



AVENUE 18 COMPUTER - "InstantRemoteHelp.com"

Service and Support
for your Digital
World Since 1989

Plans and Pricing	RATE	BENEFITS	DETAIL	NOTES	NINJA-RMM	PLAN RATE
Intro Rate	\$95.00	STANDARD SERVICE AND SUPPORT Onsite or Remote Repairs	** SUPPORT FOR ** COMPUTERS, LAPTOPS, PC and MAC	* NEW CUSTOMERS ONLY *	NO	N/A
Standard Rate	\$125.00	STANDARD SERVICE AND SUPPORT Onsite or Remote Repairs	COMPUTERS, LAPTOPS, PC and MAC Slightly higher for NAS Supported Computers and Servers \$145/Hr	Standard Rate for Everyday On-Site and Remote Service	NO	N/A
ON-GOING SUPPORT Basic Plan	\$115.00	MANAGED SERVICE AND SUPPORT PLAN Onsite or Remote	ABOVE PLUS REMOTE SUPPORT USING TEAMVIEWER APPLICATION AT A REDUCED RATE	OUR MOST AFFORDABLE SERVICE PLAN INCLUDES 2.5 HRS SUPPORT	NO	\$295 Quarterly or as Required
ON-GOING SUPPORT Deluxe Plan	\$105.00	MANAGED SERVICE AND SUPPORT PLAN Onsite or Remote with increased coverage	ABOVE PLUS TEAMVIEWER SUPPORT DISCOUNT RATE. INCLUDES BASIC SYSTEM AND BACKUP MONITORING	OUR AFFORDABLE FULL SERVICE PLAN INCLUDES 3.5 HRS SUPPORT plus NinjaRMM Monitoring	YES	\$395 Quarterly or as Required
ON-GOING SUPPORT Premium Business	All included	PREMIUM FULL SERVICE AND MANAGED SUPPORT Onsite or Remote	ABOVE PLUS NINJA-RMM INTEGRATED SYSTEM HEALTH MONITORING, BONUS BACKUPS AND PRIORITY RESPONSE	Best for Legal, Medical and Finance. Coverage 5 Days M-F Business hours only.	YES	\$495 Quarterly
ON-GOING SUPPORT Elite Business	All included	ELITE FULL SERVICE AND MANAGED SUPPORT Onsite or Remote	ALL OF ABOVE SERVICES PLUS BONUS MULTI-LEVEL BACKUPS, SYSTEM REPORTS COVERAGE FOR USERS LAPTOP & TOP PRIORITY RESPONSE	Best for Legal, Medical and Finance. Top priority 24/7 coverage included.	YES	\$595 Quarterly
ADD 1 USER/SERVER	\$105/Qtr	Expand coverage for your staff at an affordable monthly Rate	ADD TO PREMIUM or ELITE PLAN Add a MS Server for \$135/Month. Negotiable plans for larger offices with 5 Users+	Corporate Support plan add user to Backup Plans, system health monitoring	YES	FULL SUPPORT

Fine Print

Laptop or MAC Shop Service \$145/Hr -- Microsoft Server \$155/Hr

Parts and System Upgrade labor additional

Unused Labor Expires after 1 year of purchase

Need Remote Access to your Office PC(s)?? Add Teamview Remote to an existing plan for \$30 per month.

Whats included: Support for General Windows issues, MS Office/365, Outlook, everyday glitches and error troubleshooting, junkware removal, system tuneups, Web Browser issues and More.

All Plans include TEAMVIEWER Integrated Remote. Choose from the default Full System Access or or manually load Teamviewer and furnish a unique password to the Technician each time. Full Access recommended for the fastest and easiest remote support and to permit anytime maintenance & backups without customer present.

We offer Deeper Protection for your Hardware & Data.

NinjaRMM is a Professional Remote Maintenance and Management Application used by Avenue 18 Computer to bring you world class System Health Monitoring and InstantRemoteHelp when you need IT.

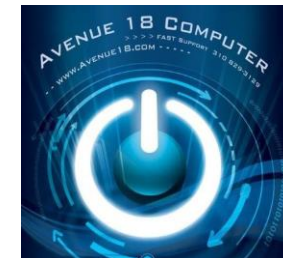
NinjaRMM quietly tracks system health and hardware parameters yielding clear Charts, Graphs, and detailed lists. Corporate IT level tools included **device inventory**, Update patch manager and optional integrated Anti-Virus. We manage all your Cloud Backups and make further Image Backups - that most users do without.

We track Hard **Drive Free Space**, Monitor Virus Attacks, perform System Updates, reboot frozen computers, Check CPU activity levels, whatever it takes to keep your **systems running optimally**.

We use this detailed system information to **Age/Power Rank** your hardware to help determine when and which computer is due for an Upgrade or choose Full replacement.

Avenue 18 Computer is an experienced **Custom PC** and Server Builder.

Consult with us on your next upgrade or Technology Project.



Cell: 310 829-3129 or Ofc: 213 928-3129

- John Compton -

- Avenue18 Computer -

Please Leave a Detailed Message as Necessary