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Memo

Introducing Proactive Monitoring Services and Rate Changes

To: All Customers
From: JETCO Computer Systems
Re: Proactive Monitoring Services & Rate Changes

JETCO Computer Systems remains dedicated to providing the highest quality customer service. Ensuring that your data and security of your computer systems is our primary concern; we are adding a level of proactive monitoring services to the existing quality service now offered by JETCO Systems. Additionally, because of the rising cost of doing business, we are also restructuring our pricing levels. For some customers, this will result in a cost savings, for others the costs will increase. E-Mail support will remain free of charge.

The following rate changes take effect on Monday, October 17, 2005:

Proactive Monitoring Contractual Services:

- Data Protection & System Security Service¹
 - Tape Backup Monitoring
 - UPS Power Monitoring
 - Antivirus update and scanning monitoring
 - System operating system and application patching²
 - Spyware scanning & removal monitoring
 - Software update installations³
- Web/e-mail hosting Service⁴
 - Disk quota monitoring
 - Domain registration tracking
 - E-mail Domain Antivirus updates
 - Domain management
 - Adding new users, setting up email accounts

Proactive Monitoring Service Charges:

- Data Protection & System Security Service
 - Server Environment - \$95/month for all systems
 - Pseudo Server Environment - \$75/month for all systems
 - Workstation only Environment - \$50/month for all workstations (4 Max)
- Web or e-mail hosting Service
 - Web hosting - \$9.00/month (\$4.00/month with Data Protection Service Contract)
 - E-mail hosting - \$4.00/month (\$2.00/month with Data Protection Service Contract)

¹ Data Protection/Security Services require after-hours office access, broadband internet with remote connection capability, tape backup & UPS software capable of remote monitoring, and Symantec corporate antivirus. Office staff will be responsible for tape cartridge management.

² OS patching does not include non-automated patches such as service packs.

³ Software Updates do not include the price of the software nor new installations; updates only; all other installations billed hourly.

⁴ Web/E-mail service requires XO web hosting and full JETCO administration.

Hourly rates & Service Charges⁵:

- Onsite service
 - Business Labor for General repair: \$100.00 / hour **1 hour minimum**
 - Residential & Home Office repair: \$85.00 / hour **1 hour minimum**
- Remote service (requires remote connectivity)⁶
 - Business Labor for General repair: \$80.00 / hour
 - Residential & Home Office repair: N/A
- Contract services (service provided by vacation coverage or other vendor supplied by JETCO Computer Systems/Remote service not offered for contract services)
 - Business Labor for General repair: \$80.00 / hour **1 hour minimum**
 - Residential & Home Office repair: \$65.00 / hour **1 hour minimum**
- New/existing Workstation setup (HW setup, network connectivity, software installation, etc)
 - JETCO built workstation: \$175 flat fee
 - **Non-JETCO** built workstation (Dell, etc): \$200 flat fee
- Workstation Operating System reinstall
 - Operating system install only: \$200 flat fee (Customer provides Microsoft software Code)
 - Data migration with OS reinstall: \$75 flat fee
- Surcharges
 - "Emergency Service": \$25 flat fee surcharge⁷
 - Holiday Service: \$50 flat fee surcharge

Networking Charges:

- In-wall Network Wiring: \$175.00 each wall drop (Does not include hardware components)

Web Design:

- Initial Design (Home Page, Contact Page, + one additional page): \$300.00
- Domain/hosting setup: Above Hourly rates apply

⁵ Hourly rates billed in rounded-up 15 minute increments after minimum time elapses. Service charge prices do not include hardware or software costs

⁶ JETCO Systems reserves the right to determine the ability to perform remote vs. onsite service based on the type of service needed and an estimation of the ability to perform the work remotely.

⁷ Emergency service is service required on the same day that is previously unscheduled.