



Williams Information Network Group Inc. (WING) is a Woman Owned and Operated company, organized and in good standing under the laws of the State of Maryland. WING is a member of the State of Maryland Small Business Reserve Program (SB05-1378), a registered Maryland Minority Business Enterprise (MBE Cert. # 04-582) and certified as a U.S. Small Business Administration (SBA) 8(a) Business Development Program.

WING has a background in Network Design, Security Analysis, Internet Solutions, Programming, Database Design, Website Development, Support Contracts, Local Area Network (LAN), Wide Area Network (WAN), Thin-Client Business Solutions, Biometric Security Safeguards, Point-of-Sale Solutions, and Telecommunication products and services, and is willing to provide services to Customer based on this background.

Service and support contracts have become increasingly popular as a way to provide consumers a reasonable means of dealing with unforeseen repair problems, unexpected "down time," and on-going network maintenance issues. We offer one of the most comprehensive service and support contracts available in the industry - backed by our money back guarantee!

Support services are available on ANY platform.

For your convenience, our packages are sold in pre-paid blocks of time based on your desired level of response. The more hours you purchase, the lower the hourly rate becomes and longer the service limit applies:

	1-Year Service Limit			2-Year Service Limit			3-Year Service Limit		
	20-40	41-80	81-120	121-160	161-200	201-240	241-280	281-320	321-360
BRONZE	\$ 95	\$ 91	\$ 87	\$ 84	\$ 80	\$ 76	\$ 72	\$ 68	\$ 65
SILVER	\$ 120	\$ 115	\$ 110	\$ 106	\$ 101	\$ 96	\$ 91	\$ 86	\$ 82
GOLD	\$ 150	\$ 144	\$ 138	\$ 132	\$ 126	\$ 120	\$ 114	\$ 108	\$ 102
PLATINUM	\$ 180	\$ 173	\$ 166	\$ 158	\$ 151	\$ 144	\$ 137	\$ 130	\$ 122

BRONZE = two-day response, business days
SILVER = next-day response, business days

GOLD = 4-hour response, business days
PLATINUM = 4-hour response, 24 hours a day

Shorter contract periods provide you an insurance policy for those times when you experience problems with your system(s). In this scenario, we are the fireman for your network fires. Longer contract periods provide us the ability to perform preventive maintenance on a predetermined schedule (i.e. the first business day of each month). In this scenario, we are the doctors that perform patient checkups to help prevent those fires from occurring in the first place. **After all, an ounce of prevention is worth a pound of cure!**

Prices may change at any time, so contact us today to guarantee the lowest rate for your business!

Williams Information Network Group Inc.

Office (410) 799-0896 ext. 1 • Toll Free: (888) 4MY-WING • Fax (866) 277-3780

WINGSupport@WilliamsNetwork.com