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- ✓ Included in the plan
- 💰 Available for additional fee
- ✗ Not available on this plan

itro Managed IT Support Plans		itro Advanced	itro Ultimate
		Proactive Remote	Proactive Remote + Onsite
		at a glance...	Covers most day to day remote support requests for fixed monthly fee
			Covers most day to day remote & on-site support requests for fixed monthly fee
Recurring Fees	Per device/endpoint (Windows PC/Laptop, Mac PC/Laptop, Server Physical or virtual)	\$100	\$ 130.00
	Minimum number of endpoints	>5	>5
	Network device (managed switch, router or firewall)	\$ 18.00	\$ 18.00
Benefits	Service Desk Remote Support	✓	✓
	On-site Support	💰 (Hourly Rate)	✓
	On-site Scheduled Visit	💰 (Hourly Rate)	✓
	IT Strategy and Planning Meetings	✓	✓
	Endpoint Monitoring	✓	✓
	Endpoint Reporting	✓	✓
	Endpoint Anti Virus	✓	✓
	A/V Issue Rectification	✓	✓
	Endpoint Patching	✓	✓
	Patching Rectification	✓	✓
	Backup Monitoring	✓	✓
	Backup Issue Rectification	✓	✓
	Backup Audits	✓	✓
	Disaster Recovery Tests	💰 (Hourly Rate)	💰 (Hourly Rate)
	Firewall Maintenance/Updates	✓	✓
	Annual Information/Training Session	💰 (\$720)	✓
	Annual External Vulnerability Scan	💰 (\$480)	✓
	Line of Business Application Support (A Line of Business application is anything other than Microsoft Windows, Office)	💰 (Hourly Rate)	💰 (Hourly Rate)
	Support for Operating Systems, software or hardware no longer supported by the vendor or manufacturer of	💰 (Hourly Rate)	💰 (Hourly Rate)
Optional Add Ons	itro DNS Protect	✓	✓
	itro Endpoint Cybersecurity Threat Detection & Prevention	💰 (\$10 per endpoint)	💰 (\$10 per endpoint)
	Out of Hours Support	💰	💰
	New Work (office moves, quoted, planned projects, setup new devices - PC's, Printers, etc)	✗	✗
	Third party audits, eg. Microsoft Software Asset Management, security audits, compliance audits	✗	✗
	Consumables, eg. Toner cartridges, freight, etc	✗	✗
Out of Scope (Services outside your plan)	Hourly Rate - Service Desk	\$ 185.00	\$ 185.00
	Hourly Rate - Senior	\$ 240.00	\$ 240.00
	Charge Increments - On-site (minimum 1 hour)	30 minutes (0.5 hour)	30 minutes (0.5 hour)
	Charge Increments - Remote	6 minutes (0.1 hour)	6 minutes (0.1 hour)
	After Hours Rate - per 15 mins (avail M-F 7 to 7.30am & 5.30pm -9pm, Weekends 8am to 8pm)	\$ 92.50	\$ 92.50
	Travel Time	💰 (Hourly Rate)	💰 (Hourly Rate)

Terms & Conditions

All prices exclude GST.
 All materials excluded.
 All recurring fees are charged per month or part thereof.
 itro reserves the right to charge our standard hourly rate for any devices no longer covered by manufacturer warranty and/or grater than three (3) years old.
 Quantity of end points to be charged determined by RMM software agent installed on PC's, Mac's or Servers.
 All support plans require 30 days notice prior to termination.
 Subscription to support plans are on an organisation wide basis. Devices cannot be selected adhoc or covered by different support plans.
 itro reserves the right to change these Terms and Conditions at any time without prior notice.
 Prices are reviewed annually on 1 July.
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