



	itro Advanced	itro Ultimate
<b>Per endpoint <sup>(1)</sup>, per month</b>	<b>\$90</b>	<b>\$120</b>
<b>Endpoint Monitoring</b>	✓	✓
<b>Network Device Monitoring <sup>(2)</sup></b>	\$17 per device, per month	\$17 per device, per month
<b>Reporting</b>	✓	✓
<b>Antivirus</b>	✓	✓
<b>Service Desk Remote Support</b>	✓	✓
<b>Security Patching</b>	✓	✓
<b>Backup Monitoring <sup>(5)</sup></b>	✓	✓
<b>Backup Issues/Security Patching Issues</b> Diagnosis and Repair	✓	✓
<b>Advanced Firewall Monitoring <sup>(4)</sup></b>	✓	✓
<b>Firewall Maintenance/Upgrades</b>	✓	✓
<b>itro DNS Protect</b>	✓	✓
<b>itro Endpoint Protection</b>	\$10 per endpoint, per month <sup>(optional)</sup>	\$10 per endpoint, per month <sup>(optional)</sup>
<b>On-site Support</b>	× <sup>(3)</sup>	✓
<b>On-site Routine Visit</b>	×	✓
<b>Annual Training Session</b> (Varying topics – 1 hour)	<b>50% off</b> (original cost = \$1,440)	✓
<b>Annual External Vulnerability Scan</b>	<b>50% off</b> (original cost = \$960)	✓

- (1)** An 'end-point' is any Desktop (Windows or Mac), Laptop, Tablet or Server (physical or virtual).
- (2)** Only applies to Network Switches, Routers, Firewalls and Wireless Access Controllers (Access Points excluded).

- (3)** On-site support is at itro's standard hourly rates.
- (4)** Only applies to WatchGuard products.
- (5)** Only applies to itro approved solutions.



# itro Managed IT Support Plans | No lock-in Contracts



**Inclusions and Exclusions within itro Support Plans:** All itro Support Plans are offered on an 'in good faith' basis. This summary of inclusions and exclusions does not encompass every circumstance. Where circumstances arise that are not specifically mentioned below, we will flag these with you and work to a mutually agreeable solution.

## itro Advanced and Ultimate Support Plans include:

- Installation of specialised itro remote management agents on your end-points\* (\*any Desktop (Windows or MAC), Laptop, Tablet or Server (physical or virtual)).
- Regular remote updates with latest Microsoft and common third-party vendor software patches for your computer operating system.
- Proactive identification of issues advised via email notification.
- Our standard hourly rates are **\$185** for Technical or Service Desk support and **\$240** for Senior Technical Engineers.
- Travel is charged at **50%** of the standard hourly rate.

### itro Advanced

**Intermediate Security Level with some Bill Fluctuation.  
Shared Management of IT Risk**

Proactive Device Monitoring and Management, **PLUS** Remote Support.

#### Includes:

- Remote Support, incorporating general ad-hoc, time and material issues, including PCs, MACs and Servers, as well as general day-to-day issues (eg, adding/removing users, virus issues, machine reload, printing issues, wireless issues, backup issues).
- On-site Support charged at our standard hourly rate (refer to itro Advanced Plan costs).
- Liaising/assisting, where possible, with third-party software vendors for Line of Business applications (capped at **four (4) hours per month**). **A Line of Business application is anything other than Microsoft Windows, Office or Adobe Acrobat Reader.**

#### Does not include:

- Travel to or from your site unless the site is located within five (5) kilometres of itro's office.
- On-site Support charge at our standard hourly rate.

### itro Ultimate

**Set Bills with No Extra Cost.  
itro Fully Manages Your IT Risk**

Proactive Device Monitoring and Management, **PLUS** All Levels of itro Support.

#### Includes:

- Everything covered under itro Advanced **PLUS**:
- On-site Support.

#### Does not include:

- Travel to or from your site unless the site is located within five (5) kilometres of itro's office.

## All itro Support Plans do not include:

- 'Out of Hours' Support.
- **Office moves / quoted work / planned project / new work / setup of new printers / setup of new computers, or computers not previously supported by itro.**
- **Secure destruction\* and Eco-Recycling of PCs, Laptops, Servers and printers. This service is available, and charged at a rate of \$15 per device.** \*All hard disks are removed from hardware and securely shredded.
- Third party audits eg. Microsoft Software Asset Management (SAM) Audits, security audits, compliance audits.
- Website modifications.
- Consumables (eg, printer toners and freight).
- Hardware / software assistance with third-party software vendors for Line of Business applications in excess of four (4) hours per month.
- Support for Operating Systems, software or hardware no longer supported by the vendor/manufacturer, or flagged as 'end-of-life' by the vendor/manufacturer.

## Terms and Conditions

- Prices **do not** include GST.
- On-site visits are charged per hour with a minimum of one (1) hour. Following the first hour, time is charged in 30-minute blocks.
- Remote support is charged in six (6) minutes increments.
- Travel time applies if greater than five (5) kilometers from itro. Travel is charged in 30-minute blocks.
- itro reserves the right to charge our standard hourly rate for support related to hardware items that are no longer covered by manufacturer warranty and/or greater than three (3) years old.
- All itro Support Plans require 30-days notification period before they can be terminated.
- All itro Support Plans require a minimum of five (5) devices.
- Subscription to an itro Support Plan applies to all business devices within your organisation. Devices cannot be selected ad-hoc, covered by multiple itro Support Plans or swapped between different Support Plans at will.
- Prices are reviewed annually on 1 July.
- itro reserves the right to change these Terms and Conditions at any time without prior notice.
- Any endpoints requiring support by itro must have itro's RMM support agent installed. Any devices without this agent will not be eligible for support.
- All information provided in this document is subject to change in accordance to [itro's Privacy Policy](#).