



Solve Your Computer Service and Support Problems!

You can solve your computer service & support problems with LANVis Corporation. Our company provides a simple, wide-ranging and affordable program to take care of almost any service & support situation.

What do you do? What do we do?

- You make one initial payment.
- We subtract service & support charges from that initial payment.
- We reduce your service & support charges. The higher the level you choose, the greater the overall cost reduction.

What makes our program attractive to you?

- You don't make a long term or costly commitment.
- Our services are provided to you at a discounted rate.
- Service & support arrangements are simplified - for you and us.
- You get priority attention.

What service and support is covered for you?

You're covered for almost any service & support need whether it's depot, onsite or emergency work. We can help you whether you're a home computer user or a large company [see attached examples]. Our customers already use their service & support programs in many ways:

- Outsourcing
- Rapid & Convenient Response
- Training
- Special Projects
- Regular Upgrades and Maintenance
- Consulting

Rates:

Level	Plan Type	Emergency On-Site (Same day)	Scheduled On-site	Carry-in or Depot	Detailed Billing	Plan Cost
Standard	---	\$125.00/hour	\$ 95.00/hour	\$ 75.00	---	---
Basic	Prepaid	\$100.00/hour	\$ 85.00/hour	\$ 65.00	+\$ 100.00	\$ 850.00 ^{+tax}
Silver	Prepaid	\$ 95.00/hour	\$ 80.00/hour	\$ 60.00	+\$ 185.00	\$ 2,000.00 ^{+tax}
Gold	Prepaid	\$ 90.00/hour	\$ 75.00/hour	\$ 55.00	Included	\$ 2,750.00 ^{+tax}

Notes:

1. Travel time – ½ hour free, additional travel time will be billed
2. Reports – A Summary Report is provided upon completion of the agreement. Detailed reports are available at additional cost. (Depending on the service level)
3. Phone support is billed at the 'Carry-in/Depot' rate.

PRE-PAID SERVICE AGREEMENT

Company Name: _____

Contact Name: _____

Address: _____

Phone: _____ Ext. _____

Level: **Basic** **Silver** **Gold**
 (\$850.00) (\$2,000.00) (\$2,750.00)
+tax +tax +tax

Detailed Billing

Payment Options: #: _____ Exp Date [mth/yr] _____

Cheque Enclosed Purchase Order #: _____

Authorized Signature: _____

Notes: All services will start once full payment is received.



The LANVis Corporation Service and Support Program cont...

You're covered for almost any service & support need whether it's depot, onsite or emergency work. We can help you whether you're a home computer user or a large company. Our customers already use their service & support programs in many ways:

- Outsourcing:

A small R&D company installed new computers and a Windows NT network. Through a service & support program of regularly scheduled visits, we took care of all their regular computer and network needs.

- Special Projects:

A medium sized manufacturing company needed to add Internet Email capabilities. With a service & support program, we provided the extra manpower and expertise for the project rollout.

- Rapid & Convenient Response:

A University department made arranging a service call easy for their staff. With our service & support program, authorized staff simply make a phone call to arrange a service visit - no additional purchase orders and no extra paperwork.

- Regular Upgrades and Maintenance:

A home-business client found it difficult to constantly update their computer hardware and software with frequent upgrades released by manufacturers. With our service & support program, we made regular, monthly visits. We updated software and hardware drivers, firmware, BIOSes, software service releases, anti-virus and security patches, and numerous other items. At the same time, we provided routine maintenance and diagnostics.

- Training:

A client purchased a computer video and animation production solution from us. They found the computerized techniques very different from the traditional techniques that they were familiar with. We arranged training to help them learn the new techniques. A service & support program covered several training sessions. **Lighthouse Animation**, a video and animation production partner, provided the training.

- Consulting:

A company modified a computerized process control system. They needed to document the changes. We organized information about the new system into one paper and electronic manual. The information came from sources like screen captures, computer databases, and paper documents. A service & support program made this work easy and affordable.

What can it be used for?

- ***Outsourcing***
- ***Special Projects***
- ***Rapid, Convenient Response***
- ***Regular Upgrades & Maintenance***
- ***Training***
- ***Consulting***
- ***And almost any other service & support requirement***