

| 360° IT CARE PLANS   | SELECT           | ADVANCED         | TOTAL            |
|--|------------------|------------------|------------------|
| <b>Monitoring &amp; Alerts</b>                                     |                  |                  |                  |
| 24*7*365 Remote Real-time Monitoring of all Network devices        | x                | ✓                | ✓                |
| 24*7*365 Alert notifications on Critical Alerts                    | x                | ✓                | ✓                |
| 24*7*365 Remote Real-time Monitoring of all Network devices        | ✓                | ✓                | ✓                |
| Business Hour Remote Monitoring/Alert (Network Devices)            | ✓                | ✓                | ✓                |
| <b>Help desk &amp; IT Support</b>                                  |                  |                  |                  |
| Customer Support Portal  | ✓                | ✓                | ✓                |
| Unlimited Onsite Support   | x                | ✓                | ✓                |
| Unlimited Remote Support   | x                | ✓                | ✓                |
| Dedicated IT help desk   | ✓                | ✓                | ✓                |
| <b>Service Level Agreement</b>                                     |                  |                  |                  |
| Normal Priority 8 business hours 4 business hours 4 business hours | 8 business hours | 4 business hours | 4 business hours |
| – High Priority 4 business hours 2 business hours 1 business hours | 4 business hours | 2 business hours | 1 business hours |
| Business Support Hours 9.00 to 17:30 9.00 to 17:30 9.00 to 17:30   | 9.00 to 17.30    | 9.00 to 17.30    | 9.00 to 17.30    |
| After-hours Pager Support Optional Optional Optional               | Optional         | Optional         | Optional         |
| Microsoft Application Support Chargeable                           | Chargeable       | ✓                | ✓                |
| Network Documentation  | x                | ✓                | ✓                |
| <b>Backup &amp; Disaster Recovery</b>                              |                  |                  |                  |
| Backup Monitoring/Alerts   | ✓                | ✓                | ✓                |
| Disaster Recovery Planning   | Optional extra   | ✓                | ✓                |
| Backup integrity Restoration Check                                 | ✓                | ✓                | ✓                |
| Spare Server (Disaster Recovery Purposes)                          | Optional extra   | ✓                | ✓                |
| <b>Antivirus Protection</b>  |                  |                  |                  |
| Antivirus Software Optional extra                                  | Optional extra   | ✓                | ✓                |
| Malware/Spyware Software Optional extra                            | Optional extra   | ✓                | ✓                |
| Enterprise Level Anti-SPAM Protection Optional extra               | Optional extra   | ✓                | ✓                |
| <b>Compliance Management</b>                                       |                  |                  |                  |
| License Management Optional extra                                  | Optional extra   | ✓                | ✓                |
| Asset Management Optional extra                                    | Optional extra   | ✓                | ✓                |
| Best Practices Implementation                                      | ✓                | ✓                | ✓                |
| <b>Patch Management &amp; Optimisation</b>                         |                  |                  |                  |
| Monthly Server Health Check Reporting                              | ✓                | ✓                | ✓                |
| <b>Microsoft Patch Management</b>                                  |                  |                  |                  |
| – Server   | ✓                | ✓                | ✓                |
| – Desktop/Notebooks  | Optional Extra   | ✓                | ✓                |
| <b>3rd Party Patch Management</b>                                  |                  |                  |                  |
| – Server   | ✓                | ✓                | ✓                |
| – Desktop/Notebooks  | Optional Extra   | ✓                | ✓                |
| Desktop Optimisation   | Optional Extra   | ✓                | ✓                |
| <b>IT Management &amp; Quarterly Meetings</b>                      |                  |                  |                  |
| Dedicated Account Manager  | ✓                | ✓                | ✓                |
| Dedicated VCIO Quarterly Meetings                                  | ✓                | ✓                | ✓                |
| <b>Software/Vendor Management</b>                                  |                  |                  |                  |
| Hardware/Software Procurement                                      | ✓                | ✓                | ✓                |
| 3rd Party Application Support Chargeable                           | Chargeable       | ✓                | ✓                |
| 3rd Party Application Upgrades Chargeable                          | Chargeable       | x                | ✓                |
| Vendor Management Chargeable                                       | Chargeable       | ✓                | ✓                |
| Warranty Support Management Chargeable                             | Chargeable       | ✓                | ✓                |
| <b>Hourly Rates</b>  |                  |                  |                  |
| Business Hours \$130 Unlimited Unlimited                           | \$130            | Unlimited        | Unlimited        |
| After-hours Weekdays \$195 \$180 \$130                             | \$195            | \$180            | \$130            |
| After-hours Weekend \$260 \$180 \$180                              | \$260            | \$180            | \$180            |
| Projects (out of scope) \$140 \$130 \$120                          | \$140            | \$180            | \$120            |
| Onsite Travel Charges \$70 Unlimited Unlimited                     | \$70             | Unlimited        | Unlimited        |

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| Back Up Solutions  |                |          |          |
| - Cloud  | Optional       | Optional | Optional |
| - In-house   | Optional       | Optional | Optional |
| Additional Features  |                |          |          |
| Mobile Device Management   | Optional       | Optional | Optional |
| Network Security Appliance   | Optional       | Optional | ✓        |
| Internet Services  | Optional       | Optional | Optional |
| 360o Email Archiving   | Optional       | Optional | Optional |
| 360o Web Secure  | Optional       | Optional | Optional |
| 360o Aware (Employee Management Control)                             | Optional       | Optional | ✓        |
| Unlimited re-installs on PC's setup by NITS (within warranty period) | Chargeable     | ✓        | ✓        |
| Full Disaster Recovery Check   | Optional extra | Optional | Optional |