



# NETWORK Services

**H**ow healthy is your practice's computer network? Are you taking proper precautions to avoid spyware and computer viruses? Is your data and backup safe? Is your PHI secure? Let our team of qualified network technicians help keep your practice safe, secure, and running smoothly with our Network Services Contract.

Network Services is a prepaid service agreement that allows practices to choose the level of service to meet the individual needs of their office and staff. Customers may purchase pre-paid hours at a discounted bulk rate, which can be used for systems support via telephone or onsite service with a trained systems technician.

Whether you need the freedom of a wireless network installed, improved security from cyber hackers, or repair and installation of system hardware or software — you now have access to a trained systems technician who can diagnose the problem and recommend a solution, quickly, and securely.

A Network Services Agreement will help you maintain your computer's security with proactive systems checks conducted monthly, quarterly, or annually based on the size and complexity of your network. And, your unused hours will never expire with our rollover plan.

## Pre-paid Hourly Pricing

Min. 10 hours	\$150 per hour (No discount)
11-25 hrs	\$135 per hour (10% discount)
26-50 hrs	\$120 per hour (20% discount)
51+ hrs	\$105 per hour (30% discount)

## Terms

No wiring services are provided. Services do not cover replacement of systems, software, or hardware. The program is designed to help customers protect their systems and should not be utilized for services covered under other contracts or offers. Refer to the Network Services Agreement for details.

**To arrange for a visit to your office, please call  
800.421.9497 x233.**

## Preventative Services

- Spyware/adware scan
- Anti-virus check
- Operating systems updates and service pack check
- Software updates
- Test backup/restore—mock disaster recovery
- Check security logs for hacker attempts
- Defragment hard drives as needed
- Check temporary internet files and cookies
- Bandwidth testing
- Review event viewer logs
- Test UPS battery backup in a controlled environment

## Additional Services

- Setup wireless devices
- Site evaluations
- Internet setup services
- Security checks
- New computer installs
- System tune-ups
- PC setup and configuration