



Published Services Sheet

Re-Active Service

No Agreement: (break/fix)

Hourly (m-f, 9-5)

(Weekends and evening service is not available without minimum 8 hour agreement)

Call for Quote

Pro-Active Service™

NETNOLIMITS offers a sliding scale rate chart. Rates are based on the amount of prepaid hours you sign up for.

Commit to . .	Monthly Cost	Effective Hourly Rate	Additional Hours	Savings	Available after hours/weekends.
2 hours per month	<p style="color: orange; font-size: 1.2em;">Call for Quote –</p> <p style="color: orange; font-size: 1.2em;">Tel: 805-879-1549</p>				No
4 hours per month					No
8 hours/month					Yes
16 hours/month					Yes

- Pricing above reflects prepaid server/network maintenance/repair, consultation and user desktop support only. Other projects and installation work may be assigned “project” or flat fee pricing.
- Plans may be changed up or down at any time with 30 days notice.
- Minimum 3 month commitment required. Renews automatically every month until cancelled.
- One month written notice is required to cancel.
- Payment may be made by major credit card or check. Hours must be prepaid by the 5th of month or discount is rescinded. Bounced checks subject to \$50 service charge. In addition, discount may be rescinded. Two bounced checks will force another means of payment to maintain plan pricing (credit card on file).
- Minimum 1 hour on-site service call. Minimum ½ hour remote service call.
- Surcharge for service calls over 20 miles from shop are billed at \$2.50/mile over the 20 miles, one-way.
- Unused hours do not rollover.

Pro-Active Service™ includes:

- Installation and configuration of remote access tools to monitor and remotely address network issues.
- Priority emergency support.
- Scheduled visits to monitor: virus protection, backup status, windows patch management, user/desktop support, and maintenance of a client punch list.



Additional Services

PreScan™ Spam Filtering:

Call for Quote

Catch SPAM and viruses out on the internet, BEFORE it hits your mail server.

Call for Quote per mailbox, Prescan™ Virus Filtering. (Five mailbox minimum, monthly rate, billed quarterly)

Workstation Imaging:

Call for Quote

Different from a backup, an image file is a snapshot of everything on your hard drive at the sector level. Should you lose a hard drive on your workstation, an image is able to be restored to the machine VERY quickly. This can save as many as three or more hours in labor costs over completely re-installing an operating system and software manually²⁻³.

We will keep a copy (up to 40GB)¹

Server Imaging:

Call for Quote

Creating an image in addition to your backup can shave a day or more off the time it takes to restore your server from a catastrophic hardware failure or an unexpected operating system crash²⁻³

Price depends on the complexity of the server and the amount of data being imaged.

Hosted Mail (IMAP /POP/HTTP)

Call for Quote

Hosted mail servers are compatible with most mail clients, most mobile phones. Remote Web Access is available. Client management of mail accounts via web portal.

Price depends on number of mailboxes, features requested, and storage requirements.

Ecommerce Web Design and Support

Call for Quote

We can setup and manage your ecommerce site for much less than you think.

Please note:

1. We will keep a copy of your data image for 3 months.

2. Restoring operating system images should only be done on a system with very similar hardware. Images of operating systems generally cannot be restored to different hardware (motherboard and disk controllers). Whenever major hardware or key software is installed, a new image should be created to greatly increase the odds of a successful restoration.

3. This is a service designed to augment your backup strategy and provide a much faster method of restoring key software and operating system data. NETNOLIMITS in no way guarantees the integrity of the image data. In the event of an unsuccessful restoration; NETNOLIMITS will only be responsible for the cost of the imaging service.