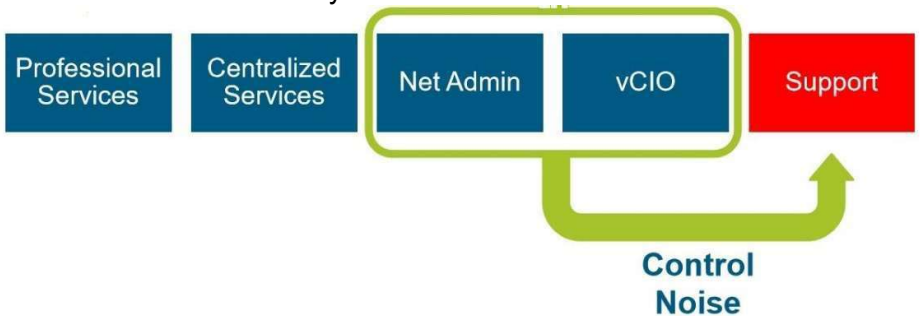


VintageCare IT Support
Backup Data Storage
Live Data Storage

\$140.00 / User / Month
\$ 0.20 / GB / Month
\$ 0.45 / GB / Month

- ✓ Remote End-user Support
- ✓ Remote Network Management
- ✓ Service Ticket Management
- ✓ Anti-virus Management
- ✓ Spam filter Management
- ✓ DNS Management
- ✓ Asset Tracking
- ✓ Infrastructure Documentation
- ✓ Cloud File Sharing
- ✓ Remote Backup Services
- ✓ Disaster Recovery Services
- ✓ IT Vendor Management
- ✓ Dedicated Network Engineer
- ✓ Monthly System Audits
- ✓ Dedicated vCIO
- ✓ Annual budgets, technology roadmap, project SOWs, quarterly briefings
- ✓ 15% Discount on all Time & Materials Fees
- ✓ 7 x 24 x 365 Monitoring
- ✓ Service Desk 7:30AM – 6:00PM, Monday-Friday, Holidays Excluded
- ✓ After hours, holidays, and weekend support available for hourly fee
- ✓ Onsite support available for hourly fee
- ✓ 5 Service Delivery Areas

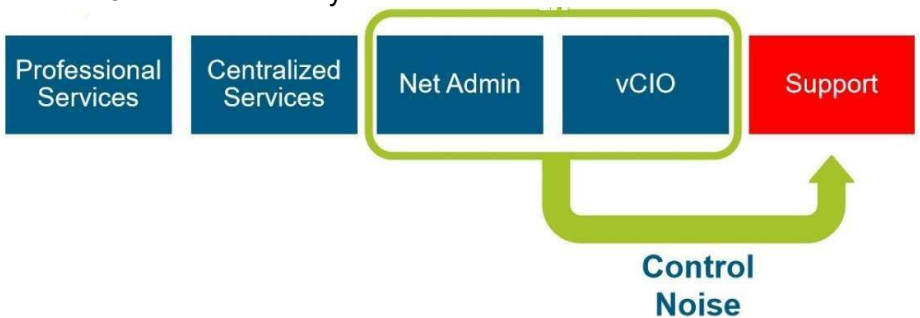


- **Centralized Services** – Proactive Services: manage security tools, patch management, Anti-Virus, Spam management, desktop optimization, backups, Disaster Recovery etc.
- **Network Administration** – Implements Best Practices: audits to a technology checklist, reviews other internal groups, works to eliminate reactive issues and identify technical risk.
- **Virtual CIO** – Technology Planning and Consulting: works directly with Network Administration to identify business risks and assist in planning and budgeting while understanding the specific needs of each client. Business impact of technology decisions.
- **Support Desk** – Reactive Services: the service desk is the single point of contact for all reactionary issues and provides prompt direct support to our clients. Customer portal.
- **Professional Services** – Implement New Technology: project team that focuses on installing new solutions and tracking adds & changes while assisting with escalated support issues. Scope of Work development.

VintageCare IT Support - OS
Backup Data Storage
Live Data Storage

\$155.00 / User / Month
\$ 0.20 / GB / Month
\$ 0.45 / GB / Month

- ✓ Remote End-user Support
- ✓ Remote Network Management
- ✓ Service Ticket Management
- ✓ Anti-virus Management
- ✓ Spam filter Management
- ✓ DNS Management
- ✓ Asset Tracking
- ✓ Infrastructure Documentation
- ✓ Cloud File Sharing
- ✓ Remote Backup Services
- ✓ Disaster Recovery Services
- ✓ IT Vendor Management
- ✓ Dedicated Network Engineer
- ✓ Monthly System Audits
- ✓ Dedicated vCIO
- ✓ Annual budgets, technology roadmap, project SOWs, quarterly briefings
- ✓ 15% Discount on all Time & Materials Fees
- ✓ 7 x 24 x 365 Monitoring
- ✓ Service Desk 7:30AM – 6:00PM, Monday-Friday, Holidays Excluded
- ✓ After hours, holidays, and weekend support available for hourly fee
- ✓ Onsite support included
- ✓ 5 Service Delivery Areas

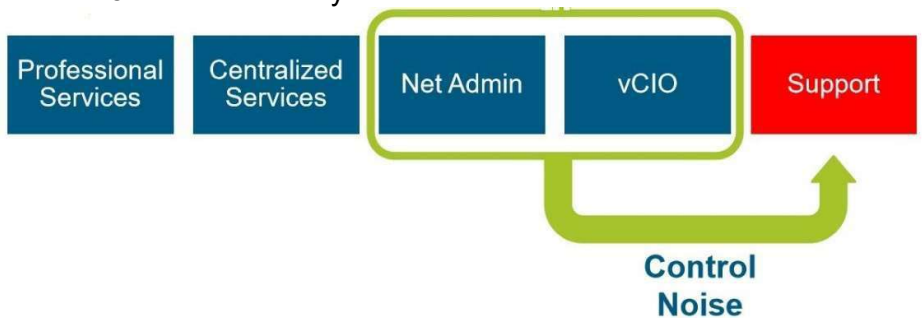


- **Centralized Services** – Proactive Services: manage security tools, patch management, Anti-Virus, Spam management, desktop optimization, backups, Disaster Recovery etc.
- **Network Administration** – Implements Best Practices: audits to a technology checklist, reviews other internal groups, works to eliminate reactive issues and identify technical risk.
- **Virtual CIO** – Technology Planning and Consulting: works directly with Network Administration to identify business risks and assist in planning and budgeting while understanding the specific needs of each client. Business impact of technology decisions.
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- **Professional Services** – Implement New Technology: project team that focuses on installing new solutions and tracking adds& changes while assisting with escalated support issues. Scope of Work development.

VintageCare IT Support - NOEU
Backup Data Storage
Live Data Storage

\$115.00/ User / Month
\$ 0.20 / GB / Month
\$ 0.45 / GB / Month

- ✓ Point of escalation and backup for internal IT staff for Remote End-user Support
- ✓ Remote Network Management
- ✓ Service Ticket Management
- ✓ Anti-virus Management
- ✓ Spam filter Management
- ✓ DNS Management
- ✓ Asset Tracking
- ✓ Infrastructure Documentation
- ✓ Cloud File Sharing
- ✓ Remote Backup Services
- ✓ Disaster Recovery Services
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Onboarding Fee

Equal to one month's service fee

- ✓ Set up online service ticket entry and tracking
- ✓ Install monitoring agents on servers and desktops
- ✓ Verify firewall configurations
- ✓ Verify we have all the required passwords
- ✓ Change passwords
- ✓ Create separate Vintage account for auditability
- ✓ Install/verify backups
- ✓ Install Virus Protection
- ✓ Install Spam Protection
- ✓ Install DNS filter agents – Web client that blocks malicious sites
- ✓ Update patches on servers, workstations, firewalls
- ✓ Review documentation
- ✓ Update documentation in our online system
- ✓ Create Network diagram
- ✓ Perform initial audit to Best Practices
- ✓ Within 90 days present client with one year budget and road-map to discuss

VintageCare Limited

VintageCare Limited allows a client with a limited budget to obtain basic support each month for a fixed cost. Included are Server Monitoring and Desktop Maintenance. Server Monitoring consists of installing our monitoring agent on the server(s) and then notifying the client when there is a warning, error, or outage that is detected by our monitoring tools. VintageCare Limited also includes up to 4 hours of support. Unless otherwise directed by customer, Vintage will perform a 2 hour server maintenance checklist at the beginning of each month as well as verify and install Microsoft Patches. Server maintenance cannot be deferred for more than 2 consecutive months.

Each additional server adds 2 additional support hours that will be utilized for Server Maintenance and Patching unless otherwise directed by the customer. VintageCare Limited allows clients on a limited budget to control their monthly IT costs and set their own priorities.

Client Desktop Maintenance includes running scripts to improve performance and to reduce the probability of failures. Server Monitoring and Desktop Maintenance includes the ability of the help desk to have a remote connection to the client's network. This remote connection allows for service to occur quickly and easily.

Agents are required to be installed on all servers and systems. Please consult the IT Service Offering document for exact coverage and exclusions.

First Server	\$ 438/server/month
Additional Server(s)	\$ 278/server/month
Desktop Maintenance	\$ 19/system/month

Additional Options

Spam Filtering	\$ 30/month plus \$1.20/mailbox/month
Remote Backup Services	See Vintage Managed Backups

VintageCare Unlimited Network Maintenance With End User Options

The VintageCare Unlimited Network Maintenance with Client Maintenance Options requires the client to bring their network/server environment to minimum standards. This is detailed on the "Flat Rate and Unlimited Minimum Standards" page.

Once the network has been verified to have met the minimum standards, Vintage IT Services will be able to offer the VintageCare Unlimited Network Maintenance with Client Maintenance option. Unlimited remote and onsite Network Maintenance, and Server Maintenance are included. This includes servers, switches, firewalls, and other network equipment as well as monthly patches. Server maintenance checklists are completed twice per month, per server. Client options include Desktop Maintenance, Help Desk, Mobile Device Support and Onsite support.

Please consult the IT Service Offering document for exact coverage and exclusions.

First Server	\$ 727/server/month
Additional Server(s)	\$ 478/server/month

Desktop Options (Pick One)

Unlimited End-User Remote Help Desk	\$ 44/system/month
VintageCare Unlimited Desktops	\$ 59/system/month

Additional Options

❖ Virtual Desktop	\$49.00 / User / Month
○ VDI Storage	\$ 0.45 / GB / Month
○ 3 rd Party Application Software	\$79.00 / Application / Month
❖ Compliance Reviews	\$ 500.00 / Month / Review
○ HIPAA	
○ CMMC	
❖ Individual User Data Backup (plus data charges)	\$15.00 / device / Month
❖ Out-of-State Backup Services (plus data charges)	\$10.00 / Server OS / Month
❖ O365 Backup (plus data charges)	\$ 5.00 / user / Month

Infrastructure as a Service (IaaS)

❖ Base VDC – 1 Public IP, 1 Firewall, 5Mbps	\$ 150.00 / month
❖ Additional Bandwidth	\$ 17.00 / Mbps / month
❖ Memory	\$ 15.00 / GB RAM / month
❖ Compute	\$ 50.00 / vCPU / month
❖ Data (flash)	\$ 0.45 / GB / month
❖ Additional Firewalls	\$ 25.00 / firewall / month
❖ Additional IP Address	\$ 2.00 / IP / month
❖ Cross Connect	\$ 200.00 / connection /month

Software Licenses (monthly rental)

❖ Microsoft 365 Business Basic	\$ 5.00 / user / month
○ Word, Excel, PowerPoint	
○ Exchange, OneDrive, SharePoint, Teams	
❖ Microsoft 365 Business Standard	\$ 12.50 / user / month
○ Outlook, Word, Excel, PowerPoint, Publisher, Access	
○ Exchange, OneDrive, SharePoint, Teams	
❖ Microsoft 365 Business Premium	\$ 20.00 / user / month
○ Outlook, Word, Excel, PowerPoint, Publisher, Access	
○ Exchange, OneDrive, SharePoint, Teams, Intune, Azure Information Protection	
❖ Microsoft Windows Server	\$ 13.50 / server / month
❖ Microsoft SQL Server Standard Edition -user	\$ 15.00 / user / month
❖ Microsoft SQL Server Standard Edition -2 core	\$155.00 / server / month
❖ Microsoft RDS	\$ 5.75 / user / month
❖ Citrix XenApp	\$ 11.00 / user / month

Hosted Exchange

❖ Unlimited Mailbox Size	\$ 16.75/mailbox/month
❖ 2GB Mailbox Limit	\$ 11/mailbox/month
❖ 500MB Mailbox Limit	\$ 6.50/mailbox/month
❖ Spam Filtering	\$ 5/user/month

Vintage Managed Backups

Vintage Managed Backups provides clients with best-in-class backup and disaster recovery for physical and virtual environments for client owned equipment. Vintage IT performs a local backup of your servers to a backup disaster recovery appliance (BDR). As an extra layer of protection your backup data is replicated to the Vintage data center*.

BDR Appliance Options:

Small Appliance Tower Form Factor For clients with 1 to 5 servers Up to 1.5TB of protected data RAID 1 Data Protection	\$ 85/month
Medium Appliance Rack Mount Form Factor For clients with 1 to 10 servers Up to 8TB of protected data RAID 5 Data Protection	\$ 165/month
Large Appliance For clients with more than 8TB of protected data Customized hardware built to customer specifications	\$ Customized to Client Requirements

Backup Agent License:

BDR Protected Server Agent	\$ 57/Server OS/month
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Data Fees:	\$ 0.20/GB
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Vintage IDS

Vintage IDS is a cloud based platform, fully managed by Vintage ITS Staff, while providing access to on-site IT or Security Professionals. Our IDS leverages AlienVault USM, and provides Asset Discovery, Behavioral Monitoring, Vulnerability Assessments, Security Intelligence, Log Retention, Threat Detection, and EDR (Endpoint Detection and Response), all under a single pane of glass. These features assist customers with becoming compliance with Regulatory Standards such as HIPAA, PCI/DSS, and others.

250GB Standard 30 Day Retention	\$ 1,995.00 / month
250GB Standard 90 Day Retention	\$ 2,595.00 / month
Additional Sensor Physical Appliance	\$ 150.00 / month

Vintage Hosted Enterprise VOIP

Vintage Hosted Enterprise VOIP
Unlimited calling in the 48 Contiguous States and Canada
One Enhanced DID per company
Redundant Data Centers
Yealink SIP-T42S phone per extension
Session Boarder Controller

Extension with phone	\$ 34.99 / month
Extension without phone	\$ 29.99 / month
Standard DID	\$ 2.00 / month
Enhanced DID	\$ 3.00 / month
Conference Phone	\$ 30.00 / month
Upgraded User Phone	\$ Pricing variable per model

Fees

Time & Material Rates

Service Desk Technician	\$145.00 / hour
Systems Engineer	\$175.00 / hour
Network Engineer	\$195.00 / hour
Virtual Engineer	\$215.00 / hour
Security Engineer	\$225.00 / hour

In determining the amount to be charged for computer services we will consider:

- The time and effort required, the base hourly rates of the technicians involved, the novelty and complexity of the issues presented, and the skill required to perform the computer services promptly;
- The fees customarily charged in the community for similar services and the value of the services to you;
- The time constraints imposed by you as our client and other circumstances, such as an emergency situation, or substantial disruption of other office business;
- The nature and longevity of our professional relationship with you;
- The experience, reputation and expertise of the technicians performing the services;
- The extent to which office procedures and systems have produced a high quality product efficiency