



MOTIONBORG, INC.
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COMPUTER SUPPORT SERVICES OVERVIEW

Account Overview

MOTIONBORG's Offers two types of computer support services: [On-demand](#) and [Service Plus](#)

On-demand Account MOTIONBORG will provide you on-site support by our senior level technicians and network experts when you call to schedule a service technical support. We maintaining your computer network information as well as your third party vendors contact information for usage when we servicing your company and speed up the service process. You call us when you have a problem, when you think that your computers need to be maintain or when you want to implement a new technology. We will send a technician as soon as one becomes available.

Service Plus Account you **priority service** for technical telephone/remote support as well as on-site support for computer related problems & many software applications. Opening a Service Plus Account gives you access to your Personal Identification Number and Security Code which you will use to schedule service appointments and get immediate telephone/remote support on numerous software applications. You can also call us and we will open a ticket for you. In addition our rates are lower that On-Demand accounts and you get and specific amount of hour per month allocated to your account that ensure the availability for phone or remote access support whenever you need immediate help.

Our Ticket System (Only for service Plus Accounts)

The following are advantages of using MOTIONBORG's 128 bit Secure Encryption Ticket System

- Keep track of problems and help you faster in the event a problem reoccurs.
- Your will save time and money when we service your computers since you and MOTIONBORG's technicians will be able to reference your computer problem history and fix reoccurring issues in a faster way.
- You will be able to track the status of your problems
- You will receive assistance in a more organized way.
- You can also reference a previous problem and find the solution without contacting any of our support representatives.
- You will have access to helpful information about common problems

All the information you enter into the Ticket System is 128bit Encrypted from the time it leaves your computer to the time it reaches our support servers, then it remains there behind our top of the line hardware and software firewall systems to make it available to MOTIONBORG's support staff and to you the next time you access the ticket system ensuring that the information you enter into the Ticket System is secure.

On-Demand Account

Benefits (Items grayed out are not available for this type of account)

- One Step Solutions for every computer concern, from appointment scheduling to software support
- All senior level technicians & network experts
- You can track previous problems and their solutions on our 128 bit Secure Encryption Ticket System
- Reduced Service Rates of unplanned service expenses & day to day computer problems
- 2 hours of network assessment upon Signup
- Personal Identification Number and Security Code
- Access to MOTIONBORG's 128bit Secure Encryption Problem Reporting Computer Support Ticket System at: <https://secure.motionborg.com/ticket>
- Maintaining your information as well as your third party vendors contact information for usage when we service your company.
- 2 Hour network assessment every 4 Months
- Phone and Remote Support
- On-site Support

Note: Items grayed out are not available for this type of account

Fee Schedule

Service	Rate	Minimums
Normal, scheduled, On-Site Consultations, support and service for PCs	\$95 /hour	1.5 hour minimum*
Emergency Response*	\$15 per hour additional	1.5 hour minimum*
Carry-In Service or Consultation at MOTIONBORG Offices	\$15 per hour discount	½ hour minimum
Telephone Support	Only Available for Service Plus Accounts. Call one of our representatives to find out more.	
Remote Access Support (dial-in, Internet, PC Anywhere, Remote Desktop, WinVNC)		
Research, Proposals, Project Management and Reports	\$75 per hour	½ hour minimum
Projects, Events, or Group Training	As Arranged	
ON-SITE TRIP CHARGE 2 hours or less = full trip charge Between 2-4 hours = half trip charge 4 hours or more = NO Trip charge	\$25*	
*special allowances for regular customers and situations		

Service Plus Account

Benefits

- One Step Solutions for every computer concern, from appointment scheduling to software support
- All senior level technicians & network experts
- You can track previous problems and their solutions on our 128 bit Secure Encryption Ticket System
- Reduced Service Rates of unplanned service expenses & day to day computer problems
- 2 hours of network assessment upon Signup
- Personal Identification Number and Security Code
- Access to MOTIONBORG's 128bit Secure Encryption Problem Reporting Computer Support Ticket System at: <https://secure.motionborg.com/ticket>
- Maintaining your information as well as your third party vendors contact information for usage when we service your company.
- 2 Hour network assessment every 4 Months
- Ensures availability for Problem Reporting/Phone Support
- On-site Support

Available Plans

One Time Setup Fee is used to keep your information secure on file and to configure our computers to access your computers remotely.

Type	Per Month	Setup Fee	Includes
Service Plus 1 to 4 PC's	\$160	\$150	2 H/R of Problem Reporting/Phone/Remote Support per month
Service Plus 5 to 8 PC's	\$320	\$150	4 H/R of Problem Reporting/Phone/Remote Support per month
Service Plus 9 to 12 PC's	\$480	\$150	6 H/R of Problem Reporting/Phone/Remote Support per month
Service Plus 13 to 16 PC's	\$640	\$150	8 H/R of Problem Reporting/Phone/Remote Support per month
Service Plus 17 to 20 PC's	\$800	\$150	10 H/R of Problem Reporting/Phone/Remote Support per month
Service Plus over 20	CALL		

Fee Schedule

Service	Rate	Minimums
Normal, scheduled, On-Site Consultations, support and service for PCs	\$75 /hour	1 hour minimum*
Emergency Response*	\$15 per hour additional	1 hour minimum*
Carry-In Service or Consultation at MOTIONBORG Offices	\$15 per hour discount	½ hour minimum
Telephone Support	\$80 /hour	15 minute increments
Remote Access Support (dial-in, Internet, PC Anywhere, Remote Desktop, WinVNC)	\$80 /hour	15 minute increments
Research, Proposals, Project Management and Reports	\$70 per hour	½ hour minimum
Projects, Events, or Group Training	As Arranged	
ON-SITE TRIP CHARGE 2 hours or less = full trip charge Between 2-4 hours = half trip charge 4 hours or more = NO Trip charge	\$25*	
*special allowances for regular customers and situations		

Note: Service Plus Account Phone Support Hours do not roll-over to the next month if not used within the applicable month. Network assessment applies for up to 10 computers (\$50 for each additional computer). You may cancel your account at any time with at least 30 days prior notice. On-site support is billed on half hour blocks after the first hour. Scheduled service call cancellations must be 24 hours in advance to avoid a \$50 cancellation fee.

How to Activate Your Account

Opening a Computer Support Service Account with MOTIONBORG's is fast and easy. Contact a MOTIONBORG Representative (Phone: 954.441.1049) to request the Computer Support Service Order Form, read through it and sign the Terms & Conditions. Once the paperwork is completed, you may schedule services for your computer, obtain phone support, and receive reduce service rates depending on your account type. Service Plus Accounts will receive a Welcome Packet that will include your Personal Identification Number, Security Code, and instructions on how to access our 128 bit Secure Encryption Ticket System to report problems as well as to schedule services.

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