

Service and Maintenance Plans

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1. Importance of a Maintenance Plan and Security Policy

In a network environment, improper installation of software and devices can have a critical effect on your business productivity. Your regular staff and employees may not have the time or the expertise to ensure that products are installed correctly. Many devices and applications, even from the most reputable vendors, cannot be properly installed simply by following default or 'quick start' procedures. Improperly or incompletely installed network devices can leave you with gaping security holes.

Why take the risk of an improper or incomplete installation? Use TLS to help you purchase, install and configure your computer components. For \$45 per hour, one hour minimum, TLS will install and configure devices and components at your office. (Additional travel charges apply to areas 25 or more miles from Eureka.)

All computers require periodic maintenance. Windows Update does not always actually update your system, and, MS Automatic Updates have been known to break systems or software components. Furthermore, Windows Updates does not update third party software. Anti-virus and anti-spy ware products can expire, leaving you exposed. Users can, and frequently do, inadvertently disable or modify maintenance utilities.

TLS offers two maintenance plans, suitable for both networked and non-networked computers.

2. Remote Assistance Plan

Remote Network Assistance: Using MS 'Remote Assistance' installed by default on Windows XP computers, TLS can remotely connect to your computer at an agreed time when you are not using your computer. \$25 per month for a 12 month plan, or, \$35 per incident basis.

3. On-Site Maintenance Plan

On-Site Maintenance: \$35 per month for a 12 month plan, or, \$45 per incident, plus \$5 for each additional computer at the same location. (Additional travel charges apply to areas 25 or more miles from Eureka.)

4. Plan Features

With each plan, TLS will apply MS Windows Updates, apply updates to third party software and drivers, scan the system for viruses and spy ware, check the hard disk capacity, verify data is being backed up correctly (or back up data depending upon your equipment) and

examine the logs and Windows Event Viewer. These simple steps, which are so frequently overlooked, will help ensure that your computers are running properly and alert you if you need to deal with something later down the road.

Additionally, each plan includes a subscription to TLS Tech Bulletin, a semi-weekly e-mail summary of security alerts, new technologies, and regulatory issues.