

Sailian Media Co., Ltd. 2017 IT Service

Service Details					
Include	Basic	Enterprise	Gold	Premium	
Client Maintenance					
Number of Computers (General)	≤30	≤50	≤100	∞	
Computer Hardware Troubleshoot	√	√	√	√	
Hardware Procurement		√	√	√	
Anti-Virus Scanning Support		√	√	√	
Software Configuration Assistance	√	√	√	√	
Telephone Technical Support	√	√	√	√	
Remote Technical Suport	√	√	√	√	
Technical Checks on Software/Hardware		√	√	√	
Computer Software Updates	√	√	√	√	
Website Promote					
Corporate Advertise				√	
Website Technical Maintenance (Our Establish)	√	√	√	√	
Website Technical Maintenance (Other Establish)				√	
Content Maintenance		√	√	√	
Website Template Modify (Our Establish)			√	√	
SEO Service			√	√	
Website Function Modify (Our Establish)				√	
Office Network and Wi-Fi- Setup					
Office Network (Indoor) Setup			√	√	
Office Network (Indoor) Maintenance	√	√	√	√	
Office Network (Outdoor) Setup				√	
Office Network (Outdoor) Maintenance			√	√	
Internet Equipment Procurement		√	√	√	
Internet Design Solution			√	√	
	√	√	√	√	
Server Maintenance					
Data Servers Maintenance			1 Station	≤2 Station	
Mail Servers Maintenance			1 Station	≤2 Station	
Mail Client Technical Support	√	√	√	√	

(Outlook,Foxmail)				
Web Servers Maintenance		1 Station	≤ 3 Station	≤ 5 Station
Intranet Server Maintenance		1 Station	≤ 3 Station	≤ 5 Station
Server Software/Hardware Maintenance Check		1 Times	2 Times	4 Times
Server Software/Hardware Troubleshooting			√	√
Other Types Server Maintenance (Domain and Other Propriety Server)			1 Station	≤ 2 Station
Server Hosting			1 Station	≤ 2 Station
Serve Rent				1 Station
Site Service and Service Address Area				
Site Service	√	√	√	√
Bangkok Area (BTS and MRT Area)	12Times	15Times	∞	∞
Bangkok Area (Non BTS and MRT Area)	12Times	15Times	∞	∞
Around Bangkok (Metropolitan Region)	6Times	12Times	∞	∞
Countryside (Around 200Km outside Bangkok)*	5,000 Baht/Times	6Times	12Times	15Times
Service Cycle and Response Time				
Service Cycle	1 Year	1 Year	1 Year	1 Year
Service Response Time (Bangkok/Countryside)	Within 24/48	Within 24/48	Within 8/24	Within 6/12
Service Response Time Period	Mon-Fri	Mon-Fri	Mon-Sat	Mon-Sun
Service Time	9:00-18:00	9:00-18:00	8:00-20:00	7*24
Service Time (Legal Holiday)			√	√
IT Technicain On-site Support				
Office area network Support		√	√	√
Office area network Support Period**		10 Hours	30 Hours	50 Hours
Server and Server Room Maintenance Support			√	√
Server and Server Room Maintenance Support Period**			10 Hours	20 Hours
Technical Support Within Enterprise***		√	√	√
Package Price and Others				
Service Fee*****	300,000	500,000	800,000	1,500,000
Other Services Purchase Discount*****	5%	7%	10%	15%
Postponement of Service*****	15 Days	15 Days	30 Days	60 Days

Note:

*: If you exceed the specified number of times, but customers still need to provide on-site service, Bangkok Area charges 1,000 baht / time, Surrounding Bangkok city charges 3,000 baht / times, Countryside 5,000 baht / Times

** : Exceeding the time part, will be in accordance with the "Onsite technical support" charge the corresponding charge.

***: In order to ensure the normal operation of the enterprise network and related facilities during the specified

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period, We can provide a professional staff in this field to deal with related problems within the enterprise. During this period, The employee may provide services at a rate of at least 800 baht per working day to the staff member at the time of service of the enterprise at the time of service of the enterprise, provided that the part of the employee exceeds the working time in accordance with the normal overtime expenses under Thai law .

****: This fee does not include a 7% tax.

*****: After purchasing our services, You can get the corresponding discount for purchase other products or services of our company.

*****: After the expiry of the service and the expiration of the service, the customer still can not renew on time, we will provide a period of delay to protect, in order to continue to better serve customers in this period of time

Note: The product description is valid for the period from July 1, 2016 to June 30, 2017 only.