

# Your Time is Important - Protect it.

Let's face it; bad things happen. Stuff breaks. No matter how well we take care of our technology, how dutifully we back up, update and maintain, things fail. This is where Graphite comes in.

## Introducing: G-PRO

G-Pro is a monthly subscription with no contract agreement necessary. Pay a flat fee for each computer or device you need supported, and let Graphite handle the rest.

Need Network or Server support? Add on a Server package or the cloud-based Graphite Network Monitoring system. All G-Pro Memberships include installation of the G-Scout monitoring client and access to Graphite Documentation.

And the best part? G-Pro puts you at the front of the line.

	G-PRO BRONZE	G-PRO SILVER	G-PRO GOLD
Support Time-To-Response	Within 48h, Monday - Friday, Business hours	Same Day, Monday - Friday, Extended Hours*	Same Day, Monday - Friday, Extended Hours*
On-Site Support of Covered Devices	\$125/hour, plus travel time	\$125/hour, plus travel time	INCLUDED!
Remote Support of Covered Devices	\$99/hour	INCLUDED!	INCLUDED!
G-Scout Monitoring Client and Graphite Documentation	INCLUDED!	INCLUDED!	INCLUDED!
	<b>Pricing Per Device Monthly (Annually)</b>		
Mac/iOS	\$20 (\$229)	\$50 (\$589)	\$150 (\$1600)
Network	\$30 (\$349)	\$65 (\$769)	\$199 (\$2199)
Server	n/a	\$75 (\$879)	\$219 (\$2499)

Setup and initial consulting fees may apply

Contact a Senior Support Engineer for more information.  
[support@graphiteas.com](mailto:support@graphiteas.com) - 608-838-6650

## Definitions

- 🖥️ *Mac/iOS Device* - Macintosh Computers running MacOS 10.10 or later, and iPad, iPhone, or iPod touch devices running iOS 10 or later.
- 🖥️ *Server* - Synology NAS devices, Macintosh Computers running Server to provide VPN, Filesharing services, etc. Graphite retains the right to define "server" devices on a case-by-case basis.
- 🖥️ *Network Device* - Router or Switch configured and deployed by Graphite Inc. Access points MAY be included with a Router device, inquire for details.
- 🕒 *Extended Hours* - Defined on a per-client basis to include additional morning or evening hours. Late night or 24 hour coverage available for an additional fee.
- 🖥️ *G-Scout* - a software monitoring client that relays crucial information to Graphite about a computer's performance and security.

## Terms and Conditions

Graphite Inc. reserves the right to cancel service at any time. Time-to-response depends on available support technicians, G-Pro service level, and local traffic and weather conditions. Gold members take priority over Silver, who take priority over Bronze, who retain priority over non-G-Pro clientele. Graphite will evaluate issues within the subscribed limits and decide on a course of action. Non-critical items may be delayed until normal business hours, with or without a workaround. G-Pro must be purchased for all eligible units for a given site.

Technicians will exhaust available remote support options before on-site support is provided. Graphite reserves the right to impose reasonable limits on included on-site and remote support options.

Remote support is billed in .25 hour increments.

On-site support bills the initial hour at \$125, then subsequent .25 hour increments. The customer is also billed travel time from Graphite East to the customer's location.

This document is not a binding contract and is provided for informational purposes only.