



Network  
Maintenance  
Services

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Q u a n t a T e c h

## Introduction

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Even with today's high performance software and hardware, computer networks require periodic intervention. We at Quanta Tech generally recommend at least 1 hour per month per workstation as a rough estimate of the time required to properly maintain your network.

This allows time to resolve user problems, ensure that the network file and print services are functioning correctly, and perform other regular network administration tasks like load balancing, adding and removing users, resetting forgotten passwords, etc.

If you're spending considerably more (or less) time than this supporting your network, we'd be happy to evaluate your particular set of circumstances, and give you our recommendations, based on what we find. We can tailor a network maintenance agreement to meet your specific needs.

hardware. We offer spare parts inventory for delivery anywhere in the Seattle area for products that have been widely distributed and in general use. Parts distribution and availability need to be reviewed on an opportunity-by-opportunity basis.

We use effective proactive escalation procedures to handle both service and management concerns. These tested procedures assure that your problems receive responsive attention at an appropriate level of authority.

Quanta Tech offers several programs designed to maximize protection against network downtime. Supplemental services and alternative maintenance plans are also available to address specific support requirements. On the following page are our response priority classifications.

# Response Priority Classifications

In order to provide the fastest response possible, while still being able to maintain regularly scheduled maintenance for most of our clients, we have found it necessary to prioritize each request for service. The priority of a call, and the level of service you request from us will determine how long it will be before we can get to your site and start helping you.

Priority 1 response is treated with a "work to resolution" approach. This approach requires our technician to disregard any lower priority commitments until Priority 1 problems have been resolved. In practice this means that while a technician is working on a Priority 1 problem, their pre-scheduled visits may be deferred, and an alternate technician may be dispatched in their place.

We make this Priority 1 commitment to all of our customers. All of our customers should understand that our technician might miss, reschedule or leave a previously scheduled appointment with you to attend to a Priority 1 call. This should occur infrequently, and you can expect the same level of service in the event of a Priority 1 event with your network.

Priority 1 response is required when:

1. The network server(s) is unavailable, or any server component is not functioning correctly.
2. Faulty network hardware (hubs, routers, etc.) is preventing all use of the network.

Priority 2 response is required when:

1. Two or more, but not all, users are unable to gain access to the network or are otherwise unable to use their computers.

Priority 3 response is required when:

1. One user is unable to gain access to the network or is otherwise unable to use their computer.

Priority 4 response is required when:

1. Moves, adds or changes to workstations, servers, software, user accounts or other equipment are requested.

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## Network Maintenance

# Emergency Response Services

It can be a challenge to provide timely response to unexpected troubles. We must continually balance the needs of clients we visit regularly, with those who choose to call on us only in times of extreme need. Your call is immediately prioritized based on the issues you're experiencing. A technician will be dispatched according to the call priority and the level of service you've requested from us.

### Best

Quanta Tech Best response times are designed to save you money, while still providing service, as you need it.

### Standard

Quanta Tech Standard response times provide on-site support to you in a more timely manner, while still balancing costs.

### Critical

Quanta Tech Critical response is intended for "Mission Critical" network installations, where every minute of downtime can represent a significant loss in productivity and revenues to our customers.

# Response Times

## Best Response Times

Upon receipt of telephone or other contact requesting service:

Within 8 business hours, a technician will place a phone call to the designated site contact to determine the severity of the problem, and respond as below.

Priority 1: On-site response within 2 business days

Priority 2: On-site response within 3 business days

Priority 3: On-site response within 5 business days

Priority 4: On-site response at technician's earliest convenience

## Standard Response Times

Upon receipt of telephone or other contact requesting service:

Within 3 business hours, a technician will place a phone call to the designated site contact to determine the severity of the problem, and respond as below.

Priority 1: On-site response within 8 business hours

Priority 2: On-site response within 2 business days

Priority 3: On-site response within 3 business days

Priority 4: On-site response at technician's earliest convenience

## Critical Response Times

Upon receipt of telephone or other contact requesting service: Within 1 business hour, a technician will place a phone call to the designated site contact to determine the severity of the problem, and respond as below.

Priority 1: On-site response within 4 business hours

Priority 2: On-site response within 8 business hours

Priority 3: On-site response within 2 business days

Priority 4: On-site response at technician's earliest convenience

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## Network Maintenance

# Network Service Rates

### Hourly Service

Service Description	Hourly Rates
On Site Service	\$100.00
After Hours* / Weekend Service	\$125.00
Out-of-Town** (Rate + \$1/mile)	\$100.00

\*Any time other than 8am–5pm.

\*\*Any city other than Seattle, Washington, USA.

## Contract Services

Contract Services Description	Annual Rates	Monthly Rates
<p><b>Peer Network Maintenance Contract</b>            Minimum 1/Maximum 2 Hours per week per site (on-site service) and maintenance of a Microsoft Windows 3.x/9x Peer Network, Linux Peer Network, or Apple Mac OS Peer Network. Technician will fully document system, check the integrity of the network, test previous backups, perform regular systems maintenance, answer questions and resolve issues as they unfold.</p>	\$600.00 per workstation	\$250.00 per workstation
<p><b>Server Based Network Maintenance Contract</b>            Minimum 2/Maximum 4 Hours per week per site on site service and maintenance of a Microsoft Windows NT Network, Linux Server Network, or Apple Mac OS Server Network. Technician will fully document system, check the integrity of the network, test previous backups, perform regular systems maintenance, answer questions and resolve issues as they unfold.</p>	\$3,500.00 per server	\$750.00 per server

Note: These rates do not include the price of parts.



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## Network Maintenance

# Prices for Selected Services

### On-Site Rates:

Networks: \$100 per hour plus parts.

Computers: \$90 per hour plus parts.

Printers: \$80 per hour plus parts.

Critical Network Service: \$50 flat rate up charge.

Critical Service (not network): \$25 flat rate up charge.

Travel time is portal to portal.

No charge for mileage or parking within Seattle city limits.

1-hour minimum labor charge per service call.

## Hourly Rates on Selected Quanta Tech Services

Description	Printer Service	Computer Service	Network Service
<b>On-Site</b>	\$80.00	\$90.00	\$100.00
<b>After Hours*/Weekend</b>	\$100.00	\$110.00	\$125.00
<b>Out-of-Town** (Rate + \$1.00/mile)</b>	\$80.00	\$90.00	\$100.00

\*Any time other than 8am–5pm.

\*\*Any city other than Seattle, Washington, USA.



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