



Azul Corporate Service Agreements
Outline of Rates and Services

	Without Service Agreement	With Azul Silver Agreement	With Azul Gold Agreement
Number of computers and servers	0-4	5 – 10	11 – 30
Desktop PC and Basic Network Support	€45 / hour	€ 40 / hour	€ 38 / hour
Server/Advanced Network Support	Not available	€ 45 / hour	€ 43 / hour
Graphic and Web Design Services	€45 / hour	€ 40 / hour	€ 38 / hour
After Hours Service *	Not available	Add 50%	Add 50%
Emergency Service **	Not available	Add 50%	Add 50%
Monthly Management fee ***	Not applicable	€ 80 / month	€ 80 / month
Minimum Billing for Phone and E-mail Support	Not available	1/2 hour	1/2 hour
Call out Charge (Palma)	€ 15	€ 10	€ 10
Dedicated Project Manager	Not available	Included	Included
Priority Response Time for Emergencies	Not available	Included	Included
Access to Network of IT Partners + Contractors	Not available	Included	Included
Annual IT Audit	Not available	Included	Included
Minimum monthly Expenditure	Not relevant	€ 250/month	€ 500/month

* After Hours Service is outside of normal business hours (Monday - Friday, 10am – 8pm)

** Emergency Service is when on-site service is required with less than 4 hours notice

*** Monthly Management Fee includes up to four phone or email support sessions per month, monthly planning and coordination meetings as required, all general administrative expenses.