

AroPlus

Our revolutionary worry-free Aro Plus® Network Support plans make it easier than ever to understand, budget, and manage your monthly IT needs—It's like having your own virtual IT department. Each plan features a unique combination of high-level network support and one or more of our essential Managed Services for maximum network protection.

Our ARO 1 and ARO 2 plans are designed for smaller organizations, while our ARO 3 and ARO 4 plans are ideal for larger companies with more demanding technology needs. Not sure which plan is right for you? Call us today, 514-890-1773, and we'll help you select the best plan for your business and industry. View our ARO LITE® plan.

ALL plans include:

- ▶ *Assigned primary and backup highly skilled certified network engineers and customer care team.*
- ▶ *Proactive network maintenance, technical advice and expertise backed by our Aro Fast® service.*
- ▶ *Real-time online account management with our proprietary Aro Help!® support software!*

AroPlus	ARO 1	ARO 2	ARO 3	ARO 4
	\$1,095	\$1,995	\$2,795	\$3,495
Network Support				
On-site Technical Support Hours / Month	2 visits <i>(max. 4 hrs)</i>	4 visits <i>(max. 8 hrs)</i>	8 visits <i>(max. 16 hrs)</i>	12 visits <i>(max. 24 hrs)</i>
Hourly Rate - Additional On-site Service	\$125/h	\$120/h	\$110/h	\$100/h
Off-site Technical Support Hours / Month	4 hr/month	6 hr/month	8 hr/month	14 hr/month
Hourly Rate Off-site Technical Support	\$95/hr	\$90/hr	\$85/hr	\$80/hr
Emergency Guaranteed 4 hour On-site Response	optional	optional	1/month	2/month
Remote Network Monitoring	10 PCs	15 PCs	20 PCs	25 PCs
Managed Security Service	optional	optional	optional	<input checked="" type="checkbox"/>
Remote Data Backup	optional	optional	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Managed Web Hosting	optional	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Internet Management Suite	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Managed Services				
Managed+ Colocation	optional	optional	optional	optional
Managed+ Microsoft Exchange E-mail Hosting	optional	optional	optional	optional
Managed+ Anti-SPAM Service	optional	optional	optional	optional

