



All pricing is per server and in addition to each server(s) lease rates defined at time of sign-up.

Support Type - Contact

	Max per Month	Method	Dedicated Server	Basic Managed	Select Managed	Premium Managed
Advanced Support (AS)	-	Request	\$99/hr	\$79/hr	\$79/hr	\$69/hr
Root Access	-	Constant	Included	Included	Not available	Not available
24/7/365 Chat Support	-	Request	Included	Included	Included	Included
24/7/365 Ticket Support	-	Request	Included	Included	Included	Included
24/7/365 Knowledge Base	-	Request	Included	Included	Included	Included
24/7/365 Phone Support	-	Request	Included	Included	Included	Included

Support Type - Hardware

	Max per Month	Method	Dedicated Server	Basic Managed	Select Managed	Premium Managed
Network Status Page	-	Constant	Included	Included	Included	Included
Network Usage Statistics	-	Constant	Included	Included	Included	Included
Hardware Firewall Management			Included	Included	Included	Included
Hardware Load Balancer Management			Included	Included	Included	Included
Hardware Firewall SNMP monitoring support			AS	Requested	Requested	Requested
Hardware Load Balancer - SNMP Support			AS	Requested	Requested	Requested
Private Network Link Monitoring	-	Constant	AS	Included	Included	Included
Disk Usage Statistics	-	Constant	AS	AS	Included	Included
Disk Usage Statistics Advanced	-	Constant	AS	AS	Included	Included
Disk Integrity Monitoring with Notification	-	Constant	AS	AS	Included	Included
RAID Integrity Monitoring with Notification	-	Constant	AS	AS	Included	Included
CPU Monitoring with Notification	-	Constant	AS	AS	Included	Included
RAM Utilization Monitoring with Notification	-	Constant	AS	AS	Included	Included
SWAP Utilization Monitoring with Notification	-	Constant	AS	AS	Included	Included
Server ICMP (Ping) Monitoring with 5 min Reboot option	8	Constant	AS	AS	Included	Included
Disk Integrity Monitoring with Management	-	Constant	AS	AS	Included	Included
RAID Integrity Monitoring with Management	-	Constant	AS	AS	Included	Included
CPU Monitoring	-	Constant	AS	AS	Included	Included
RAM Utilization Monitoring	-	Constant	AS	AS	Included	Included
SWAP Utilization Monitoring	-	Constant	AS	AS	Included	Included
Hardware Firewall VPN User Setup		Request	AS	AS	\$50 setup	\$50 setup
Hardware Firewall Site to Site VPN		Request	AS	AS	\$50 setup	\$50 setup
Hardware Load Balancer - Custom Script Setup		Request	AS	AS	Included	Included

Support Type - Software

	Max per Month	Method	Dedicated Server	Basic Managed	Select Managed	Premium Managed
Evault Setup		Request	AS	Included	Included	Included
Plesk Functionality			AS	Included	Included	Included
cPanel Functionality			AS	Not Available	Not Available	Not Available
Email Bounces	4	Request	AS	Included	Included	Included
Webmail Interface Trouble Shooting		Request	AS	Included	Included	Included
Email Client Trouble Shooting		Request	AS	Included	Included	Included
Windows Best Practices Configuration		Inception	AS	Included	Included	Included
Linux Best Practices Configuration		Inception	AS	Included	Included	Included
OS Patch Management		Automated	AS	Included	Included	Included
Operating System Reactive Support		Request	AS	Included	Included	Included
FTP Daemon Monitoring	-	Constant	AS	AS	Included	Included
MySQL Daemon Monitoring	-	Constant	AS	AS	Included	Included
PostgreSQL Daemon Monitoring	-	Constant	AS	AS	Included	Included
MsSQL Daemon Monitoring	-	Constant	AS	AS	Included	Included
Apache Daemon Monitoring	-	Constant	AS	AS	Included	Included
Bind Daemon Monitoring	-	Constant	AS	AS	Included	Included
Plesk Daemon Monitoring	-	Constant	AS	AS	Included	Included
SSH Daemon Monitoring	-	Constant	AS	AS	Included	Included
RDP Service Monitoring	-	Constant	AS	AS	Included	Included
Total Processes Monitoring	-	Constant	AS	AS	Included	Included
Zombie Processes Monitoring	-	Constant	AS	AS	Included	Included
NFS or Samba Daemon Monitoring	-	Constant	AS	AS	Included	Included
Forefront Service Monitoring	-	Constant	AS	AS	Included	Included
Exchange Service Monitoring	-	Constant	AS	AS	Included	Included
Hyper-V Service Monitoring	-	Constant	AS	AS	Included	Included
IIS Service Monitoring	-	Constant	AS	AS	Included	Included
Alerter Service Monitoring	-	Constant	AS	AS	Included	Included
IAS Service Monitoring	-	Constant	AS	AS	Included	Included
RPC Service Monitoring	-	Constant	AS	AS	Included	Included
Evault Agent Service Monitoring	-	Constant	AS	AS	Included	Included
DNS Service Monitoring	-	Constant	AS	AS	Included	Included
DHCP Service Monitoring	-	Constant	AS	AS	Included	Included
GPR Service Monitoring	-	Constant	AS	AS	Included	Included
SNMP Service Monitoring	-	Constant	AS	AS	Included	Included
Task Scheduler Service Monitoring	-	Constant	AS	AS	Included	Included
Windows Media Services Service Monitoring	-	Constant	AS	AS	Included	Included
Data Replication Monitoring	-	Constant	AS	AS	\$50 /month	\$50 /month
FS Clustering Monitoring	-	Constant	AS	AS	\$50 /month	\$50 /month
SQL Replication Monitoring	-	Constant	AS	AS	\$50 /month	\$50 /month
SQL Clustering Monitoring with Management		constant	AS	AS	\$100/month	\$100/month
Windows Performance Elements		Request	AS	AS	Included	Included
Linux Performance Elements		Request	AS	AS	Included	Included

Support Type - Software (cont)

	Max per Month	Method	Dedicated Server	Basic Managed	Select Managed	Premium Managed
Proactive Critical Patching		Automated	AS	AS	Included	Included
Security Vulnerability Scanning		Request	AS	AS	Included	Included
Server Compromise Investigation		Request	AS	AS	Included	Included
Evault Restores		Request	AS	AS	Included	Included
Server SPAM Source Investigation		Request	AS	AS	Included	Included
Email to SPAM box trouble shooting		Request	AS	AS	Included	Included
Interactive Patch Management		Automated	AS	AS	AS	Included
Custom Packaged Software Installation.		Automated	AS	AS	AS	Included
Application Environmental Best Practices Expertise		Inception	AS	AS	AS	Included
Advanced Security Management (End-user administration)		Request	AS	AS	AS	Included
Log File Management		Automated	AS	AS	AS	Included
Evault Job Management		Automated	AS	AS	AS	Included
Data Replication Setup		Request	AS	AS	AS	Included
SQL Clustering Setup		Request	AS	AS	AS	Included
FS Clustering Setup		Request	AS	AS	AS	Included
Trouble Shooting of VPN		Request	AS	AS	AS	Included

AS= Advanced Support

Please visit www.codero.com for current pricing on all products and services.

Prices and availability of products on this data sheet are subject to change at any time without notice. Please refer to the Codero website at www.codero.com for the most current prices.



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