



## Network Support—Coverage

For years now, our specialty has been network and telecommunications support and design. We have a full staff of system engineers with certification in Netware, NT/2000, Cisco, Citrix, Hewlett-Packard and more. We are available for any network or telecommunications design or support that you may need. We will provide you with on-site or telephone support with our full staff of engineers.

We begin our support by assigning you a systems engineer. This engineer is dedicated to the support of your network. This is a benefit to you as you only see one face and one person learns all of the ins-and-outs of your network. Other engineers may be required for larger jobs but will all report to your assigned engineer.

### Contract Fee Schedule

Effective 5/01/2002

Standard Non-Contract Rate : \$125 per hour

Block of Time (hourly)	Rate per hour	Total cost at reduced rate	Total Cost at \$125/hr.	Savings in dollars	Percentage savings
10	\$115	\$1,150	\$1,250	\$100	9%
25	\$107	\$2,675	\$3,125	\$450	17%
50	\$100	\$5,000	\$6,250	\$1,250	25%
75	\$95	\$7,125	\$9,375	\$2,250	32%
100	\$90	\$9,000	\$12,500	\$3,500	39%
200	\$86	\$17,200	\$25,000	\$7,800	45%
300	\$82	\$24,600	\$37,500	\$12,900	52%

### Documentation and Analysis

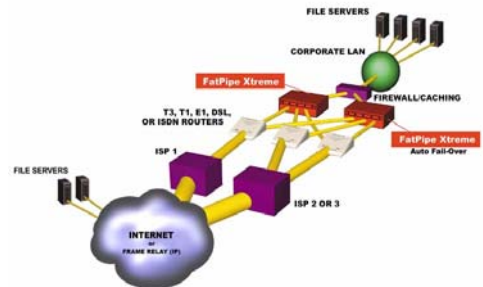
Along with your ConnectCare service contract, we may also recommend a documentation and analysis. This is a proactive approach to your network support and it provides a snap shot of your network and how it is operating today. This D&A not only helps us become more familiar with your network but also helps you by giving you a hardcopy inventory of your entire network which is great for planning upgrades and comparing system information to software minimum requirements.

This analysis checks the vital components of your network and creates a recommendation list for improving performance, security, and up-time. We check your tape backup, security issues, virus scans, disk space utilization, topology, IP Schemes, etc.



### Scope & Pricing

Support of your network by a certified systems engineer is billed at a maximum of \$125 an hour. Anytime that we will be tackling a big project, we will provide an estimate of the total time it will take to implement the solution. Pre-paid Connect Care service contracts are available at a LOWER hourly rate. If you need us as backup support for your IT staff's vacation time, or if you get in a situation that you can't get out of when configuring your network, give us a call. We can also do hardware upgrades for individual computers as a time-saver to you. We offer a four hour response time in emergency (24/7) and priority over non-contract customers. Also included is telephone support for your IT needs. Give us a call first and we'll see if we can walk you through your problem.



www.WaltzBusiness.com  
 730 CentreView Blvd  
 Crestview Hills, KY 41017  
 859-814-2181  
 info@waltzbusiness.com

