

## IWSC's offer for business maintenance service

### IWSC's business maintenance packs include the following services:

- technical support services
- installation and configuration of hardware, software and communications informatics products
- software or hardware updates
- working with customer's IT management systems
- basic training for usage of systems and specific application products
- hardware and software diagnosis
- repairs

### I. Pack Equipments

Maintenance fee for this pack is calculated depending on equipments type and their number.

Equipment to make maintenance for	u.m.	monthly fee
<b>Desktops</b>		
Intel Pentium III or equivalent	system	€ 10
Intel Pentium IV or equivalent	system	€ 15
Intel Core (or recent) or equivalent	system	€ 17
<b>Notebooks</b>		
Intel or equivalent	system	€ 17
<b>Servers</b>		
Server with Windows OS	system	€ 70
Server with Linux OS	system	€ 50
<b>Printer</b>		
Printer maintenance	unit	€ 10
<b>Telephone exchange</b>		
Telephone exchange maintenance	unit	€ 10
<b>Videoconference/teleconference system</b>		
Maintenance for videoconference/teleconference system	unit	€ 14
<b>Network</b>		
Network maintenance	system	€ 15

For this pack type, the monthly fee includes 4 hours/month/contracted equipment of maintenance time.

## II. Pack Hour

Maintenance fee for this pack is calculated independently on equipments type and their number, but on a minimum hours pack, customized to every contract.

The list price for the minimal hours is € 30 + VAT/hour/specialist.

### **The list price for extra hours (available for both maintenance packs):**

#### **a. request with traveling to client's location**

- extra hour, working days, working hours: € 30 + VAT/hour/specialist
- extra hour, working days, outside working hours: € 40 + VAT/hour/specialist
- extra hour, non-working days: € 50 + VAT/hour/specialist

#### **b. request without traveling to client's location (phone, fax, internet)**

- extra hour: € 15 + VAT/hour

#### **c. other informatics services**

- € 30 + VAT/hour/specialist

Billing and payment is made in lei at the NBR of billing.

This offer can be modified without prior notification.

The prices in this offer are list prices. They can be negotiated depending on the contract.

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