services such as Exchange and Google Domain Services
Basic MS office application support	Basic support for Microsoft Office applications
Hardware and Software Pricing	AkCS can provide quotes on hardware and software you wish to obtain
Basic Remote Desktop Configuration	Remote Desktop allows users to log into a computer at your business without having to be there. AkCS can help set this up.
Software VPN Setup	Virtual Private Networks allow users to work on their work laptop from home, with the same accesses they would have to the network, as if they were physically at the business.
Data Backup Management	We can manage your data backup system. We can set up, monitor, configure, and receive alerts when things go wrong.
Backup Testing (Semiannual)	We restore your backup to a machine to verify the backup process is working properly.
Work Station & Server Monitoring	We monitor computers and servers of issues.
Spam & Web Filtering	Prevents spam emails from getting to your inbox. Prevents malicious websites from being accessed.
Malware & Virus Protection	We provide an antivirus called Webroot.
PC & Server Maintenance	Perform maintenance on the server to make sure it is getting updates, among other things. Same for computers.
Advanced Networking	Setting up new network devices such as switches, routers, modems. Cable management. Installing/setting up new server. Setting up a domain.
Hardware installation	Installing and configuring new hardware devices such as computers, printers, scanners, any peripheral device.
System updates	Updating computers and servers with operating system updates or software application updates
On-site support during business hours	You don't get charged if a technician has to go to your business in order to fix something. Unlimited.
Cell phone, tablet support for VPN & Email	Setting up a cell phone or tablet to access the network from home or to have access to emails
Emergency Care	No charge for a technician coming to your business to fix something during a major hardware or software failure. No matter what time or day or how long it takes to fix.
Off Site Backup Rotation	How many times a month would you like us to rotate the physical external hard drive that holds your data backup?
Backup Assurance	Backup monitoring and management. We get alerts if something goes wrong.
Additional 3rd Party Software	Do you want us to help support any applications that aren't from Microsoft?
Additional Device Support	3rd party proprietary equipment
Hourly rate*	The rate you pay if a technician has to work at your business to fix something, or for project work.

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### Monthly Service Subscription

Custom IT Solutions	QTY	Cost	IT Pro Support	All Inclusive Support	Total Care
Antivirus (\$49.95/year)	0	\$ -	<i>Included</i>	<i>Included</i>	<i>Included</i>
Secure Surf (\$2.95/user \$30 min)	0	\$ -	<i>Included</i>	<i>Included</i>	<i>Included</i>
Secure Tide (\$0.99/user \$30 min)	0	\$ -	<i>Included</i>	<i>Included</i>	<i>Included</i>
Hosted Exchange	0	\$ -	\$ -	\$ -	\$ -
Office 365 /w Office for desktop	0	\$ -	\$ -	\$ -	\$ -
Domain Name	0	\$ -	\$ -	\$ -	\$ -
Single Site SSL	0	\$ -	\$ -	\$ -	\$ -
Multiple Site (UCC) SSL	0	\$ -	\$ -	\$ -	\$ -
Cipher post Email encryption	0	\$ -	\$ -	\$ -	\$ -
<b>Subscription Total</b>		\$ -	\$ -	\$ -	\$ -



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### Custom IT Solutions

Server(s) Name	Notes

Off Site Backup Rotation Schedule	QTY ?
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Additional 3 <sup>rd</sup> Party Software	QTY ?
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Name	Location	Users Group

Additional Device Support	QTY ?
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Device Description	IP Address	Physical Location

### Service Providers

Name	Phone Number	Contact Person	Type of Service

### Special Site Notes
