



OUTSOURCING ENGINEER SERVICE SCHEME

Introduction:

AMPC IT Solution Company Ltd. (“AMPC”) is dedicated to providing a comprehensive range of computer products and system solutions, especially in the area of SNA solutions. With the fast adoption and popularity of the Internet, AMPC plays an active role in delivering total e-commerce solutions. We facilitate a total solution to ensure your business is intelligently equipped to address both its present and future e-commerce challenges.

In view of the more and more competitive business environment in this new millennium, AMPC sees an apparent trend of businesses outsourcing the workload of their IT department to concentrate on their core business.

AMPC’s **Outsourcing Engineer Service Scheme** is designed specifically to meet this trend and has now become one of the most welcomed services from our clients.

Key Attributes:

1. To reduce the workload of IT department;
2. To cope with some ad-hoc and advanced IT skill and needs; and/or
3. To cover those services not included in standard warranty and maintenance agreement.

Advantages:

1. Supported by GROUP of IT expert with various skills;
2. Reducing investment in unfamiliar IT maintenance;
3. No more headaches on IT staff turnover, absentee, or other administrative issues; and MORE.

**SCHEME-I - HOURLY BASE****On-site Service Pricing:**

	<i>Value</i>	Less than 10- token	10- token	20- token	30- token	50- token
Price per token	HK\$400	HK\$400	HK\$360	HK\$320	HK\$240	HK\$220
Discount		0%	10%	20%	40%	45%
Total price			HK\$3,600	HK\$6,400	HK\$7,200	HK\$11,000

Service Class:

	Basic	Networking	Advance
Office hours	1 token per man-hour; minimum 2 man-hour; 2 tokens per call	2 tokens per man-hour; minimum 2 man-hour; 4 tokens per call	3 tokens per man-hour; minimum 2 man-hour; 6 tokens per call
Non-office hours	N/A	3 tokens per man-hour; minimum 2 man-hour; 6 tokens per call	4.5 tokens per man-hour (round up to the nearest integer on actual count); minimum 2 man-hour; 9 tokens per call
Scope of services	Personal Computer, Personal Printer, Personal Software, other simple hardware, Telephone Support Service (Call incident)	Application Server, Operation Systems, Network device(such as hub,switch,print server), Workgroup Printer, Application Software, (such as Microsoft Back Office, CA Arcserve)	Router,Layer-3 Switch, Firewall Software and hardware, IBM AS/400 related products (remote controller, emulation software, printer, print server), Network Design and consultation
Response time during office hours	Next HK business day	Within 4 working hours	Within 4 working hours
Response time during non-office hours	N/A	By appointment	By appointment



Flat B, 4/F., Kelly Court , 55-57 Wing Hong Street, Cheung Sha Wan, Kln., H.K.

Service Hotline: 35989638 Fax:81676914

SCHEME-II - MONTHLY BASE
Pricing:

	Basic Plan A	Medium Plan B	Enterprise Plan C
Price per month	Original:HK\$6,280.00 Now special offer at: HK\$5,880.00	Original:HK\$11,000.00 Now special offer at: HK\$9,580.00	Original:HK\$18,800.00 Now special offer at: HK\$16,350.00
On-site support engineer	Includes 16 hours per month (4 hours per session, 1 session per week, 4 weeks per month)	Includes 32 hours per month (4 hours per session, 2 session per week, 4 weeks per month)	Includes 88 hours per month (4 hours per session, 5 session per week, 4 weeks per month)
Senior consultant	Includes 1 hour meeting per month for consultation, system and network planning & review		
Scope of services	Personal Computer, Personal Printer, Personal Software, other simple hardware, Applicationh Server, Operation Systems, Network device (such as hub, switch, print server), Workgroup Printer, Application Software (such as Microsoft Back Office, CA Arcse		

Additional / Optional Services:

	Basic Plan A	Medium Plan B	Enterprise Plan C
Extra hour during office hours	\$250 per hour	\$200 per hour	\$150 per hour
Extra hour during non-office hours	\$350 per hour	\$300 per hour	\$225 per hour
Advanced service scope	Router, Layer-3 Switch, Firewall Software and hardware, IBM AS/400 related products (remote controller, emulation software, printer, print server), Network Design and consultation		
Advanced service scope during office hours	\$800 per hour		


SCHEME-III - On-line Professional Support

Quantity	Face Value	5- incident	10- incident	20- incident
Unit Price	\$100	\$99	\$90	\$80
Price	N/A	\$495	\$900	\$1,600
Service Scope	Customer asks technical question on-line (telephone, mail or internet) and be answered by technical professionals. This service does NOT cover on-site services.			
Product Scope	3Com Attachmate Checkpoint Cisco Compaq Computer Associate HP IBM Intel Microsoft Novell Perle Sonicwall			
Commitment	Once customer sends us a technical question, AMCL should provide an initial feedback within 15 minutes. AMCL should provide detailed answer within 2 hours. AMCL should provide a definite answer within 3 business days. By "definite answer", we mean a concrete			
Service Hour	Monday- Friday 09:00-18:00 excluding public holidays			



General Notes:

1. Office hours refer to Hong Kong business days, Monday to Friday, 09:-00 – 18:00, excluding Saturdays and public holidays.
2. All the above pricing does not include cost of material (hardware and software).
3. Quotation for services not mentioned in the above items will be available on request.
4. All payment should be made in advance, and all payment will not refunded.
5. Monthly services could only be used within the same group of companies and are not transferable to any other group of companies.
6. The liability to customer for any claims of damage and loss will only be limited to the purchase price of man day/hours for the specific service.
7. Service locations are limited to urban area in Hong Kong, unless otherwise consented with AMPC in written. Same day response services will not be provided to service calls outside the urban area (such as offshore islands, HK SAR International Airport or other rural area), and a surcharge of HK\$350 will be levied on every call of this kind to compensate for additional traveling time and cost. However, the surcharge will not be levied again on repeat calls (the same symptom within 2 weeks for the same equipment).

For Shen Zhen Special Zone, no additional service charge will be levied on service calls inside the Special Zone Area. However, same day response services will not be guaranteed. Same day response services will not be provided to service calls outside the Shen Zhen Special Zone, and a



surcharge of HK\$350 will be levied on every call of this kind to compensate for the additional traveling time and cost. However, the surcharge will not be levied again on repeat calls (the same symptom within 2 weeks for the same equipment).

8. Client shall grant AMPC full and free access to the Equipment at all reasonable times. It shall be the Client's responsibility to furnish adequate space for AMPC's staff to work on the Equipment.
9. Man-hour on AMPC's staff shall start at the time the staff arrived the location of each service call.
10. The entire software license will keep by client, all software license legal liability is irresponsible by AMPC IT Solution Company Limited.
11. If client is to complain our staff or our service cannot meet the requirement, client can be request to charge another engineer/support staff (On-site support staff only)
12. If AMPC and the Client both agree to terminal the contract immediate, there is no legal liability will charge on both side, but a legal letter is need and have both side signature and company chop.