



Computer Support Plan Details

Connectant IT Services are designed to help our clients minimize system downtime, reduce costs and increase profit potential. Each of our clients, from small to large, will enjoy the same level of personal service and customer care.

Connectant's Computer Support Plan will help you make the most of your personal or business computer. We specialize in troubleshooting, repairs and upgrades. With our Computer Support Plan packages, you can be confident that your personal or business computer needs will be met.

Product	Basic	Premium	Elite
Regular business hours phone support* 24x7 365 days a year we are here to help.	5 hrs	10 hrs	20 hrs
On-Site repair service – No visit fee <ul style="list-style-type: none"> Parts replacements Customers are responsible for the cost of the part(s). 	5 hrs	10 hrs	20 hrs
Software Installation Connectant will install your business applications throughout your organization.	1 hr(s)	1 hr(s)	1 hr(s)
Data Backup/Recovery ¹ Data backup can be done online or a technician may be called to your business premises and backup the data onto a CD or any other media the customer has available.	✓	✓	✓
Data Transfer ² Connectant can transfer your settings, preferences, favorites, address books, and personal files from your old computer to your new one. For such applications as OrrTax, Drake, Quickbooks, TurboTax and any of the productivity suites but not limited to this list.	✓	✓	✓
Business Software Support ³ Go to our website to see our list of business software supported by us. Separate fees are charged per application.		✓	✓
Multiple Computer Support ⁴ Based on the price of plan the customer chooses, a number of computers can be supported.	2	4	6
Purchasing Connectant assist our customers on their purchase of computer equipment (workstation, server, etc.) and software. We will assess the customer's needs and see if our current vendor relationships can meet that need. Otherwise, we will forge new vendor relationship.	✓	✓	✓
Price (per year)	\$375	\$475	\$575

Connectant has the right to determine what is included on each plan and charge accordingly. All prices are subject to change please call or check our website for the latest prices.

*After you have used your standard hours you will be charged a flat rate for the work necessary to get your computer running again.

¹ You get one online free backup per year per computer with the Elite plan up to 500 MB of application data.

² Data Transfer is charge by the hour and it does not include installing new a hard drive or setting up a new computer.

³ Business Software Support is done over the phone; visits to the premises may incur additional charges.

⁴ Connectant reserves the right to determine what computers can be cover under the selected plan.