

ITEM NO ON-SITE SERVICE CONTRACTS

1	System Audit
2	On-site service / support p/m
3	Remote service / support p/m
4	Breakdown service
5	Same Day response
6	Telephonic support
7	3rd Party support
8	On-site backup service
9	Off-site backup service
10	Virus dev. Updates
11	Virus scanning
12	Spyware removal
13	Add-Aware removal
14	Service pack updates
15	File sharing setup
16	Printer sharing setup
17	Network security setup
18	Network monitoring
19	Cable maintenance
20	Internet setup
21	E-mail setup
22	E-mail backup
23	Software Utilities
24	E-mail monitoring
25	Network diagram
26	Insurance reports

SILVER TIER GOLD TIER PLATINUM TIER

1	2	2
2	2	4
		1
1	1	2
3H	2H	1H
Y	Y	Y
	Y	Y
Y	Y	Y
		Y
Y	Y	Y
Y	Y	Y
Y	Y	Y
Y	Y	Y
	Y	Y
		Y
	Y	Y
Y	Y	Y
Y	Y	Y
	Y	Y
Y	Y	Y
		Y
		Y
Y	Y	Y

REG NO: CC 99 45621/33
VAT: 48 101 909 93

make the informed choice
DATAKEY GROUP

210 MONUMENT RD 979-3966 UPGRADES - REPAIRS - CUSTOM BUILT

AMD Symantec Microsoft SAHARA intel Maxtor SAMSUNG ASUS FlexNet

Service Contract - Terms & Conditions:

- The service contract will be payable one month in advanced..
- The service contract selected will be enforced for the full term of the agreement.
- A full system audit and setup and tweak per PC will be required before the support contract can begin, this is done to stabilise the network and to get all the PC's to operate in a uniform and structured network configuration.
- Parts & spares used for repairs or upgrades cost will be invoiced separate from support agreement on a monthly basis at the end of each month.
- Network infrastructure such as cabling, cable trunkng, connectors, splitters, extender or jumper cables, wall boxes etc.. Does not form part of the support contract costing, but will be invoiced separate from the support contract.
- 3rd party devices such as photo copiers, fax machines, PBX telephone systems, etc does not form part of the support contract and will be invoiced separate.
- 3rd Party software such as Pastel, Quick books, Contact manager etc.. Does not form part of the support contract and will be invoiced separate.
- Telephonic support will only be provided if the problem can be solved over the phone, a breakdown service call should be booked for larger problems or the PC booked into our service centre.
- Response times and service options are strictly linked to service contract tier.
- Contract renewals do not require a new setup & Tweak procedure, a discount is provided for contract periods longer than 3 months & for renewals.
- All prices quoted exclude V.A.T.

1 TO NO OF PC's PEER TO PEER

3 MONTH CONTRACT PERIOD

P/MONTH	P/MONTH	P/MONTH
SILVER	GOLD	PLATINUM

5	>
7	>
10	>
15	>
20	>

R 475.00	R 546.25	R 628.19
R 665.00	R 764.75	R 879.46
R 950.00	R 1,092.50	R 1,256.38
R 1,425.00	R 1,638.75	R 1,884.56
R 1,900.00	R 2,185.00	R 2,512.75

6 MONTH CONTRACT PERIOD (- 2.5%)

P/MONTH	P/MONTH	P/MONTH
SILVER	GOLD	PLATINUM

R 463.13	R 532.59	R 612.48
R 648.38	R 745.63	R 857.48
R 926.25	R 1,065.19	R 1,224.97
R 1,389.38	R 1,597.78	R 1,837.45
R 1,852.50	R 2,130.38	R 2,449.93

12 MONTH CONTRACT PERIOD (- 5%)

P/MONTH	P/MONTH	P/MONTH
SILVER	GOLD	PLATINUM

R 451.84	R 519.62	R 597.56
R 632.58	R 727.47	R 836.59
R 903.69	R 1,039.24	R 1,195.13
R 1,355.53	R 1,558.86	R 1,792.69
R 1,807.38	R 2,078.48	R 2,390.25

1 TO NO OF PC's + 1 x SERVER

3 MONTH CONTRACT PERIOD

P/MONTH	P/MONTH	P/MONTH
SILVER	GOLD	PLATINUM

5	>
7	>
10	>
15	>
20	>

R 625.00	R 718.75	R 826.56
R 875.00	R 1,006.25	R 1,157.19
R 1,250.00	R 1,437.50	R 1,653.13
R 1,875.00	R 2,156.25	R 2,479.69
R 2,500.00	R 2,875.00	R 3,306.25

6 MONTH CONTRACT PERIOD (- 2.5%)

P/MONTH	P/MONTH	P/MONTH
SILVER	GOLD	PLATINUM

R 609.38	R 700.78	R 805.90
R 853.13	R 981.09	R 1,128.26
R 1,218.75	R 1,401.56	R 1,611.80
R 1,828.13	R 2,102.34	R 2,417.70
R 2,437.50	R 2,803.13	R 3,223.59

12 MONTH CONTRACT PERIOD (- 5%)

P/MONTH	P/MONTH	P/MONTH
SILVER	GOLD	PLATINUM

R 594.53	R 683.71	R 786.27
R 832.34	R 957.20	R 1,100.77
R 1,189.06	R 1,367.42	R 1,572.54
R 1,783.59	R 2,051.13	R 2,358.80
R 2,378.13	R 2,734.84	R 3,145.07