

# ○○ SUPPORT PACKAGES

Services Offered	Starter	Premium	Elite
Tenancy - Email & DNS & Archive Setup (DKIM, DMARC, SFP)	Included	Included	Included
Tenancy - DMARC Domain Reporting	Optional Add-on	Included	Included
Tenancy - Conditional Access Policies	N/A	Included	Included
Tenancy - Multi-Factor Authentication	N/A	Included	Included
Tenancy - Data Backup	Optional add-on	Included	Included
Tenancy - Data Loss Protection	N/A	Included	Included
Tenancy - Sensitivity Labelling	N/A	Included	Included
Tenancy - Identity & Access Management	N/A	Included	Included
Tenancy - IT Asset Management	N/A	Included	Included
Tenancy - Security Awareness Program	N/A	N/A	Included
Tenancy - Threat and Vulnerability management	N/A	Included	Included
Endpoint - Patch management (RMM)	N/A	Included	Included
Endpoint - Protection (Antivirus)	Included	Included	Included
Endpoint - Quick remote support (RMM)	Included	Included	Included
Support Service Location	Remote only	Remote and "Limited" Onsite	Remote and Onsite
Committed Response Inclusions			
(8hrsX5days) x 8hrs-Response	Included		
(8hrsX5days) x 4hrs-Response	Optional Add-on	Included	
(24hrsX7days) x 4hrs-Response	Optional Add-on	Optional Add-on	Included
Optional - Telephony Add-ons			
MS Teams License or "similar"	Included	Included	Included
1300 Number	N/A	Included	Included
SIP Concurrent Channels	4	6	10+
Auto-Attendant & Call flow service	N/A	Basic features	Advanced Features
Optional - Monitoring Dashboard and Alerting			
Monitoring options	\$250/network/month or \$15/endpoint	\$150/network/month or \$10/endpoint	Full Monitoring and proactive alerts included

\* All packages include end-user remote and onsite desktop support during agreed business hours.